



NEW HAVEN PUBLIC SCHOOLS
AGREEMENT COVER SHEET

Cover Sheet is an Internal Document for Business Office Use

Please Type

Contractor full name: Monique Forsey

Doing Business As, if applicable:

Computer Technician

Business Address:

146 Village Street Northford, CT 06472

Business Phone:

203-996-5126

Business email:

moniqueforsey@gmail.com

Funding Source & Acct # including location code:

900 2531 5259 56658 NP23 (pending budget approval)

Principal or Supervisor: Keisha Hannans

Agreement Effective Dates: From 11/15/2022-6/30/2023

Hourly rate or per session rate or per day rate. \$75.00

Total amount: \$9,000

Description of Service: Please provide a one or two sentence description of the service. *Please do not write "see attached."*

To provide computer technical support for both hardware and software for the Title I Non-Public Schools.

Submitted by: Joanne Turonis Phone: 203-214-6354



NEW HAVEN PUBLIC SCHOOLS

Memorandum

To: New Haven Board of Education Finance and Operations Committee
From: Joanne Turonis
Date: 10/19/22
Re: Agreement with Monique Forsey

Please **answer all questions and attach any required documentation as indicated below.** Please have someone **ready to discuss** the details of each question during the Finance & Operations meeting or this proposal might not be advanced for consideration by the full Board of Education.

1. **Contractor Name:** Monique Forsey
2. **Description of Service:**
Monique Forsey will be responsible for the maintenance and repair of all hardware for the Title I Non-Public Schools
3. **Amount of Agreement and hourly or session cost:**
\$75.00 per hour for a total of 120 hours total cost \$9,000
4. **Funding Source and account number:**
2531 -5259-56658 NP23(pending budget approval)
5. **Approximate number of staff served through this program or service:**
6
6. **Approximate number of students served through this program or service:**
50
7. **Continuation/renewal or new Agreement?**
Answer all questions:
 - a. If continuation/renewal, has the cost increased? If yes, by how much? Renewal, no increase.
 - b. What would an alternative contractor cost: \$75.00 is a competitive quote.
 - c. If this is a continuation, when were the last time alternative quotes were requested? I have not received an alternate quote because Monique is not only familiar with are hardware, but our software as well. I have not found anyone that is knowledgeable in both areas. If I were to get technical support for our software program from The Savvas Learning Company, the cost would be thousands of dollars more.
 - d. For new or continuation: is this a service existing staff could provide. If no, why not? No Monique offers immediate service when problems arise. I am still waiting since September for the Data Center to check out a printer that is no longer working. This interrupts our service to the Title I students as mandated by the state and federal guidelines.

8. Type of Service: Hardware and software support

Answer all questions:

- a. Professional Development?
 - i. If this is a professional development program, can the service be provided by existing staff? If no, why not? N/A
- b. After School or Extended Hours Program?N/A
- c. School Readiness or Head Start Programs?N/A
- d. Other: (Please describe)

9. Contractor Classification:

Answer all questions:

- a. Is the Contractor a Minority or Women Owned Business? Yes, Woman.
- b. Is the Contractor Local? yes
- c. Is the Contractor a Not-for-Profit Organization? If yes, is it local or national? No
- d. Is the Contractor a public corporation? No
- e. Is this a renewal/continuation Agreement or a new service? renewal/continuation
- f. If it is a renewal/continuation has cost increased? If yes, by how much? no
- g. Will the output of this Agreement contribute to building internal capabilities? If yes, please explain: Her services contribute to the internal capabilities of the Title I room only..

10. Contractor Selection: In this section, please describe the selection process, including other sources considered and the rationale for selecting the contractor. Please answer all questions:

- a. What specific skill set does this contractor bring to the project? Please attach a copy of the contractor's resume if an individual or link to contractor website if a company:
See Resume
- b. How was the Contractor selected? Quotes, RFP/RFQ, Sealed Bid or Sole Source designation from the City of New Haven Purchasing Department? Monique has had a Agreement with the non-Public for quite a few years and she is knowledgeable about our needs for both software and hardware.
- c. Is the contractor the lowest bidder? If no, why? Why was this contractor selected? N/A
- d. Who were the members of the selection committee that scored bid applications?N/A
- e. If the contractor is Sole Source, please attach a copy of the Sole Source designation letter from the City of New Haven Purchasing Department.N/A

11. Evidence of Effectiveness & Evaluation

Answer all questions

- a. What **specific need** will this contractor address and how will the contractor's performance be measured and monitored to ensure that the need is met? Monique Forsey will be responsible for the care and maintenance of all Title I Hardware and software. The contractor's performance will be measured and monitored by how effectively the Title I hardware and software is maintained in working order. Monique has always been able to effectively do this and give recommendations if she is not able to do so. She lets us know if equipment is outdated or unfixable and makes suggestions as to their replacements or repair.
 - b. If this is a **renewal/continuation service** attaches a copy of the evaluation or archival data that demonstrates effectiveness. See attached evaluation
 - c. How is this service aligned to the District Continuous Improvement Plan? The Title I Program is a federally funded program to improve eligible students' literacy and math skills. Since we rely on our software and hardware to deliver our services, the care and maintenance of our hardware and software is very important to the effectiveness of our services.
12. Why do you believe this Agreement is fiscally sound? This agreement is fiscally sound because the service rendered is necessary to the smooth and effective running of the Title I Non-Public Program. It allows us to get immediate help to rectify any problems we encounter. Therefore, our students' programs are not interrupted by malfunctioning equipment. Also, if we were to purchase Technical Support from the Savvas Learning Company, the company we purchase our software from, it would cost thousands of dollars more.
13. What are the implications of not approving this Agreement? If this agreement is not approved, the Title I students' remediation will be interrupted and federal guidelines will not be met.



NEW HAVEN PUBLIC SCHOOLS

AGREEMENT
By And Between
The New Haven Board of Education
AND

MONIQUE FORSEY

(TITLE I NON-PUBLIC SCHOOLS)

This Agreement entered into on the 18th day of October 2022, effective (*no sooner than the day after Board of Education Approval*), the 15th day of November, 2022, by and between the New Haven Board of Education (herein referred to as the "Board" and, Monique Forsey_ located at, 146 Village Street Northford, CT 06472_ (herein referred to as the "Contractor").

Compensation: The Board shall pay the contractor for satisfactory performance of services required the amount of \$ \$75.00 per, hour, for a total of 120 hours ..

The maximum amount the contractor shall be paid under this agreement: (\$ 9,000). Compensation will be made upon submission of an itemized invoice which includes a detailed description of work performed and date of service.

Fiscal support for this Agreement shall be by Title I Program of the New Haven Board of Education, **Account Number:** ----- 2531-5259-56658 ----- **Location Code:** NP23 ----- Pending Budget Approval

This agreement shall remain in effect from 11/15/2022 to 6/30/2023.

SCOPE OF SERVICE: *Please provide brief summary of service to be provided*
To provide computer technical support and assistance to the Title I Non-Public Schools. This includes: Supporting existing hardware, troubleshooting hardware and software issues. Provisions of hardware and software are not available, but will consult as to what is needed. Repair broken computer equipment and software in the following Non-Public Title I Computer Labs:
All Saints Catholic Academy-423 Ferry Street
St. Martin dePorres Academy-208 Columbus Avenue
The service provided all the Title I Parochial Teachers to effectively run their Success Maker Reading and Math Programs. They are used as a vehicle to improve reading and math skills of Title I eligible students.

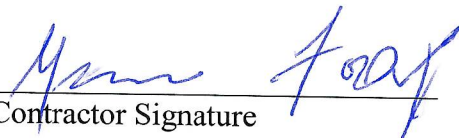
Exhibit A: Scope of Service: Please attach contractor's detailed Scope of Service on contractor letterhead with all costs for services including travel and supplies, if applicable.

Exhibit B: Student Data and Privacy Agreement: Attached

APPROVAL: This Agreement must be approved by the New Haven Board of Education **prior to service start date**. Contactors may begin service no sooner than the day after Board of Education approval.

HOLD HARMLESS: The Contractor shall insure and/or indemnify the Board and its members, employees and agents against all claims, suits, and expenses, including reasonable attorney's fees, in connection with loss of life, bodily injury or property damage arising from any neglect act or omission of the Contractor or its employees or agents. Further, the Contractor covenants and agrees that it shall hold the Board and its members, employees and agents harmless against any and all claims, suits judgments of any description whatsoever caused by the Contractor's breach of this agreement or based upon the conduct of the Contractor, or its agents or its employees or arising out of in connection with their activities under this agreement.

TERMINATION: The Board may cancel this agreement for any reason upon thirty (30) days' written notice sent to the Contractor by certified U.S. mail, return receipt requested; provided however, that the Board shall be responsible to the Contractor for all services rendered by the Contractor through the last day of thirty (30) day notice period, as long as the Agreement was approved by the Board prior to the start date of service.


Contractor Signature

President
New Haven Board of Education

10/18/22
Date

Date

Monique Forsey

Monique Forsey
Contractor Printed Name & Title

Exhibit A

To provide computer technical support and assistance to Title I Non-Public Schools by supporting existing hardware, and troubleshooting hardware and software issues. Provisions of hardware and software are not available but will consult as to what is needed. The installation and downloading of programs on any new equipment at our sites is also part of the agreement. Repair broken computer equipment and software.

Act as support for the Success Maker Computer Programs for Reading and Math skills when the need arises, this includes installing updates and antivirus support as needed. This enables Title I teachers the needed assistance to work with Title I students with minimal amount of disruption to the program. Thus allowing the Title I program to have the continuity necessary for an effective remedial program.

These services are for the following Non-Public Title I computer labs:

All Saints Catholic Academy-423 Ferry Street

St. Martin DePorres Academy-208 Columbus Avenue

The cost of this service will be \$75.00 per hour not to exceed 120 hours.

The service provided allow the Title I Parochial teachers to effectively implement their Success Maker computer generated Reading and Math Programs. They are used as a vehicle to improve reading and math skills of Title I eligible students.



NEW HAVEN PUBLIC SCHOOLS

EXHIBIT B

**STUDENT DATA PRIVACY AGREEMENT
SPECIAL TERMS AND CONDITIONS**

For the purposes of this Exhibit B "directory information," "de-identified student information," "school purposes," "student information," "student records," "student-generated content," and "targeted advertising" shall be as defined by Conn. Gen. Stat. §10-234aa.

1. All student records, student information, and student-generated content (collectively, "student data") provided or accessed pursuant this Agreement or any other services agreement between the Parties are not the property of, or under the control of, the Contractor.
2. The Board shall have access to and the ability to delete student data in the possession of the Contractor except in instances where such data is (A) otherwise prohibited from deletion or required to be retained under state or federal law, or (B) stored as a copy as part of a disaster recovery storage system and that is (i) inaccessible to the public, and (ii) unable to be used in the normal course of business by the Contractor. The Board may request the deletion of any such student information, student records or student-generated content if such copy has been used by the operator to repopulate accessible data following a disaster recovery. The Board may request the deletion of student data by the contractor within two (2) business days of receiving such a request and provide to the Board confirmation via electronic mail that the student data has been deleted in accordance with the request, the date of its deletion, and the manner in which it has been deleted. The confirmation shall contain a written assurance from the Contractor that proper disposal of the data has occurred in order to prevent the unauthorized access or use of student data and that deletion has occurred in accordance with industry standards/practices/protocols.
3. The Contractor shall not use student data for any purposes other than those authorized pursuant to this Agreement.
4. A student, parent or legal guardian of a student may review personally identifiable information contained in student data and correct any erroneous information, if any, in such student data. If the Contractor receives a request to review student data in the Contractor's possession directly from a student, parent, or guardian, the Contractor agrees to refer that individual to the Board and to notify the Board within two (2) business days of receiving such a request. The Contractor agrees to work cooperatively with the Board to permit a student, parent, or guardian to review personally identifiable information in student data that has been shared with the Contractor, and correct any erroneous information therein.

5. The Contractor shall take actions designed to ensure the security and confidentiality of student data.
6. The Contractor will notify the Board, in accordance with Conn. Gen. Stat. § 10-234dd, when there has been an unauthorized release, disclosure or acquisition of student data. Such notification will include the following steps:

Upon discovery by the Contractor of a breach of student data, the Contractor shall conduct an investigation and restore the integrity of its data systems and, without unreasonable delay, but not more than thirty (30) days after such discovery, shall provide the Board with a more detailed notice of the breach, including but not limited to the date and time of the breach; name(s) of the student(s) whose student data was released, disclosed or acquired; nature of and extent of the breach; and measures taken to ensure that such a breach does not occur in the future.
7. Student data shall not be retained or available to the Contractor upon expiration of the contract between the Contractor and Board, except a student, parent or legal guardian of a student may choose independently to establish or maintain an electronic account with the Contractor after the expiration of such contract for the purpose of storing student-generated content.
8. The Contractor and Board shall each ensure their own compliance with the Family Educational Rights and Privacy Act of 1974, 20 U.S.C. § 1232g, as amended from time to time.
9. The Contractor acknowledges and agrees to comply with the above and all other applicable aspects of Connecticut's Student Data Privacy law according to Connecticut General Statutes §§ 10-234aa through 10-234dd.
10. The Parties agree that this Agreement controls over any inconsistent terms or conditions contained within any other agreement entered into by the Parties concerning student data.

MONIQUE FORSEY
146 Village Street
Northford, CT 06472
(203) 484-4568
Monique.Forsey@gmail.com

PROFESSIONAL OBJECTIVE

Senior Desktop Engineer/ Junior Network Engineer

EXPERIENCE

6/2016 to 6/2020 **Gaylord Specialty Health Care**

Title: PC/Lan Technician

Responsibilities include all technical support for Desktops, Laptops, Servers and peripherals. Troubleshoot and resolve any and all software and hardware related errors and/or conditions that hinder the ability for the end user to operate their equipment effectively. Document and share technical information with co-workers and end users as needed. Perform updates on computers in mass using pdq-deploy software, create images of laptops and desktops as need to deploy in quantity.

5/10– 9/2015 **Pearson Digital Learning**

Title: Senior Support Field Engineer

Responsibilities include support of 28 schools in the Hartford Public School system. Successfully maintain over 50 Windows 2008 Servers and software applications for Pearson Digital Learning. Maintain hardware, software configurations, computer and printer setups. Responsible for addressing trouble tickets via BMC Tracking System or Manage Engine Service Desk. Use Altiris to push out key updates to computers in mass. Work closely with teachers to help them have a better understanding of Pearson's Waterford and Successmaker applications. Diagnose and troubleshoot server and client pc's for hardware or software issues. Posses written and oral skills. Exceptional customer interpersonal skills. Knowledgeable with HP/Compaq, Dell, Gateway computers, Tablets, IPads and Smart phones along with various name brand printers such as HP, Lexmark, Canon, and peripherals. Experienced with network environments and protocols. Fluent with Microsoft OS's and Office products and third party vender applications. Able to work alone or with a team. Have the ability to work under pressure in a fast paced environment. Can multitask and prioritize projects or objectives. Look forward to difficult challenges. Specializing in high volume call closures. Experienced with remote control software applications such as Dameware, Landesk, Teamviewer, Logmein and Microsoft Remote Control.

9/04-6/09 **New Haven Board of Education, New Haven, CT**

Title: Independent Contractor / Senior Desktop Engineer

Successfully maintained and was sole supporter of all hardware and software issues pertaining to McGraw Hill's "Breakthrough to Literacy Application" and Scholastic's "Read 180 Application" as warranted by the "No Child Left Behind Act". Serviced 2000+ clients. Created and conducted workshop training classes for Technology Facilitators, which included basic troubleshooting skills, remote desktop and FAQ's etc. Fluent with different remote control software and Help Desk Track-it Systems. Exceptional ability diagnosing and repairing Windows network related hardware or software problems in a timely manner. Proficient with DOS, Microsoft 98/ME/NT/2000/XP/Vista, Microsoft Office, Microsoft Exchange, Outlook, McAfee Anti-Virus, Symantec Ghost Imaging Software, Ethernet and Wireless networks, Thin Clients, Network protocols (IPX/SPX, TCP/IP, DHCP, DNS, SNMP, POP, etc). Brought a high level of expertise and speed diagnosing computers, printers and peripheral hardware. Familiar with PDA's, Blackberry's, and Bluetooth devices. Developed and maintained a close relationship with end users. Possess great oral and written

communication skills, organizational skills and in depth problem solving capabilities. Able to work independently or with a team. Comfortable working in a fast paced environment. Specializing in high volume call closures.

5/99-6/04 GE Capital ITS, Stamford, CT

Stations: **2 yrs at Yale New Haven Hospital/ 3 yrs at New Haven Board of Ed**

Title: Senior Desktop Engineer

Maintained and troubleshoot all aspects of computer technology including OS, software, hardware, special applications, and server issues. Proficient in Windows 98/NT/2000/XP, Office Suites, MS Outlook, Microsoft Exchange. Some experience with installations of Windows 2000/2003 servers and Novell servers. Demonstrated ability to learn, apply and support latest technology. Proven ability to diagnose and execute solutions for all types of network, computer, peripherals and software issues. Completed and successfully executed a special project request by client to setup and configure a universal profile for 60 laptops, also accomplished a client request project to upgrade an existing NT Server to a Windows 2000 server. Worked closely with end users in resolving computer related issues. Welcomed challenges and learning new technology. Trained Helpdesk staff in learning new techniques to resolve computer issues. Consistently exceeded the required amount of service related call closures. Received a customer service award.

5/95-3/99 SUPERIOR CONSULTING / LINCOLN COMPUTER, Wallingford, CT

Title: Computer Technical Engineer / System Consultant

Troubleshooting PC's, Servers, MAC's and printers (hardware and software). Successfully configured and installed new Novell Networks and Windows NT Servers. Delivered and executed a new hardware system called Netware Connect, which consisted of enabling remote dial-up access to client servers. Heavily involved in installation and configuration of leading edge technology. Trained and mentored new apprentices. Primary clientele included *St. Francis Hospital, Mt. Sinai, Elmcrest, Bristol Hospital and Homecare.*

CERTIFICATIONS / CERTIFICATES

Certified A+ Professional, Microsoft Certified Professional (MCP), Network +, Microsoft Certified Desktop Support Technician (MCDST)

Windows 98/2000/XP Troubleshooting and Support, Windows Server 2008, Windows 7 and 8 Pro

Lexmark Printer Training, Microsoft Networking Essentials,

Adminstrating Microsoft NT 4.0, Installing and Configuring Microsoft NT Server 4.0,

Netware Admin. Ver. 4.1, Novell Advanced Admin. Ver. 4.1 (CNA), Compaq System Technologies,

Novell Networking System Administrator Ver. 3.12 (CNA)

Compaq, HP LaserJet printers, IBM Advanced Connectivity, IBM Human Resources Development, IBM Micro Computers.

EDUCATION

Sir Sanford Fleming College, Peterborough, Ontario Canada

Course: Computer Systems Engineer (Canadian Equivalent Associates Degree)

COMMENTS

As my resume reflects, I have extensive experience and considerable educational background in the field of computer servicing. I have been given numerous challenges and projects that have been successfully achieved. I am an energetic professional who takes pride in the quality of her work; I know I could take on most any responsibility and succeed. I welcome the challenges of the never ending technology world and truly love what I do. I am motivated, tenacious, and build good relationships with others. As a successful desktop engineer I know I would be a complement to any senior engineer.