

REQUEST FOR PROPOSAL
CONTRACTED STAFFING SERVICES
TROY SCHOOL DISTRICT

**REQUEST FOR PROPOSAL
RFP 9789
CONTRACTED STAFFING SERVICES
TROY SCHOOL DISTRICT**

Troy Schools is accepting firm, sealed proposals for Contracted Staffing Services to establish a three (3) year service contract beginning with the 2014-15 school year. It is the District's intention to work with the selected vendor to establish a implementation schedule allowing for a smooth transition.

Specifications and proposal forms can be obtained online at <http://www.troy.k12.mi.us>. From the main page click the "Business Services" tab listed under "Departments", then click "Purchasing" and go into the "Current Bids" tab, scroll down to locate and access the bid document.

Your proposal and four copies marked "**Contracted Staffing Services**" must be delivered no later than **2:00 p.m. on Monday, August 4, 2014** to the Purchasing Department, Troy School District, 4400 Livernois, Troy, Michigan 48098, at which time all bids will be publicly opened and read aloud immediately thereafter. Bid proposals received after this time will not be accepted.

All questions regarding the services specified, or the RFP terms and conditions will be accepted in writing ONLY and subsequently answered through an addendum to all interested parties. Any questions must be received no later than noon, **July 25, 2014**, at no other time prior to the RFP opening will questions/concerns be addressed or accepted and may be faxed to: 248.823.4013, or emailed as a Word document to: PurchasingOffice@troy.k12.mi.us.

All consultants submitting proposals must provide familial disclosure and attach this information to the proposal. The proposal will be accompanied by a sworn and notarized statement disclosing any familial relationship that exists between the owner or any employee of the consultant submitting a proposal and any member of the Troy School District Board or the Troy School District Superintendent. The District will not accept a proposal that does not include this sworn and notarized disclosure statement.

The Troy School District Board of Education reserves the right to accept or reject any or all bids, either in whole or in part; to award contract to other than the low bidder; to waive any irregularities and/or informalities; and in general to make awards in any manner deemed to be in the best interest of the owner.

Purchasing Department
Troy School District
4400 Livernois
Troy, MI 48098

1.0 SCOPE OF SERVICES

This request for proposal includes all labor, material, equipment and services to provide Contracted Staffing Services over a three (3) year period beginning with the 2014-15 school year. It is the District's intention to work with the selected vendor to establish a implementation schedule allowing for a smooth transition.

1.1 INSTRUCTIONS TO VENDORS

Firm, sealed proposals and four copies, will be received by the Purchasing Department, Troy School District, for Contracted Staffing Services, in accordance with the attached specifications.

1.2 RECEIPT OF PROPOSALS

Proposals will be submitted only on the forms provided and/or under separate cover as specified, and will be enclosed in a sealed envelope marked with the name of the vendor, the title of the work, the time, place and date due and must be delivered to: Purchasing Department, Troy School District, 4400 Livernois, Troy, Michigan 48098, no later than **2:00 p.m. on Monday, August 4, 2014** at which time all proposals will be publicly opened and read aloud immediately thereafter. Proposals received after this time will not be considered or accepted. Oral, telephone, fax or electronic mail proposals are invalid and will not receive consideration.

Proposals will be made in full conformity with all the conditions set forth in the specifications. Proposals will remain firm for a minimum period of 180 days following the date on which the proposals are opened. Any vendor may withdraw their proposal at any time prior to the scheduled time for receipt of proposals.

After proposals are opened, evaluated, and approved, a letter of award confirming acceptance will be sent to the selected vendor. It is the intent to review this proposal at the **September 2, 2014**, Board of Education regular scheduled meeting.

1.3 PRE-PROPOSAL QUESTIONS

All questions regarding the services specified, or the RFP terms and conditions will be accepted in writing ONLY and subsequently answered through an addendum to all interested parties. Any questions must be received no later than noon, **July 25, 2014**, at no other time prior to the RFP opening will questions/concerns be addressed or accepted and may be faxed to: 248.823.4013, or emailed as a Word document to: PurchasingOffice@troy.k12.mi.us.

1.4 TIMELINE

The District anticipates the following timeline and is prepared to exercise flexibility for the purpose of finding the right fit with a qualified vendor or for other purposes deemed to result in added value to the Contracted Staffing Services:

RFP Released	Monday, July 21, 2014
Pre-proposal Questions	Friday, July 25, 2014
Proposals Due	Monday, August 4, 2014

Interviews
Board Review

Week of August 11, 2014
Tuesday, September 2, 2014

1.5 FAMILIAL RELATIONSHIP AND IRAN ECONOMIC SANCTIONS

All vendors submitting proposals must provide and attach both a familial disclosure and an Iran Economic Sanctions form. The proposal must be accompanied by a sworn and notarized statement disclosing any familial relationship that exists between the owner or key employee of the vendor submitting a proposal and any member of the Troy School District Board of Education or the Troy School District Superintendent. Also, vendors must provide a completed, sworn and notarized Iran Economic Sanctions affidavit. The District will not accept a proposal that does not include both of these sworn and notarized disclosure statements.

1.6 OWNER EXPECTATIONS

The Owner is seeking a vendor with experience in providing similar staffing services to other educational institutions. It is anticipated that the selected vendor will have extensive experience.

1.7 PROPOSALS

All blank portions of the proposal must be filled in. Each submitted proposal must include the legal name of the vendor and will be signed by the person(s) legally authorized to bind the vendor to a contract. If proposals are submitted by an agent, satisfactory evidence of agency authority is required.

1.8 ORAL PRESENTATIONS

Certain selected vendors who submit proposals may be required to make an oral presentation of their proposal to the Owner. These presentations provide an opportunity for the selected vendors to clarify their written proposals and for the Owner to obtain additional information. It is expected that vendors will bring key staff who will work on the project to the presentations.

1.9 CONFIDENTIAL INFORMATION

As a public entity, Troy School District is subject to the Michigan Freedom of Information Act (FOIA). Information contained in proposals may be subject to FOIA requests.

1.10 COMPLIANCE OF AWARDED VENDOR

Vendor agrees to comply with all federal, state, and local laws, rules, regulations, executive orders, and ordinances that may be applicable to the vendor's performance of its obligations under this contract. Prior to the issuance of a purchase order authorizing commencement of this project, and in all cases before beginning work under the contract, the awarded vendor will provide to Troy School District adequate insurance per the requirements stated under Item 1.21.

1.11 RIGHT TO REQUEST ADDITIONAL INFORMATION

The Owner reserves the right to request any additional information that might be deemed necessary after the completion of this document.

1.12 RIGHT OF REFUSAL

The Board of Education reserves the right to accept or reject any or all proposals, in whole or in part; to award to other than the low vendor; to waive any irregularities and/or informalities; and, in general, to make awards in any manner deemed to be in the best interests of the District.

1.13 COSTS

The vendor is responsible for any and all costs incurred by the vendor or his/her subcontractors in responding to this request for proposal. Fees quoted must remain firm throughout this project except for changes in scope. All scope changes must be approved in writing in advance of the vendor performing the work. Fees quoted must include all expenses for this project.

1.14 FEDERAL OR STATE SALES, EXCISE, OR USE TAXES

Troy School District is a tax-exempt entity for all purposes except if the project makes enhancements, and/or additions to real property.

1.15 CONTRACT REQUIREMENTS

The Troy School District considers this RFP legally binding and will require that this Request for Proposal and the resulting vendor proposal be included as addenda to any subsequent contracts between the vendor and the Owner. It should be understood by the vendor that this means The Troy School District expects the vendor to satisfy substantially all requirements and reports listed herein. Exceptions should be explicitly noted in the vendor proposals. Lack of exceptions listed on the "Exceptions to Specifications" form will be considered acceptance of all of the specifications as presented in the RFP.

1.16 SURVIVAL CLAUSE

All duties and responsibilities of any party that, either expressly or by their nature, extend into the future, shall extend beyond and survive the end of the contract term or cancellation of this Agreement.

1.17 INCORPORATION BY REFERENCE

Parties agree that where there is a conflict between terms of this Agreement and the information presented in the referenced documents, this Agreement shall take precedence. The parties also agree that where there is not a conflict between this Agreement and the information presented in the referenced documents, that all terms, conditions and offers presented in the vendor's proposal shall herein be referenced to the Agreement and shall be binding upon all parties to the Agreement.

1.18 NON-WAIVER OF AGREEMENT RIGHTS

It is the option of any party to the Agreement to grant extensions or provide flexibilities to the other party in meeting scheduled tasks or responsibilities defined in the Agreement. Under no circumstances, however, shall any parties to the Agreement forfeit or cancel any right presented in the Agreement by delaying or failing to exercise the right or by not immediately and promptly notifying the other party in the event of a default. In the event that a party to the Agreement waives a right, this does not indicate a waiver of the ability of the party to, at a subsequent time, enforce the right. The payment of funds to the vendor by The Troy School District should in no way be interpreted as acceptance of the system or the waiver of performance requirements.

1.19 NONDISCRIMINATION BY VENDORS OR AGENTS OF VENDOR

Neither the vendor nor anyone, with whom the vendor shall contract, shall discriminate against any person employed or applying for employment concerning the performance of the vendor responsibilities under this Agreement. This discrimination prohibition shall apply to all matters of initial employment, tenure and terms of employment, or otherwise with respect to any matter directly or indirectly relating to employment concerning race, color, sex, religion, age, national origin, or ancestry. A breach of this covenant may be regarded as a default by the vendor of this Agreement.

1.20 EFFECT OF REGULATION

Should any local, state, or national regulatory authority having jurisdiction over the Troy School District enter a valid and enforceable order upon Troy School District which has the effect of changing or superseding any term or condition of this Agreement, such order shall be complied with, but only so long as such order remains in effect and only to the extent actually necessary under the law. In such event, this Agreement shall remain in effect, unless the effect of the order is to deprive the Troy School District of a material part of its Agreement with the vendor. In the event this order results in depriving the Troy School District of materials or raising their costs beyond that defined in this Agreement, the Troy School District shall have the right to rescind all or part of this Agreement (if such a rescission is practical) or to end the Agreement term upon thirty (30) days written prior notice to the vendor. Should the Agreement be terminated under such circumstances, the Troy School District shall be absolved of all penalties and financial assessments related to cancellation of the Agreement.

1.21 INSURANCE AND IDEMNIFICATION

The vendor agrees to indemnify, hold harmless and defend the Troy School District and its agents, officials and employees from any liability, claim or injury, related to or caused by fault or negligence of vendor employees or agents. The promise to indemnify, defend and hold harmless shall not apply to liability which results from the sole negligence or willful misconduct of the Troy School District, its employees or agents. The vendor must provide the Troy School District adequate insurance throughout this project as follows: Satisfactory Workers' Compensation coverage and General Liability and Property Damage Insurance of at least \$3,000,000.00 per occurrence and \$3,000,000.00 in Aggregate must be carried and paid for by vendor who undertakes the work on this contract. Insurance coverage must also include automobile insurance of at least \$3,000,000.00.

In addition, the vendor shall defend, indemnify, and hold harmless the Troy School District from and against the specific claims listed below in this section.

- A. Claims of all governmental authorities for taxes and penalties based upon the Vendor's employment of the individuals providing service to the Troy School District.
- B. Claims by an employee of vendor against the Troy School District for salary, wages, or benefits based upon the period of time employed by vendor.
- C. Claims by an employee of vendor against the Troy School District based upon Workers Compensation laws for an injury suffered while employed by vendor.
- D. Claims by suppliers of goods or services to vendor that such suppliers assert against the Troy School District.

1.22 STANDARD FORMS AND CONTRACTS

Any forms and contracts the vendor proposes to include, as part of any agreement resulting from this RFP between the vendor and the Troy School District must be submitted as part of the proposal. Any forms and contracts not submitted as part of the RFP and subsequently presented for inclusion may be rejected. This requirement includes, but is not limited to, the following types of forms: subcontractor, franchise, warranty agreements, maintenance contracts, and support agreements.

1.23 NON-COLLUSION COVENANT

The vendor hereby represents and agrees that it has in no way entered into any contingent fee arrangement with any firm or person concerning the obtaining of this Agreement. In addition, the vendor agrees that a duly authorized vendor representative will sign a non-collusion affidavit, in a form acceptable to Troy School District that the Consultants firm has received from Troy School District no incentive or special payments, or considerations not related to the provision of automation systems and services described in this Agreement.

1.24 SPECIAL NOTES

Failure to include in the proposal all information outlined above may be cause for rejection of the proposal. Troy School District reserves the right to accept the vendor's replacement of any component if it is considered equal or superior to the specifications. Such acceptance will be in writing.

1.25 CONTRACT AWARD

It is the intent to review this Request for Proposal at the September 2, 2014 meeting of the Board of Education. After proposals are opened, evaluated and reviewed with the Board of Education, a letter of award confirming acceptance will be sent to the selected vendor. The contract in support of this award will be in the form of a purchase order mailed to the vendor.

1.26 COMMENCEMENT OF PROJECT

Commencement of services will begin after Board of Education review, approximately September 2, 2014, for a three-year period.

2.0 BACKGROUND

Troy School District is a public school district under Michigan School law. Troy School District consists of 20 schools, Troy Administration Center, Troy Services Building, Transportation Department and Central Warehouse. Troy Schools services approximately 12,590 students.

Third Party contractor will employ employees for the following positions, at staffing levels to be determined by the District:

Per Diem	
Substitute Teachers	
Hourly Positions	
SCAMP Summer camp for special needs children	Maintenance
Building Computer Technicians*	Media Assistant
AP Test Proctors	Noon Aide

Campus Aide/Locker Room	Theatre Technicians
Child Care Assistant	Liaison
Child Care Supervisor	Webmaster
Electrician	Substitute Child Care
Facility/Faculty Manager	Substitute Health Care Aide/Para
Great Start Readiness Program Aide	Substitute Noon Aide
Health Care Aide	Substitute Psychologist
Interpreter – Special Education	Substitute Secretary
Job Coach	Sub Speech Pathologist
Stipend Payments	
Coaches	
Recreational Instructors	
Athletics	
Co-curricular	
Salary Positions	
Help Desk Specialist*	System Analyst
Computer Systems Specialist*	PC Specialist
Systems Technician – Entry Level*	Trainer
Audio Video Systems Specialist*	Cable Coordinator
Telecommunications Specialist*	Administrative position
Warehouse Assistant*	

*Position Descriptions are provided in Exhibit 1.

Troy School District reserves the right to directly employ an individual working in any of the above positions.

3.0 VENDOR RESPONSIBILITY

Troy School District expects responding vendor to be thoroughly familiar with all specifications and requirements of this request. Failure or omission to examine any relevant form, article, site or document will not relieve respondents from any obligation regarding this request. If at any time deviations are discovered in vendor’s reply that is not identified, vendor may be subject to disqualification from consideration or cancellation of contract.

3.1 BID PREPARATION AND RELATED COSTS

Troy School District reserves the right to request clarification of information submitted and to request additional information from any or all vendors. All costs associated with the presentation of the proposal and any supplemental information shall be borne solely by the vendor and shall not be passed on to Troy School District under any circumstances.

4.0 GENERAL

Troy School District is requesting proposals from qualified vendors to furnish staff in accordance with the specifications located in this RFP. The contractor will:

1. The vendor shall appoint by name a company representative who shall be a responsible, single point of contact for responding to questions about this proposal and servicing this contract during its term.
2. Provide orientation and compliance training for all above employees including but not limited to include blood borne pathogens, sexual harassment, hazardous communications/materials, FERPA and corporal punishment.
3. Provide an electronic formatted file of current staff to meet Registry in Education Reporting, according to Troy School District deadlines - currently twice a year.
4. Address and communicate any performance issues when notified by a Troy School District representative regarding staff and communicate, in writing, the outcome to district representative. The Troy School District will reserve the right to decide the continuance of placement in district and/or buildings.
5. Provide necessary interface programs for current electronic payroll interface with automated placement system (currently AESOP).
6. Provide all State and Federal new hire compliance issues and provide access to Troy School District when requested, prior to placement of employees such as, but not limited to permit applications, criminal history, fingerprinting, and **P.A. 189 of 1996 (MCL 380.1230b)** unprofessional conduct checks.
7. Set up approved newly hired substitute staff with shared access in the Troy School District automated substitute placement system (currently AESOP).
8. Follow up and ensure that non-working or inactive staff are removed and updated on the Troy School Districts automated substitute placement system (currently AESOP). Attach documented process and include with proposal forms.
9. Troy School District will only meet with the contractor's staff in the case of emergency, or in cases of possible student or staff endangerment and/or when safety is in question. The Troy School District will agree to contact the employer within a mutually agreed upon reasonable time frame.
10. Troy School District reserves the right to remove staff from specific locations and individual employee placements.
11. The contractor will mirror Troy School Districts pay dates for paying employees.
12. The contractor will not charge applicants a service fee to become employees or transfer from existing contractor to remain placed in Troy School District.
13. Each vendor will be required to provide an on-site demonstration of their solution, if requested by Troy School District.

14. Ability to process payments based on the electronic file sent from the Troy School District.

4.1 CONTRACT PERIOD

The contract shall be for three (3) years. However, the contract may also be discontinued by either party with sixty (60) days written notice.

4.2 INVOICING AND PAYMENT

The awarded vendor will provide Troy School District adequate invoicing detail for the general ledger. The information is to be provided in electronic format.

4.3 SCHOOL DISTRICT REPRESENTATIVES

The vendor shall allow during the term of this contract, and while work is in progress, Troy School District representative, or his/her designee, to view, inspect, or otherwise observe the work in progress.

4.4 VENDOR REPRESENTATIVE

The vendor shall appoint a company representative by name who shall be the responsible, single point of contact for servicing this contract during its term.

4.5 SUBCONTRACTING ASSIGNMENT

The successful contractor may not assign this contract or may not subcontract to another party for performance of the terms and conditions hereof. The vendor agrees to be responsible for all their acts and omissions to the same extent as if the subcontractors were employees of the vendor.

4.6 AUTOMATED SUBSTITUTE TEACHER PLACEMENT SYSTEM

Troy School District utilizes the services of Frontline Placement Technology's AESOP substitute teacher automated replacement solution. The named representative shall be the primary person to set up staff in the automated system and have shared access in compliance with Frontline Technology security policy. The vendor must have the ability to interface with this web based program in order to maintain and inactivate staff based on Troy School District policy.

5.0 CONTRACTOR RESPONSIBILITIES

The Contractor shall:

1. Provide supervision and direction of work performed by its employees. Troy School District shall not exercise any control or supervision over contractor's employees with the exception to meet or remove a contracted employee from an assignment when an emergency for staff or student endangerment is cited.
2. Ensure that only staff members recommended by the Troy School District designee are placed to work in the Troy School District. No staff will be placed without Troy School District's review and approval.

3. Ensure that only staff members with the appropriate permits/certifications, background checks, fingerprints, reference checks, etc. be set up in the automated system and placed with Troy School District.
4. Observe the hours, rules and policies of Troy School District while working on Troy School District premises.
5. Ensure that Contractor's employees shall refrain from smoking or use of tobacco products in any Troy School District facility, property, or vehicle. Any person wishing to use tobacco products must leave Troy School District owned property to do so. It is illegal to smoke on any school premises in Michigan.
6. Ensure that contractor's employees shall refrain from the use of vulgarities while on any Troy School District owned property.
7. Agree and comply to the shared access agreement with Frontline Placement Technologies AESOP system and Troy School District.
8. Comply with all requirements pertaining to the Patient Protection and Affordable Care Act (PPACA).
9. Ensure that contractor's employees have appropriate identification at all times.
10. Ensure that identification badges are returned.
11. Agree to interface with automated systems for payroll and all State of Michigan reporting agencies as required for REP reporting, payroll, credentials, etc.
12. Agree to allow Troy School District to maintain exclusion and priority listings of staff by building and by employee.
13. Agree to provide employee recruitment and hiring services for one or more contracted employees of the group listed in Section 2.0, as requested by the district. It shall be the responsibility of the vendor to bring qualified candidates for review by the district when it is requested by the district to fill the contracted position. Upon notice of vacancy, the vendor will provide a qualified candidate(s) for review and potential placement by the district within three (3) business days.

EXHIBIT 1

COMPUTER SYSTEMS SPECIALIST

Reports to: Director of Technology
Work hours: 7:00 am – 3:30 pm or as directed, 30 minute lunch, some afterhours/weekend work
Position Type: 52 weeks per year
Salary Range: \$34-37/hour

Qualifications

- Associate's degree in Computer Information Systems or equivalent required, Bachelor's degree preferred
- At least five years' experience repairing computers & peripherals required
- A+ certification required
- Must possess or acquire Dell and HP certifications to comply with district Self Maintainer program
- Strong interpersonal communication skills required -Strong organizational and self-motivation skills required
- Valid Michigan driver license and good driving record required
- Ability to bend, climb ladders, operate machinery and lift weights up to 50 pounds repeatedly throughout the day required

Job Duties:

- Perform field and shop repair at a system level on district computer hardware in compliance with manufacturer warranty standards
- Desktop computers (3500 district wide) includes but not limited to motherboard, hard drive, memory, CPU, video adapter, network adapter, media drive, power supply, keyboard, mouse
- Laptop computers (1500 district wide) includes but not limited to screen, motherboard, hard drive, memory, CPU, video adapter, network adapter, media drive, battery, power adapter, keyboard, mouse
- LCD monitors (3500 district wide) includes but not limited to power supply, screen, USB hub, video port
- Laser printers & MFPs (2000 district wide) includes but not limited to fuser, paper feeders, power supply, toner, trays, user maintenance kits
- Shop repairs can include soldering, swapping small parts, component level diagnostics and repair where possible, and consolidating equipment to maximize spares, i.e., creating 5 working monitors from a collection of 10 failed units by shuffling parts
- Process help desk tickets on all repairs, including documentation of problem resolution & development of internal electronic knowledge base with minimum ticket open time
- Service and install Smart Board hardware (385 district wide), including District custom installation package, and ensure all equipment is cabled properly
- Serve as escalation support for system technician & building tech support staff
- Responsible for physically securing all hardware assets on furniture including via security plates, cables & locks, or other solutions as required
- Work with system technician to ensure equipment is marked as District assets: asset tags, stenciling & engraving
- Provide annual preventative maintenance on all end user equipment: clean inside of computers with vacuum & compressed air, wipe monitors, keyboards, mice, outer cases with appropriate cleaning products
- Deploy system images and application packages using enterprise fleet management software (currently Symantec Altiris v6.8)

- Ensure sufficient availability of spare systems, parts, tools and supplies to complete repairs in a timely fashion
- Install new hardware individually or in large batches
- Participate in product research to evaluate new hardware models
- Install, test, and certify network wiring drops as required, minimum UTP Category 6 standards
- Provide basic operating system and application software troubleshooting, escalate support issues to System Analysts and/or Network Engineers
- Support cleaning/renovation projects by documenting present location, prepping/securing/covering equipment, disconnecting cables & reconnecting when labs or large numbers of desktops must be relocated
- Work with other department staff to deploy emergency generator and electrical cabling to power building phones and PA system in the event of a building power failure
- Perform other duties as defined by Director of Technology

SYSTEMS TECHNICIAN - ENTRY LEVEL

Reports to: Director of Technology

Work hours: 7:00 am – 3:30 pm or as directed, 30 minute lunch, some afterhours/weekend work required

Position Type: 52 weeks per year

Salary Range: \$19-21/hour

Qualifications

- A+/Network+ certifications preferred
- Must possess or acquire Dell and HP certifications to comply with district Self Maintainer program
- One to three years' experience providing end user support on computer, telephone, and/or audio-visual equipment required
- Minimum associate's degree in technology related field preferred
- Strong interpersonal communication skills required
- Strong organizational skills required
- Valid Michigan driver license and good driving record required
- Ability to bend, climb ladders, operate machinery and lift weights up to 50 pounds repeatedly throughout the day required
- Hands-on experience supporting videoconferencing equipment preferred
- Hands-on experience supporting
- Hands-on experience deploying and supporting a variety of software applications, including but not limited to NovaNET, Edline, Microsoft Office, Mastery Manager, Moodle, MOIS, Understanding Math, Read 180, AutoCAD, Adobe Creative Suite, Kid Pix, Photo Story, Hyperstudio, Excent Tera, etc, strongly desired.

Job Duties:

- Process help desk tickets related to desktop systems, printers, telephones, Integrated Communication System (ICS) and audio-visual technologies
- Maintain current Dell & HP desktop/laptop certifications
- Troubleshoot error reports-break/fix tickets
- New system installation
- Field or shop component repair/replacement – warranty and out-of-warranty including motherboards, hard drives, memory and other components of a PC/Mac
- Basic software troubleshooting
- Ability to remove and replace projectors and projector bulbs
- Escalate to analysts as required
- Perform other duties as defined by Director of Technology

Building Computer Technician

Reports to: Director of Technology

Work hours: 7:00 am – 3:30 pm or as directed, 30 minute lunch, some afterhours/weekend work required

Position Type: Regular school calendar plus one week before and one week after school starts.

Salary Range: \$13-14/hour

Job Duties:

- Support the district mission of ensuring learning for all members of the school community.
- Provide first level technical support to building end-users on all hardware and software
- Troubleshoot end user devices including but not limited to: computer, laptop, mobile devices
- Troubleshoot the operating system and applications used by the end-user
- Must be self-motivated and possess strong interpersonal, communication, and skills.
- Support peripherals including: Classroom Display systems, data projectors, printers, televisions, scanners, DVD, VCR, telephones, digital camera, and video conferencing systems, document cameras.
- Provide basic troubleshooting and reporting of district photocopiers.
- Assist in the backing up of data on computers and reimage computers as directed.
- Push software through automated deployment software or direct installation of software to computers.
- Add/remove/modify computers to deployment via automated software or direct installation.
- Assist staff with classroom media distribution system.
- Manage student and staff assigned accounts via the online tools provided by the district as directed. This may include and is not limited to include: Reset student passwords, adjust student containers, add/delete/change student IDs, and provide access to network resources.
- Log and manage building support ticket requests via online application.
- Escalate unresolved support issues to central Help Desk
- Assist in enforcing the Acceptable Use Policy.
- Assist in maintaining inventory of all equipment and electronic media
- Participate in TSD Technology Team Meetings. Share information with building and department member to improve technology services.
- Perform other duties as assigned by the Director of Technology or designee.
- Promote the integrated use of technology resources in the school environment.

AUDIO VISUAL SYSTEMS SPECIALIST

Reports to: Director of Technology

Work hours: 7:00 am – 3:30 pm or as directed, 30 minute lunch, some afterhours/weekend work required

Position Type: 52 weeks per year

Salary: \$34-37/hour

Qualifications

- Associate's degree in electronics or equivalent required, Bachelor's degree preferred
- At least five years' experience troubleshooting, installing, repairing and servicing audio and video communications equipment at component level (soldering, repairing and replacing components on printed circuit boards) required
- Hands on experience with electronic test equipment including signal generators, oscilloscopes, frequency counters, spectrum analyzers, RF meters, waveform monitors, etc required
- Familiarity with operation and maintenance of broadcast television studio equipment preferred
- Strong interpersonal communication skills required

- Strong organizational and self-motivation skills required
- Valid Michigan driver license and good driving record required
- Ability to bend, climb ladders, operate machinery and lift weights up to 50 pounds repeatedly throughout the day required

Job Duties:

- Service and repair audio and video equipment & wiring throughout district
- PA systems: power and distribution amplifiers, equalizers, feedback eliminators, recording devices, and speakers
- Classroom and presentation wired and wireless (RF and IR) microphone systems
- Digital LCD & DLP projectors
- Document cameras
- Overhead projectors
- DVD players, VCRs, cassette players
- Digital clocks & central timing systems
- CRT, LCD and plasma televisions & TV mounting systems
- Baseband and broadband video signal distribution systems (receivers, tuners, modulators, demodulators, amplifiers, etc)
- Media converters, concentrators, port servers and source control modules
- Studio broadcast cameras
- Digital camcorders and still cameras
- Audio and video mixers and control devices
- Gym, music, orchestra, band and choir sound systems
- Digital and tape recording systems
- Manage and maintain cable TV and internal source RF distribution network equipment and ensure quality signals inbound and outbound
- Install and integrate new equipment including running low voltage wiring, soldering connectors, cable management, integration into equipment racks
- Set up and tear down audio and video equipment for meetings, presentations, performances.
- Assist with setup and delivery of video conferencing events (Polycom, V-Tel)
- Manage and ensure operation of three camera TV studios & editing suites in three buildings
- Support and maintain District cable TV channel broadcast equipment
- Support and maintain audio-visual presentation control system (Crestron) in Board of Education room
- Manage and maintain accurate system documentation
- Process audio-visual help desk tickets and maintain documentation and electronic knowledge base (SchoolDude)
- Working with Telecommunications Specialist, administer Dukane Smart System video distribution system at 24 locations including software programming, set-top boxes, classroom control panels, and wiring systems
- Ensure sufficient availability of spare systems, parts, tools and supplies to complete repairs in a timely fashion
- Perform other duties as defined by Director of Technology

TELECOMMUNICATIONS SPECIALIST

Reports to: Director of Technology

Work hours: 7:00 am – 3:30 pm or as directed, 30 minute lunch, some afterhours/weekend work required

Position Type: 52 weeks per year

Salary: \$34-37/hour

Qualifications

- Associate's degree in Telecommunications, Computer Information
- Systems or equivalent required, Bachelor's degree preferred
- At least five years' experience supporting enterprise telecommunications
- Strong interpersonal communication skills required
- Strong organizational and self-motivation skills required
- Valid Michigan driver license and good driving record required
- Ability to bend, climb ladders, operate machinery and lift weights up to 50 pounds repeatedly throughout the day required

Job Duties:

- Manage Mitel telephone switches in 24 buildings over private fiber network
- Manage 3,000 handsets in 24 buildings: analog & digital
- Manage internal database of all DID numbers assigned by user, including long distance access
- Manage centralized voicemail system (Shoretel) including unified messaging for selected users – integration into district's Microsoft Exchange environment
- Ensure reliable backup/restore and spare parts inventory for all phones, phone systems, and voice mail systems -Ensure functionality and reliability of local and long distance service via 4 PRI circuits into district head end
- Administer at least two analog dial lines at each building for alarm systems and 911 calls; interface with Maintenance & Operations and alarm vendor for site troubleshooting
- Initiate trouble calls to telcos and/or equipment manufacturers and ensure problem resolution as required
- Working with Audio/Visual Systems Specialist, administer Dukane Smart System video distribution system at 24 locations including software programming, set-top boxes, classroom control panels, and wiring systems
- Ensure accuracy of digital clocks (hallway and classroom set-top) across district within 4 second accuracy of NIST
- Administer, troubleshoot and engage repair vendors for all issues related to 24 miles of district owned overhead and underground fiber, connecting all buildings
- Troubleshoot and engage utility providers (Comcast and Wide Open West) for all service issues related to cable TV service into school buildings
- Troubleshoot and engage repair vendor for 22 uninterruptible power supply (UPS) systems at 22 locations
- Manage UPS batteries and perform battery replacements every 4-5 years as required
- Work with other department staff to deploy emergency generator and electrical cabling to power building phones and PA system in the event of a building power failure, specifically ensuring proper shutdown, startup and troubleshooting of on-site UPS
- Troubleshoot and engage repair vendor for Services Building backup generator (natural gas), providing critical backup power for network core services
- Coordinate Telco line orders and install equipment at Board member residences for fax communications
- Provide afterhours support and vendor oversight for all systems described during communication failure
- Perform other duties as defined by Director of Technology

HELP DESK SPECIALIST

Reports to: Director of Technology

Work hours: 7:00 am – 3:30 pm or as directed, 30 minute lunch, some afterhours/weekend work required

Position Type: 52 weeks per year

Salary Range: \$19-23/hour

Qualifications

- Associate's degree in Computer Information Systems or equivalent required
- At least five years' experience running Help Desk operations in an enterprise environment
- Must possess or acquire Dell and HP certifications to comply with district Self Maintainer program
- Strong interpersonal communication skills required
- Strong organizational and self-motivation skills required
- Valid Michigan driver license and good driving record required
- Ability to bend, climb ladders, operate machinery and lift weights up to 50 pounds repeatedly throughout the day preferred

Job Duties:

- Serve as primary Help Desk phone & email support for school environment comprised of 2,000 teachers, support staff and administrators, 12,500 students, 5,000 computers, 2,000 printers, 380 Smart Boards, and 3,000 phones across 24 buildings
- Provide technical support to end users for hardware, software, email, Internet, and peripheral issues
- Remote desktop connections to end user stations to provide immediate, on-demand assistance
- Guide building level support to existing self-support documentation, tools, applications, and resources
- Enter escalated tickets into Help Desk software (SchoolDude) and assign tasks to appropriate escalation technicians
- Process warranty parts through manufacturers, ensure compliance with warranty terms, return/RMA failed parts, ensure collection of warranty reimbursement
- Research sources and negotiate for best price, place orders for out-of-warranty parts
- Reset user network passwords
- Create and delete individual user network and email accounts throughout year in Active Directory at the direction of Human Resources
- Route new user paperwork to Telecommunications Specialist to ensure proper creation of voice mail and phone privileges
- Update system electronic directory for user additions and deletions
- Assure new users have access to their predecessor's network files as required
- Create user and shared network folders, including permissions
- Assist new users with voicemail setup
- Manage spam email filter (Barracuda), including post-processing of a high volume of quarantine email
- Process requests to unblock selected web URLs and create exception rules to allow access to normally blocked sites through content filter (iBoss)
- Perform mailbox creation, restores, size management, troubleshooting and repair in Microsoft Exchange 2008/2012 & Outlook 2008/2012 for over 1500 users
- Back up user's local data, reimaging, restore data and deploy applications for client workstations using enterprise fleet management software (currently Altiris)
- Maintain confidentiality, security and appropriate access to user files, as this position has significant rights to access data
- Work with Computer Systems Specialists to troubleshoot and repair desktops, laptops and printers

- Provide annual preventative maintenance on all end user equipment: clean inside of computers with vacuum & compressed air, wipe monitors, keyboards, mice, outer cases with appropriate cleaning products
- Perform initial restore of deleted user files on request
- Coordinate install, removal, and relocation of computer hardware and peripherals upon workspace reconfiguration throughout district
- Administer print quota software to manage user printing – troubleshooting, extra quota allocation upon approval, review usage upon disputes
- Perform other duties as defined by Director of Technology

WAREHOUSE ASSISTANT – TECHNOLOGY RESOURCE CENTER

Reports to: Director of Technology

Position Type: 25 hours per week

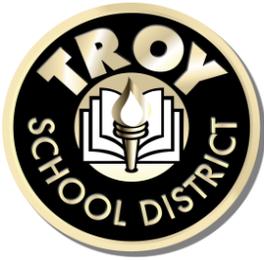
Salary Range: \$11-15/hour

Job Duties

- Deliver and setup tables and technology equipment as directed.
- Coordinate shipping, receiving, asset tags, inventory and storage of equipment for District technology warehouse, including operation of warehouse machinery
- Interact regularly with district Purchasing Manager to maintain District inventory records
- Perform other duties as defined by Director of Technology

Qualifications

- Minimum associate's degree (technology related field preferred)
- Strong interpersonal communication skills required
- Strong organizational skills required
- Valid Michigan driver license and good driving record required
- Ability to bend, climb ladders, operate machinery and lift weights up to 50 pounds repeatedly throughout the day required



DUE: August 4, 2014 at 2pm
PROPOSAL: RFP 9789 Contracted Staffing Services

PROPOSAL FORM

We propose to furnish Contracted Staffing Services for Troy School District in accordance with the specifications:

	<u>Administrative Fee School Year 2014/15</u>	<u>Administrative Fee School Year 2015/16</u>	<u>Administrative Fee School Year 2016/17</u>
Substitute Teachers	_____	_____	_____
Coaching Staff	_____	_____	_____
Recreational Instructors	_____	_____	_____
Athletics	_____	_____	_____
Co-curricular	_____	_____	_____
SCAMP	_____	_____	_____
Computer Technicians	_____	_____	_____
Help Desk Specialist	_____	_____	_____
Computer Systems Specialist	_____	_____	_____
Systems Technician Entry Level	_____	_____	_____
Audio Video Systems Specialist	_____	_____	_____
Telecommunications Specialist	_____	_____	_____
Warehouse Assistant	_____	_____	_____
System Assistant	_____	_____	_____
Computer Technician	_____	_____	_____
PC Specialist	_____	_____	_____

PROPOSAL FORM CONTINUED

	<u>Administrative Fee School Year 2014/15</u>	<u>Administrative Fee School Year 2015/16</u>	<u>Administrative Fee School Year 2016/17</u>
Trainer	_____	_____	_____
PC Analyst	_____	_____	_____
AP Test Proctors	_____	_____	_____
Cable Coordinator	_____	_____	_____
Campus Aide/ Locker Room	_____	_____	_____
Electrician	_____	_____	_____
Facility Manager	_____	_____	_____
Faculty Manager	_____	_____	_____
Great Starts Readiness Aide	_____	_____	_____
Health Care Aide	_____	_____	_____
Interpreter Special Education	_____	_____	_____
Job Coach	_____	_____	_____
Maintenance	_____	_____	_____
Noon Aide	_____	_____	_____
Theatre Technicians	_____	_____	_____
Liaison	_____	_____	_____
Webmaster	_____	_____	_____

PROPOSAL FORM CONTINUED

	<u>Administrative Fee School Year 2014/15</u>	<u>Administrative Fee School Year 2015/16</u>	<u>Administrative Fee School Year 2016/17</u>
Substitute Child Care	_____	_____	_____
Substitute HC Aide/Para	_____	_____	_____
Substitute Noon Aide	_____	_____	_____
Substitute Psychologist	_____	_____	_____
Substitute Secretary	_____	_____	_____
Sub Speech Pathologist	_____	_____	_____
Administrative Position	_____	_____	_____

BIDDER'S FIRM NAME _____

ADDRESS _____

CITY/STATE _____ ZIP _____

TELEPHONE NUMBER _____ FAX # _____

SIGNED BY _____ TITLE _____

TYPED NAME _____ DATE _____

E-MAIL ADDRESS _____

SWORN AND NOTARIZED FAMILIAL DISCLOSURE STATEMENT

FAMILIAR DISCLOSURE AFFIDAVIT

The undersigned, the owner or authorized office of the below-named contractor (the ‘Contractor’), pursuant to the familial disclosure requirement provided in Troy School District Request for Proposals for Contracted Staffing Services, hereby represents and warrants that, excepts as provided below, no familial relationship exists between the owner or key employee of the Contractor, and any member of the Troy School District Board or the Troy School District Superintendent. A list of the School District’s Board of Education Members and its Superintendent may found at <http://www.troy.k12.mi.us>.

List any Familial Relationships:

Contractor:

Print Name of Contractor

By: _____

Its: _____

Subscribed and sworn before me, this _____
day of _____, 20 ____, a Notary Public
in and for _____ County, _____

Seal:

(Signature)
NOTARY PUBLIC

My Commission expires _____

CERTIFICATION OF COMPLIANCE – IRAN ECONOMIC SANCTIONS ACT

Michigan Public Act No. 517 of 2012

The undersigned, the owner, or authorized officer of the below-named Company, pursuant to the compliance certification requirement provided in Troy School District’s Request For Proposal, the “RFP”, hereby certifies, represents, and warrants that the Company and its officers, directors and employees, is not an “Iran Linked Business” within the meaning of the Iran Economic Sanctions Act, Michigan Public Act No. 517 of 2012 (the “Act”), and that in the event the Company is awarded a contract by Troy School District as a result of the aforementioned RFP, the Company is not and will not become an “Iran Linked Business” at any time during the course of performing any services under the contract.

The Company further acknowledges that any person who is found to have submitted a false certification is responsible for a civil penalty of not more than \$250,000.00 or two (2) times the amount of the contract or proposed contract for which the false certification was made, whichever is greater, the cost of Troy School District’s investigation, and reasonable attorney fees, in addition to the fine. Moreover, any person who submitted a false certification shall be ineligible to bid on a request for proposal for three (3) years from the date the it is determined that the person has submitted the false certification.

Contractor:

Print Name of Contractor

By: _____

Its: _____

Subscribed and sworn before me, this _____
day of _____, 20 ____, a Notary Public
in and for _____ County, _____

Seal:

(Signature)
NOTARY PUBLIC

My Commission expires _____

Acceptance of Proposal

The undersigned agrees to execute a Contract for work covered by this Proposal provided that the vendor is notified of its acceptance within thirty days after the opening of the Proposal.

The undersigned affirms that the bid was developed without any collusion, undertaking, or agreement, either directly or indirectly, with any other bidder(s) to maintain the prices of indicated work or prevent any other bidder(s) from bidding the work.

BIDDER'S FIRM NAME _____

BUSINESS ADDRESS _____

TELEPHONE NUMBER _____

FAX NUMBER _____

BY (SIGNATURE) _____

PRINTED NAME _____

TITLE _____

SIGNED THIS _____ DAY OF _____, 20 _____

E-MAIL ADDRESS _____

SPECIFICATIONS/REQUIREMENTS AND RELATED RESPONSES

Circle each specification with a Y (yes) if vendor meets specification fully; N (no) if vendor does not meet specification; W (work-around) if vendor can meet specification through an alternate method. Any item marked with “W” must be identified in writing what the alternate method vendor is proposing that can meet or exceed that specification.

Substitute Employee Contracting

1. Ability to transfer existing approved substitutes to the new system. Y N W

Comments:

2. Contractor will screen, perform background checks, ensure proper qualifications and certifications, hire, fire, and evaluate substitutes. Y N W

Comments:

3. Coordinate with Troy School District regarding notifying the substitute staff of the orientation and training process. Y N W

Comments:

4. Allow for a variety of pay ranges within Troy School District and within the same positions.
Y N W

Comments:

5. Assume financial responsibility for, but not limited to FICA, Medicare, FUTA, & SUTA liability on staff pay.
Y N W

Comments:

6. Assume financial and administrative responsibility for all workers compensation and unemployment claims. Y N W

Comments:

7. Assume financial responsibility for all other taxes and fees related to the employment of vendor’s employees. Y N W

Comments:

8. Maintain active & inactive substitute staff in an automated system for accurate substitute count.
Y N W

Comments:

9. Provide an open pool of substitute teachers shared by all district's that the vendor currently has under contract. Y N W

10. Hire and place expired or non-certificated substitute teachers and apply for permits. Y N W

Comments:

Questions on Procedures and Methodology

General Information

1. Why should Troy School District use your company to handle contracted staffing?
2. How do you plan to make sure you have the quality and quantity of employees Troy School District needs?
3. What makes your company different or unique from other companies providing similar service?
4. How many districts in Michigan is your company currently servicing?
5. What is your success rate at filling other school district's staff needs and how is that measured?
6. Does your company have the ability to fill all of the positions outlined in the proposal?
7. Does your company have the capability to fill other staff not described in this proposal? Attach itemized list and include with the proposal forms.
8. Provide detailed information pertaining to your company's plan for complying with the Patient Protection and Affordable Care Act (PPACA).

Implementation

1. What other steps will your company take to ensure that all of the Troy School District needs are met?
2. Does your company have a formal process for determining individual needs of each school/district? Attach documented process and include with the proposal forms.
3. What process do you follow to develop specific service delivery models for individual schools?
4. Will you automatically hire all of the staff/substitutes that Troy School District are currently using? If so, how will the transferred staff/substitutes be trained?
5. If you will transfer existing staff, how will the current transfer of staff to your company be handled?
6. How is your company prepared to handle Troy School District individual long-term substitute needs?
7. How do you currently interface payroll with your existing clients and what process has proven most efficient?
8. How many total districts are you currently servicing? How many employees do you employ?
9. How is the credential data stored in your database and can that information be entered into the shared substitute placement system (AESOP)?
10. What pay options, benefits, and other programs does your company provide for staff?
11. Do you place recommended staff from one district to provide coverage in other districts that you service?

Recruiting, Screening and Hiring Processes

1. Describe your process for sourcing and identifying qualified staff. (Identified in #9 above.)
2. Describe your current recruiting methods.

3. Describe your hiring process.
4. What forms of screening are administered in order to verify that a substitute teacher has the necessary credentials (i.e. Teacher certification or the required number of college hours, MDE permit, etc.) to teach in Troy School District?
5. What background checking and/or drug testing is performed before and after placing a contracted staff person in a position or assignment? Include attachment regarding fingerprinting in accordance with Michigan law and submit with the proposal forms.
6. How does a substitute get added to a district's list of available substitutes? How does their relevant information get added to the substitute placement system?

Training and Orientation Programs

1. What training do your substitutes receive before they start subbing?
2. Does training include how to use the AESOP substitute placement system? Describe in some detail your plan for training teachers on the AESOP system.
3. What types of training materials are available for the training and orientation of new staff? Describe the source and credentials of the trainers.
4. How do you educate your employees on preparedness/professionalism, position skills, sexual harassment, blood borne pathogens, and FERPA? In addition, how do you educate substitute teachers on classroom management, teaching strategies, effective use of fill-in activities, and effective strategies for children with disabilities?
5. Include a copy of your employment handbook for each type of staff, if it differs by position, with the proposal forms.

Assigning/Scheduling Process

1. How would Troy School District request an employee from your company?
2. Does your company use AESOP, the substitute automated placement system? If yes, explain the capacity in which your company operates this system.

3. What intervention or steps, if any, do you take to place staff in any unfilled positions for staff needed on the same day at multiple districts?
4. How do you ensure that specific substitutes are not assigned to schools that have requested those substitutes not return? Explain your process including how Troy School District are notified.
5. What will your company do to ensure that Troy School District needs will be met if a message is left by the Troy School District representative before or after normal business hours?

Quality Control Process

1. What tools do you use to measure the quality and the value of your services? How often does your company evaluate this?
2. Explain your company's quality control system that is in place to track staff performance and how the Troy School District will be kept informed.
3. What methods does your company use to track and ensure that customer needs are being met at an acceptable rate?
4. Who will handle performance and employee relations issues with your staff?
5. What is the expected response time when a complaint or unfavorable performance issue is brought to your attention?
6. How would Troy School District notify you of a performance complaint regarding one of your staff? Attach current procedure for complaints and submit with proposal forms.

Retention Programs

1. What types of benefits do you offer your employees?
2. What type of legal coverage, if any, do you provide to staff if needed?

Pricing

1. Describe your bill rate in detail for staff placement.
2. Describe and provide samples of your billing and other such reports.

3. Describe other costs associated with the service, if any.
4. What cost reduction strategies would you propose?
5. What is your invoicing schedule?
6. Should the District request an onsite manager to handle day to day operations, what cost would be involved?

REP (Registry for Educational Personnel) Reporting

1. Are you capable of providing school districts with the necessary information for REP reporting on the staff working in their districts? In what format would the information be provided?
2. Include a timeline of how information will be provided during the year for the various REP reporting deadlines.
3. Attach or explain the current process, including quality control process in place, to ensure the accuracy of reporting inactive and active staff by district, assignments, full-time equivalence (FTE), duplicate positions, and terminated employees between shared districts.

Insurance

Describe the insurance, amounts and providers that you have to provide protection against claims or liabilities such as:

- Worker's Compensation
- Employer's Liability
- Liability/Immunity Coverage
- Commercial General Liability
- Automotive Liability
- Umbrella Liability