

REQUEST FOR QUOTATION	<h1>TROY SCHOOL DISTRICT</h1> <p>1140 RANKIN, TROY, MICHIGAN 48083</p> <p>248-823-4052</p> <p>FAX: 248-823-4077</p>	
No. 9708		
DUE DATE NO LATER THAN 4/19/11 3 p.m.		DATE 4/5/11

REQUEST FOR QUOTE – NOT AN ORDER

THIS FORM MUST BE UTILIZED WHEN RESPONDING TO THIS REQUEST
BID ENVELOPE ENCLOSED

THE RFQ NUMBER MUST APPEAR ON ALL QUOTATIONS AND RELATED CORRESPONDENCE, THIS IS NOT AN ORDER

Quantity	DESCRIPTION	UNIT PRICE	AMOUNT
	<p>Please supply us with your bid to furnish the Troy School District with – TECHNOLOGY SUPPORT SERVICES</p> <p style="text-align: center;">Copies of the bid are available at:</p> <p style="text-align: center;">www.troy.k12.mi.us/purchasing/items_out_for_bid.htm (left column)</p> <p style="text-align: center;">Bid recaps will be available at:</p> <p style="text-align: center;">www.troy.k12.mi.us/purchasing/items_out_for_bid.htm (right column)</p> <p><i>FACSIMILE BID IS <u>NOT</u> ACCEPTABLE</i></p> <p>Bids will not be accepted if submitted after the deadline specified (local time) in the advertisement to bid or in the information to bidders. The late submission of a bid makes the bid nonrepsonsive and is a material defect which shall not be waived by the Board of Education. Delays in the mail will not be considered. All Late bids in the mail will be returned to the bidder unopened.</p> <p>Proposal for the submission of alternatives by vendors will be accepted and reviewed. However, if any substitution or departure is not clearly noted and described, it will be understood that the bid intends to exactly meet the specifications.</p> <p>The Board of Education shall be the sole judge as to whether the proposed goods are "equal" or "approved". Quotations must be mailed or delivered to the Purchasing Office, 1140 Rankin, Troy, MI 48083 no later than 3 p.m. on the date shown above. Michigan State Sales and Use Taxes and Federal Excise Taxes do not apply unless otherwise indicated. Exemption certificates will be furnished when necessary. This request imposes no obligations on the buyer. The Board of Education reserves the right to accept or reject any or all bids or to split awards by items or to accept bids, which will best serve the Board of Education.</p>		

THIS AREA MUST BE FILLED IN

DELIVERY TIME	PRICES FIRM FOR	NAME OF COMPANY	TELEPHONE NO.
TERMS		NO. & STREET	FAX #
FOB DELIVERED	ALL DELIVERY CHARGES MUST BE INCLUDED IN PRICES SHOWN	CITY, STATE & ZIP CODE	E-MAIL
CONTACT PERSON (PLEASE PRINT)		SIGNATURE	DATE

Note: All bidders are specifically reminded that a completed Affidavit of Bidder (Familial Disclosure) MUST be completed and submitted with the bid response. Failure to include a completed copy will be grounds for disqualification of bid. The Affidavit of Bidder is required to be notarized for construction bids only. All others only require completion and signature.

AFFIDAVIT OF BIDDER

The undersigned, the owner or authorized officer of _____ (the "Bidder), pursuant to the familial disclosure requirement provided in the _____ (the "School District") advertisement for construction bids, hereby represent and warrant except as provided below, that no familial relationships exist between the over(s) or any employee of _____ and any member of the Board of Education of the School District or the Superintendent of the School District.

List any Familial Relationships:

BIDDER:

By: _____
Its: _____

STATE OF MICHIGAN)
)ss.
COUNTY OF _____)

This instrument was acknowledged before me on the _____ day of _____, 2011, by _____.

),Notary Public

)County, Michigan
My Commission Expires: _____
Acting in the County of: _____

I. **OVERVIEW**

1.1 **Submission Deadline and Requirements**

The date and time for receipt of Proposals is:

Tuesday, April 19, 2011 at 3:00 p.m. EST

- 1.1.1 **Proposal Envelope:** An opaque envelope containing your Proposal must be marked in the lower left hand corner as follows:

SEALED PROPOSAL ENCLOSED
TECHNOLOGY SUPPORT SERVICES RFP # 9708
[Proposer's Name]
[Proposer's Address]
[Proposer's Telephone Number]

The envelope must also be addressed and delivered as follows:

TROY SCHOOL DISTRICT
PURCHASING DEPARTMENT
Attention: Frank E. Lams
1140 Rankin Street
Troy, MI 48083

- 1.1.2 **Late Proposals:** Each Proposer is responsible for submission of its Proposal. Proposals or Proposal revisions received after the date and time specified above will not be accepted or considered. The School District shall not be liable to Proposer for any delivery or postal delays.
- 1.1.3 **Returned Proposals:** All Proposals received after the date and time specified above will be returned to the Proposer unopened.
- 1.1.4 **Signed Original Proposal:** Each Proposal must be an original and hard copy, and signed by an authorized member of the Proposer's Firm. This member should be the highest-ranking officer at the local level. NO FAX or E-MAILED Proposals will be accepted. Each Proposal must be submitted on the Proposal Forms attached to this RFP. The original copy must be clearly indicated.
- 1.1.5 **Copies of Proposal:** The Proposer shall also submit with the signed original of its Proposal six (6) complete copies of the signed original Proposal.
- 1.1.6 **Opening of Proposals:** At the specified location, date and time stated above, all submitted Proposals shall be publicly opened and

dated. Any interested parties may attend. No immediate decision will be rendered.

- 1.1.7 E-Mail Clarifications:** The School District intends to communicate with Proposers via e-mail (e.g., RFP clarifications and Addenda) and through posting on the School District's purchasing website. Except for the delivery of the Proposal itself, references in this RFP to "written" form of communications, include e-mail.
- 1.1.8 Additional Requests For Clarification:** Prospective Proposers may request that the School District clarify information contained in this RFP. All such requests or questions regarding this RFP must be received no later than **noon, Thursday, April 14, 2011**. Questions must be submitted via email to: flams2@troy.k12.mi.us, or to the attention of Frank E. Lams at 1140 Rankin, Troy, MI 48083 in writing, or via the purchasing office fax telephone 248.823.4077. **No response will be made to oral questions.** All questions and answers will be posted on the School District's website. It is the Proposer's responsibility to check the website prior to the RFP due date.
- 1.1.9 Restrictions On Communication:** From the issue date of the RFP until a Contractor is selected and selection announced, a prospective Proposer shall not communicate about the subject of the RFP or a Proposer's Proposal with the School District, its Board of Education, or any individual member, administrators, faculty, staff, students, or employees, except for Pre-Proposal Meeting or additional Requests for Clarification in accordance with Paragraph 1.1.8 above.
- 1.1.10 Addenda to the RFP:** If it becomes necessary to revise any part of the RFP, notice of the revision will be e-mailed in the form of an Addendum to all parties that attended the Recommended Pre-Proposal Meeting. Addendum shall also be posted on the School District's purchasing website. All Addenda shall become a part of the RFP. Each Proposer must in its Proposal, to avoid any miscommunication, acknowledge all Addenda which it has received, but the failure of a Proposer to receive, or acknowledge receipt of, any Addendum shall not relieve the Proposer of the responsibility for complying with the terms thereof.
- 1.1.11 RFP/Proposal Information Controlling:** The School District intends that all Proposers shall have equal access to information relative to this RFP, and that this RFP contains adequate information. No information communicated, either verbally or in writing, to or from a Proposer shall be effective unless confirmed by written communication contained in this RFP, an Addendum to this RFP, a Request For Clarification or other written response thereto, or in the Proposal.

It is the policy of the School District to not release Request For Proposals in a changeable format (i.e. Word or Excel files). Accordingly, neither this RFP nor subsequent addenda, if any, nor any Responses to Questions will be released in other than hard copy or .pdf format.

1.1.12 Good Faith Deposit: Each Proposal must be accompanied by a bid bond or certified check in an amount of 5% of the first year's total cost of the Contract, as a guarantee of Proposer's good faith on the part of the Proposer. If a bid bond is posted by a Proposer, it shall be from a surety licensed to do business in the State of Michigan and the attorney-in-fact who executes the bid bond on behalf of the Proposer shall attach a certified, current copy of its power of attorney. In the event a certified check is submitted, it shall be made payable to "Troy School District." The School District shall not be liable for any interest earned thereon. The good faith deposit shall be forfeited as liquidated damages, and not as a penalty, if the Proposer withdraws its Proposal after the due date for submission of Proposals or, upon acceptance of its Proposal by the School District, Proposer fails to execute the form of Contract acceptable to the School District, substantially evidencing and incorporating this RFP and its Proposal and fails to provide the required performance bond, if any, and the required insurance certificates, within fifteen (15) days of an award of a Contract to the Proposer. Good faith deposits shall be returned to all Proposers within a reasonable time after the award of a Contract and execution of a Contract by the successful Contractor.

1.1.13 Finality of Decision: Any decision made by the School District, including the Contractor selection, shall be final.

1.1.14 Reservation of Rights: The School District reserves the right, in its sole discretion (for this provision and all other provisions contained in this RFP), to accept or reject, in whole or in part, any or all Proposals with or without cause. The School District further reserves the right to waive any irregularity or informality in the RFP process or any Proposal, and the right to award the Contract to other than the Proposer submitting the best financial Proposal (low bidder). The School District reserves the right to request additional information from any or all Proposers. The School District reserves the right to negotiate with the Proposers concerning their Proposals. The School District may select one or more Firms to perform Technology Support Services on behalf of the School District.

1.1.15 Release of Claims: Each Proposer by submitting its Proposal releases the School District from any and all claims arising out of, and related to, the RFP process and selection of a Contractor.

1.1.16 Proposer Bears Proposal Costs: A recipient of this RFP is responsible for any and all costs incurred by it or others acting on its behalf in preparing or submitting a Proposal, or otherwise responding to this RFP, or any negotiations incidental to its Proposal or this RFP.

1.1.17 Irrevocability of Proposals: Proposers may withdraw their Proposal, if so desired, anytime before the date and time for receipt of Proposals. All Proposals submitted shall not be withdrawn and shall be irrevocable for a minimum period of one hundred eighty (180) calendar days following the date and time for receipt of Proposals set forth above.

1.1.18 Collusive Bidding: The Proposer certifies that their Proposal is made without any previous understanding, agreement or connection with any person, firm or corporation making a Proposal for the same project and is in all respects fair, without outside control, collusion, fraud or otherwise illegal action.

1.2 Objective of RFP

The objective of this RFP is to offer experienced professional Firms the opportunity to present a thoroughly detailed Proposal of their expertise and qualifications to the School District. The Proposal will detail the Proposer's experience and expertise in assisting school districts of similar size and scope as the Troy School District.

This Proposal specifically requests that all Proposers present their **qualifications** and **experience** in Technology based Services (please see Proposal Requirements and Proposal Format).

The School District will select the Proposal, if any, that it deems most qualified to serve the best interests of the School District, in its sole discretion.

1.3 Purpose

The purpose of this RFP is to establish a contractual relationship with an experienced and qualified Firm to provide Technology Support Services to the School District in the most efficient and cost-effective manner possible while, at the same time, maintaining the same quality of service currently being provided, safety and reliability. The School District may select one or more experienced and qualified Firms to proceed with the negotiation process from those submitting Proposals. The process will include the review and evaluation of methods and procedures used to provide Technology Support Services within the scope of this RFP. Past experience will also be judged by the references of each Proposer. A major portion of the negotiations will include the financial terms of the Contract. Proposers should be prepared to make a presentation to a committee of the School District, not to be more

than one hour in length (time for questions and answers will be addressed within that one hour time period).

1.4 Term of Contract

It is the intent of the School District to award a contract to one or more Contractor(s) for Technology Support Services for all School District Facilities. The Contract is expected to begin on July 1, 2011 for a period of three (3) years, with an option for the School District to extend the Contract by up to three (3) additional years on a year-to-year basis subject to approval by the School District's Board of Education, in its sole and absolute discretion. Nothing requires the School District to agree to extend the Technology Support Services Contract beyond the initial three (3) year term. As specified elsewhere in this RFP, the Contractor is required to provide a three (3) year price guarantee.

If the Contractor seeks to have the Contract extended beyond the initial term, the Contractor must provide the upcoming fiscal year's fee schedule at least one hundred twenty (120) days before the Contract anniversary date.

If conditions warrant, and if mutually agreeable between the School District and the present Contractor, the Contract may be temporarily extended for an additional ninety (90) days in order to provide Technology Support Services to the Facilities until a new contract is awarded. The Contract is for 12-months-per-year and requires Technology Support Services to be performed during school breaks and during the summer.

1.5 Selection Timeline

The School District's anticipated timeline for its selection process is:

	Issuance of this RFP	Tuesday, April 5, 2011
2011	Recommended Pre-Proposal Meeting and Facility Walk Through 8:00 am at Troy School District Services Building 4400 Livernois, Troy, Michigan 48098	Tuesday, April 12,
2011	Written Requests for Clarification Due 12:00	Thursday, April 14,
	Deadline for Proposal 3:00 p.m	Tuesday, April 19, 2011
	Proposer interviews and presentations to the School District	Week of April 25, 2011

School District's consideration of Contract
Implementation of Contract

Tuesday, May 17, 2011
July 1, 2011

PLEASE NOTE: The School District reserves the right, in its sole discretion, to change any or all portions of the above-identified selection timeline as it determines to be in its best interest.

1.6 School District Profile

This RFP contemplates and is intended to procure Technology Support Services under the form of Contract included in the RFP for Troy School District (the "School District"). The School District is located in the City of Troy, in the County of Oakland, Michigan. Please refer to the accompanying information for demographic profiles of the School District (Attachments A and B).

1.7 Proposal Requirements

This outlines the information that must be provided by the Proposer and the required format for the Proposal. Any Proposal not providing the required information, or not conforming to the format specified, may be disqualified. Please refer also to the SUBMISSION DEADLINE AND REQUIREMENTS Section (Section 1.1) of the RFP for additional Proposal requirements.

Proposals must demonstrate an understanding of the scope of work and the ability to accomplish the tasks set forth herein and must include information that will enable the School District to determine the Proposer's overall qualifications. Each Proposal shall also include any other information that the Proposer feels is significant with respect to the School District making an informed decision relative to the Proposal.

Any exceptions to the terms and conditions contained in this RFP or the attached form of Contract or any other special considerations or conditions requested or required by the Proposer MUST be specifically enumerated by the Proposer and be submitted as part of its Proposal, together with an explanation as to the reason such terms and conditions cannot be met. Each Proposer shall be required and expected to meet the RFP and Contract requirements in their entirety, except to the extent exceptions are expressly noted in its Proposal. All Pricing factors must be clearly indicated in the Proposer's Proposal Form provided as part of its Proposal.

Each Proposer shall submit its Proposal for a three (3) year term. Each Proposal shall include a transition plan/implementation schedule. Each Proposal must be submitted on the Proposal Forms attached to this RFP.

1.8 Proposal Format

- 1.8.1** Proposers must provide information, which will serve as an introduction of your company/Firm on business letterhead.
- 1.8.2** Proposers must provide background and qualifications of the personnel who will be involved with the School District. Describe the chain of command and reporting relationships. Include a proposed organization chart. This organization chart must reference where a School District liaison would be placed.
- 1.8.3** Exceptions, including explanations, to the RFP and/or the Contract.
- 1.8.4** Proposers must provide detailed evidence that they are currently providing Technology Support Services for other K-12 school districts. This should include school districts of similar size and scope as the Troy School District.
- 1.8.5** Describe any other similar public K-12 school districts in which your Firm has contracted to provide Technology Support Services.
- 1.8.6** Proposers must provide a Bid Bond in the amount equal to 5% of the 1st year total amount of the Contract.
- 1.8.7** Proposers shall provide evidence of ability to provide adequate insurance coverage to protect the interests of themselves and the School District. Refer to Section 2.4.7 for insurance requirements.
- 1.8.8** Proposers shall provide documentation of sufficient financial resources to provide Technology Support Services for a School District of this size and complexity.
- 1.8.9** Proposers must fully describe, and provide evidence and scope of, their formalized in-service training and educational programs for all employees.
- 1.8.10** Proposers shall meet all regulatory laws, codes, and requirements of Local, State, and Federal law that apply to Michigan public school districts and Technology Support Services, including, but not limited to, the Michigan Revised School Code (MCL 380.1 et seq.).

- 1.8.11** Proposer must describe any other resources to be provided by your Firm, not listed above, which would result in additional benefit to the District
- 1.8.12** References – Proposers must provide K-12 public school references, including contact name, address, phone number and scope of services.
- 1.8.13** List all litigation or regulatory proceedings, for the past five years, within the State of Michigan, or if more than 85% of the Proposer's Technology Support Services contracts are performed outside the State of Michigan, the State(s) where 85% or more of the Proposer's Technology Support Services contracts are performed. These litigation and regulatory proceedings are to be limited to contract disputes and negligence actions for: (i) school districts in which the Proposer has been a party providing any type of technology support services; (ii) supplies, equipment or services of the type which are the subject of the proposed Contract; (iii) non-compliance of the Proposer's supplies, equipment and services or the Proposer's working conditions and employment practices with the Occupational Safety and Health Act and other applicable state and federal requirements; or (iv) any suits whereby an employee of the Proposer was found to have mistreated students in any manner. Therefore, it is contemplated under this RFP that workers' compensation and unemployment proceedings are not to be deemed part of this requirement.
- 1.8.14** Proposers must include with their Proposal an audited financial report for the three (3) most recent fiscal years.
- 1.8.15** Proposers must include a schedule indicating the wages and benefits to be offered to employees of Contractor.
- 1.8.16** Proposers must submit a letter setting forth its agreement to be bound with the terms and conditions of this RFP and the Contract.
- 1.8.17** Proposers must complete the Proposal Form provided herein.
- 1.8.18** Proposers must complete the Familial Disclosure Affidavit attached hereto as Attachment I and submit the same along with its Proposal.

1.9 Proof of Qualifications

The School District will ensure compliance with the above by checking references listed in the Proposals, and conducting on-site visitation as deemed necessary by the School District as well as other sources.

1.10 Employees

It must be understood that this RFP provides for the selection of a professional company/Firm to provide Technology Support Services. However, as noted above, the School District will maintain a liaison to facilitate administration of the Contract and communication between the Contractor and the School District.

1.11 Company's Responsibility

All experienced and qualified Proposers are requested to submit a Proposal based on its experience and capabilities. The School District will select the Proposer(s), if any, deemed to serve the best interests of the School District to proceed with the negotiation process. The School District, in its sole discretion, reserves the right to request post-Proposal interviews from all, some or none of the Proposers.

1.12 Oral Interview

The School District may require qualified Proposers to participate in an oral interview and negotiation process to discuss their Proposal and to answer any questions the School District may have regarding the RFP and Proposer's Proposal. In that case, the School District will notify the Proposer's contact name as listed in its Proposal. In accordance with the RFP selection timeline, interviews will be scheduled during the week of **April 25, 2011**.

1.13 Evaluation of Proposals

Each Proposer submitting a Proposal should understand that the nature of the School District's Technology Support Services is considered complex and that each and every facet of the operation may not be detailed in this RFP. The Proposer must document their expertise, experience, and approach based on their grasp of School District's requirements. The strongly recommended Pre-Proposal meeting will give the Proposer an opportunity to ask the necessary questions regarding this RFP and the current level of Technology Support Services. The Proposal must be complete, clear and concise. The following categories, not listed by rank, are the principal criteria by which Proposals will be evaluated:

- ◆ **Management Capability** as shown by detailed evidence of Proposer's expertise, experiences, and references.
- ◆ **Business Stability** checked through various sources as well as the Proposal.
- ◆ **Human Resources Management** as determined by references, and by checking other sources.
- ◆ **Cost** as indicated in the Proposal and through the negotiation process.
- ◆ **Miscellaneous:**
 1. Ability to meet all applicable federal and state wage and safety requirements
 2. Experience and past performance – Presented documentation of experience including at least five (5) years of experience of supporting an organization with a minimum of 1,000 employees
 3. Experience providing technology support service in public and/or private school environments
 4. Experience helping public employers transition from in-house staff to privatized staff
 5. Project manager/account supervisor's qualifications and experience
 6. Project personnel - Adequacy of staff in size, availability, and experience to perform the proposed Services
 7. Proposer's attendance at Pre-Proposal Meeting
 8. Corporate support
 9. Cost control – Previous record of meeting budgets and the proposed plan for controlling costs on projects.
 10. Full and proper completion of the Proposal Forms
 11. Guarantees – Any cost savings guarantees provided for by the Proposal.
 12. Quality of the oral presentation to the applicable committee
 13. Quantity and nature of exceptions to the RFP and Contract Specifications
 14. Submission of required alternates, if any
 15. Training program – The education and training programs to be provided to staff.
 16. Work history/performance as reported by references (names, addresses, and telephone numbers of principle parties)
 17. Supplemental relevant information submitted by the Proposer
 18. Any comments from the Proposer regarding information submitted as part of this RFP information.
 19. Any other information the School District's proposal review team determines to be pertinent

20. First hand walk through evaluation of a current facility under contract with Proposer (the Proposers must provide School District with a list of sites that, at our choosing, we can visit and walk through for performance evaluation).

The School District will evaluate the Proposals, based on the above criteria as well as other methods. The School District will select the Proposer that it deems most qualified to serve the interests of the School District to proceed to the negotiation process.

II. GENERAL PROVISIONS

2.1 Contract Duration and Characteristics

2.1.1 Term: This is a Request For Proposal only. Proposals will be treated as offers to enter into a Contract with the School District. The award of a Contract by the School District shall constitute a Contract, subject to the execution of a formal written Contract to the satisfaction of the School District, which Contract shall incorporate this RFP and the successful Proposer's Proposal. The final Contract shall be subject to the review and approval by the School Districts' legal counsel. Notwithstanding the above, the School District shall have the right to make all final determinations regarding the final form of Contract. The Technology Support Services shall commence July 1, 2011.

2.1.2 Renewal Provisions: The School District intends to award a Contract to the successful Contractor as a result of this RFP for a term of three (3) years with each School District having the option to renew its Contract, on a yearly basis, for up to three (3) additional years, upon the successful annual review of Contractor's performance at the sole and absolute option of the Board of Education of the School District.

2.1.3 Cost Indexing: Compensation for the Technology Support Services described in this RFP MUST be fixed for years one (1), two (2) and three (3) of the Contract. Moreover, the Contractor, by submitting its Proposal, agrees to convene bi-annually with representatives of the School District, for the purpose of evaluating the efficiency of the performance of the Contract, so that further efficiencies may be uncovered and implemented into the Contract. As part of this process, and by submitting their Proposal, the Contractor agrees to pass along any savings to the School District. Any extensions shall be negotiated by the parties. Notwithstanding the foregoing, compensation for each renewal term of the Contract shall be adjusted by the percentage increase or decrease, if any, between the index

number, as established by the Consumer Price Index, All Items, for the Detroit Metropolitan Area, published by the United States Department of Labor, Bureau of Labor Statistics. Any such increase, however, shall not exceed three percent (3%) in any subsequent year of the said Contract.

2.2 DISTRICT-CONTRACTOR COMMUNICATIONS

The Contractor shall designate a liaison to be available to communicate with the School District at all times.

2.3 DEFINITIONS OF THIS RFP AND SUBSEQUENT CONTRACT:

<u>“Contract”</u>	“Contract” means the negotiated contract resulting from the School District’s acceptance of the Contractor’s Proposal, to the satisfaction of the School District, which incorporates this RFP and the Contractor’s Proposal.
<u>“Contractor”</u>	“Contractor” shall mean the Technology Support Services Firm(s) awarded a Contract to provide Technology Support Services for the School District in accordance with this RFP and the successful Proposer’s Proposal.
<u>“Technology Support Services”</u>	All labor necessary to perform the services to be provided in accordance with the requirements set forth in this RFP for the School District at all of its Facilities.
<u>“Proposal”</u>	“Proposal” means a response to the RFP submitted by a Proposer.
<u>“Proposer”</u>	“Proposer” means any Technology Support Services Firm submitting a Proposal to the School District by the specified due date in accordance with this RFP.

2.4 General Conditions

2.4.1 Within fourteen (14) days after receiving formal notification that the successful Contractor was awarded the Contract, the Contractor shall furnish the following to the School District:

2.4.1.1 Performance Bond: A Performance Bond in the full amount of the first year’s total cost of the Contract, by a qualified surety **naming the School District as an Obligee**, to ensure faithful performance of all provisions of the Contract. The Surety Company shall be authorized to do business in the State of Michigan and must be approved by the School District. All sureties providing bonds on this project must be listed in the

Department of Treasury's Circular 570, entitled "Companies Holding Certificates of Authority as Acceptable Sureties on Federal Bonds and as Acceptable Reinsuring Companies" with the bond amounts less principal, and by a surety that is licensed in the State of Michigan. The form AIA Document A312 (1984 Edition) must be used for this project. If, at any time, after acceptance of the Contractor's bond, the surety fails to meet the criteria stated in this Section, the Contractor must, as a precondition to continuing Work and receiving further payments, replace the bonds with bonds from a surety that meets the stated criteria. New Performance Bonds must be submitted annually to the School District unless the School District, in writing to the Contractor, opts to waive this requirement in accordance with Section 2.4.1.3 below. However, in the event that the School District deems the Contractor a limited risk, the School District may, in its sole and uncontrolled discretion, agree to not require the Contractor to provide the Performance Bond required hereunder. In that event, the School District shall receive a credit in each year where such bond is not required in the amount of the cost of said Performance Bond. The Proposer shall indicate in their Proposal the annual credit which the District would be entitled if the District chooses, in its sole discretion, to waive the requirement of a Performance Bond. The decision to require the Performance Bond rests in the sole discretion of the School District.

2.4.1.2 **Insurance Certificates:** An Insurance Certificate evidencing all insurance coverage required by the General Conditions of this RFP.

2.4.1.3 **Failure To Provide Bonds and Insurance:** If the Contractor refuses or fails to submit the Performance Bond and/or Insurance Certificates within the 14-day period, the School District will consider the Contractor to have abandoned all rights and interests in the Contract award. Consequently, the Bid Bond may be declared forfeited to the School District as liquidated damages, and the work may be awarded to another Contractor who submitted a Proposal in response to this RFP.

2.4.2 **Federal, State and Local Law Compliance, and School District Policies:** The Contractor shall comply with any and all laws, rules, ordinances, policies and regulations, including any licensing and permitting requirements, applicable to providing the Technology Support Services anticipated in this RFP including, but not limited to drivers licenses, etc. The

Contractor, including its employees and agents, shall be responsible for knowing the School Districts' policies concerning appropriate behavior of persons in its Facilities and, on its properties, including for example, the prohibitions of sexual harassment and smoking, and shall comply with all such policies. The School District shall use its best efforts, as reasonably requested by the Contractor, to assist the Contractor to comply with any and all applicable federal, state or local laws, rules and regulations. The Contractor by providing its Proposal to the School District represents and warrants that it shall at all times be in compliance with any and all applicable federal and state laws, rules, ordinances, policies and regulations and licensing and permitting requirement applicable to providing the Custodial Services anticipated in this RFP. The Contractor shall in the performance of such Technology Support Services pursuant to this RFP, its Proposal and the Contract, fully comply with any and all applicable federal, state, or local laws, rules and regulations, and shall indemnify, defend and hold the School District harmless from any liability from its failure to so comply.

- 2.4.3 Governing Law:** The Contract shall be governed by and construed in accordance with the laws of the State of Michigan. The parties hereby agree to the exclusive jurisdiction and venue of courts sitting in Oakland County, Michigan.
- 2.4.4 Taxes:** Contractor is responsible for sales taxes and any other applicable taxes related to the Technology Support Services provided under the Contract.
- 2.4.5 Repairs to Property Damage:** Damage to any School District Facilities or properties caused by the Contractor, its agents or employees shall be repaired so that Facilities or properties are in as good condition as before entering into the Contract. All repairs shall be accomplished at no cost to the School District.
- 2.4.6 OSHA Compliance:** All services to be furnished by the Contractor and the Contractor's working conditions and employment practices shall comply with all applicable state and federal requirements, including, but not limited to, the Occupational Safety and Health Act.
- 2.4.7 Insurance Requirements:** The Contractor shall maintain the following insurance in force at all times during the term of the Contract, with an "A" rated Best insurance carrier acceptable to the School District. Each School District shall be named as additional insured for the minimum limits listed below.

<u>Policy</u>	<u>Minimum Limits</u>
(a) Workers' Compensation	Statutory
(b) Comprehensive General Liability	
(1) Bodily Injury Liability	\$1,000,000 each person
	\$1,000,000 each occurrence
	\$2,000,000 aggregate
(2) Property Damage Liability	\$1,000,000 each occurrence
(c) Comprehensive Automobile Liability	
(1) Bodily Injury Liability	\$1,000,000 each person
	\$1,000,000 each occurrence
(2) Property Damage Liability	\$1,000,000 each occurrence
(d) Excess Umbrella Liability	
Combined Single	\$10,000,000 each occurrence
Limit Bodily Injury and/or Property Damage	\$10,000,000 aggregate
(e) Employer's Liability	\$500,000 each occurrence

Note: Comprehensive Liability to include, but not limited to:

- i) Contractual obligations.

The insurance carrier must notify the School District and the Contractor thirty 30 days prior to the expiration, termination or material change of such insurance coverage.

These coverages and limits are to be considered minimum requirements under the Contract and shall in no way limit the liability or obligations of the Contractor under the Contract.

The successful Contractor shall not commence operations under the Contract until the Contractor has obtained all insurances stated in these requirements, all insurances have been reviewed and approved by the School District and the Certificates of Insurance have been provided to the School District.

2.4.8 Indemnification:

2.4.8.1 Contractor shall indemnify, defend and hold harmless the School District, its Board and its Board Members in their official and individual capacities, its employees and agents, from and against all claims, counter-claims, suits, debts, demands, actions, judgments, liens, liabilities, costs, expenses, damages, and actual attorney fees and actual expert witness fees arising out of or in connection with Contractor's performance of its services pursuant to the Contract and/or from Contractor's violation of any of the terms of the Contract, including, but not limited to: (i) the negligent acts or willful misconduct of the Contractor, its officers, directors, employees, agents and subcontractors; (ii) any breach of the terms of this Agreement by the Contractor; (iii) any violation of applicable state and/or federal law, rule, ordinance, policy or regulations and/or licensing and permitting requirement applicable to providing the Custodial Services; or (iv) any breach of any representation or warranty by the Contractor under the Contract. The Contractor shall notify the School District by certified mail, return receipt requested, immediately upon knowledge of any claim, suit, action, or proceeding for which it may be entitled to indemnification under the Contract.

2.4.8.2 Throughout the Initial Term, or any Renewal Term of the Contract, Contractor shall not permit itself or any third party to use, generate, handle, store or dispose of any Hazardous Substances in, on, under, upon or affecting any School District Facility in violation of any applicable law or regulation. Without limiting any other provisions of the RFP specifications or the Contract, Contractor shall indemnify, defend and hold harmless the School District from and against all liabilities, claims, losses, costs and expenses (specifically including, without limitation, attorneys', engineers', consultants' and experts' fees, costs and expenses) arising from (i) any breach of any representation or warranty made in this paragraph and/or (ii) environmental conditions or noncompliance with any applicable law or regulation that result, in the case of Contractor, from operations or Technology Support Services in or about any School District Facility or property by Contractor or its agents or employees. As used herein, the term "Hazardous Substances" shall mean (i) any hazardous or regulated substance as

defined by all federal, state and local environmental laws, including, but not limited to, Federal Water Pollution Control Act (33 U.S.C. §§ 1251 et seq.) ("Clean Water Act"), the Resource Conservation & Recovery Act (42 U.S.C. §§ 6901 et seq.) ("RCRA"), Safe Drinking Water Act (42 U.S.C. §§ 300f-j-26), Toxic Substances Control Act (15 U.S.C. §§ 2601 et seq.), Clean Air Act (42 U.S.C. §§ 7401 et seq.), the Comprehensive Environmental Response, Compensation and Liability Act (42 U.S.C. §§ 9601 et seq.) ("CERCLA"), the Emergency Planning and Community Right to Know Act, 42 U.S.C. §§ 11001 et seq. ("EPCRA"), the Michigan Natural Resources and Environmental Protection Act (MCL § 324.101 et seq.) the administrative rules and regulations promulgated under such statutes, or any other similar federal, state or local law or administrative rule or regulation of similar effect, each as amended and as in effect and as adopted as of the date of execution of this Lease, (ii) any other pollutant, contaminant, hazardous substance, solid waste, hazardous material, radioactive substance, toxic substance, noxious substance, hazardous waste, particulate matter, airborne or otherwise, chemical waste, medical waste, crude oil or any fraction thereof, radioactive waste, petroleum or petroleum-derived substance or waste, asbestos, PCBs, radon gas, all forms of natural gas, or any hazardous or toxic constituent of any of the foregoing, whether such substance is in liquid, solid or gaseous form, or (iii) any such substance the release, discharge or spill of which requires activity to achieve compliance with applicable law. This paragraph shall survive the expiration or earlier termination of the Contract.

2.4.9 Contract Assignment or Sub-Contract: The Contract shall not be assigned, transferred, or sublet, in whole or in part, by the Contractor without the prior written consent of the School District.

2.4.10 Independent Contractor: It is expressly agreed between Contractor and the School District that Contractor will act as an independent contractor in the performance of its duties under the Contract and under no circumstances shall any of the employees of one party be deemed the employees of the other for any purpose. Accordingly, Contractor shall meet all of its obligations and responsibilities for payment of all taxes including

Federal, State and Local taxes arising out of Contractor's activities in accordance with the Contract, including by way of illustration but not limitation, Federal and State income tax, Social Security tax, Unemployment Insurance taxes, Workers' Compensation Insurance and any other taxes or business license fees as required. The Contract shall not be construed as authority for either party to act for the other party in any agency or other capacity or to make commitments of any kind for the account of, or on behalf of, the other party, except to the extent, and for the purposes, expressly provided for and set forth herein, and no partnership or joint venture is created hereby.

2.4.11 Relationship Between Parties: Contractor is retained and engaged by the School District only for the purposes and to the extent set forth herein. Contractor shall not be considered an employee of the School District, nor is Contractor entitled to participate in any plans, arrangements, or distributions by the School District pertaining to or in connection with any fringe, pension, bonus, profit sharing, or similar benefits, or any medical, dental, life or disability insurance plans. Further, the School District will not withhold or pay any State, Federal or Local taxes, FICA, FUTA, MESC Insurance or Workers' Compensation Insurance and Contractor will indemnify, defend and hold the School District harmless for the payment of such sums, interest, penalties, or cost of collection of same, including reasonable attorney fees. Nothing in the Contract shall be construed to interfere with or otherwise affect the rendering of services by Contractor in accordance with its independent and professional judgment. The Contract shall be subject to Contractor's performance of its services substantially in accordance with generally accepted practices and principals. No tenure or other rights/benefits typically arising out of an employee-employer relationship shall arise out of the Contract on behalf of Contractor.

2.4.12 Force Majeure

In the event Contractor is unable to provide Technology Support Services herein specified because of any act of God, civil disturbance, fire, flood, riot, war, picketing, strike, lockout, labor dispute, oil or fuel shortage or embargo, governmental action or any condition or cause

beyond the Contractor's control, the District shall excuse the Contractor from performance under this Contract.

The District shall have the right to take over the Technology Support Services if the Contractor is prevented from operating for the reasons described above, and may provide such Technology Support Services with school employees or other persons, as the District may deem appropriate until Contractor is able to resume its regular operations and the School District shall receive a credit from Contractor for the days the Contractor failed to provide such Technology Support Services on a pro-rata basis.

Notwithstanding the foregoing, in the event of a strike, the Contractor shall procure replacement personnel necessary to perform the Technology Support Services. If the Contractor does not procure such replacement personnel, the District may procure the same and deduct the associated costs and expenses from the amounts owed to the Contractor, or terminate this Contract.

A change in market conditions does not constitute force majeure.

2.5 NONDISCRIMINATION

2.5.1 Nondiscrimination in Employment

The Contractor shall comply with Equal Employment Opportunity and Affirmative Action requirements as stipulated in Executive Order 11246 and Executive Order 11375 and all subsequent amendments thereto and superseding orders.

2.6 TERMINATION

2.6.1 Termination For Cause:

In the event the Contractor fails, at any time, to comply with, fully perform and strictly adhere to any covenant, condition or representation contained in the Contract, all requirements contained in the RFP and the Contractor's Proposal, whether it be performed by the Contractor, its agents or employee, the School District shall have the right to give written notice to Contractor of such failure. If such failure, is not cured to the School District's satisfaction within ten (10) business days from the time of receipt of such notice the School District shall

have the right to terminate immediately without the requirement of a further written notice. If the Contract is terminated in accordance with any of the provisions contained herein, all rights of the Contractor under the Contract shall cease.

2.6.2 Termination for Convenience:

Notwithstanding Section 2.6.1, the Contract may be terminated by the School District without cause upon six (6) months advance written notice to Contractor. If the Contract is terminated in accordance with any of the provisions contained herein, all rights of the Contractor under the Contract shall cease.

III. BACKGROUND INFORMATION ON THE SCHOOL DISTRICT

The following information is a summary of the **Troy School District's** current Technology Support Service programs. As a starting point, Proposers are to base their cost projections on duplicating this service within the requirements of the RFP. Going forward, the awarded Contractor is expected to use their expertise to further optimize the current operations and improve services.

The following attachments are provided as exhibits to assist the Proposer in formulating their Proposal. **Unless specifically agreed to in writing, Proposer is expected to meet or exceed all duties outlined in Attachment C below.**

Attachment A - Building Locations

Attachment B - Student Calendars

Attachment C - Job Descriptions and Required Duties

Attachment D – Supplies & Equipment

Attachment E – Board of Education Policies

Sec 1 – Drug Free Workplace

Sec 2 – Drug & Alcohol Testing

Sec 3 – Sexual Harassment

IV. CONTRACTOR'S OBLIGATIONS

4.1 Proposer's Requirements

4.1.1 The Proposer's Firm must have been in business for at least the past five years.

- 4.1.2 The Proposer must demonstrate the ability to secure the necessary quantity(s) and quality of manpower to perform the Technology Support Services within the timeline provided for herein.
- 4.1.3 The Proposer must demonstrate the necessary organizational abilities needed to successfully implement the transition from our current service to the new Technology Support Services operation within the proposed time line provided for herein.
- 4.1.4 The Proposer must have the human and financial resources necessary to perform the Technology Support Services.

4.2 School Safety Initiative Legislation.

The Contractor and all of its employees and agents providing Technology Support Services for the School District shall meet the requirements of the School Safety Initiative Legislation, being MCL 380.1230, 380.1230a, 380.1230c, 380.1230d and 380.1230g. The Contractor acknowledges and agrees that unless the School District notifies the Contractor that it is not subject to the provisions of Michigan Public Act 84 of 2006, as amended, the Contractor will have any and all of its agents, employees or representatives who will be on any School District Facility or property to carry out the Technology Support Services contemplated by the RFP specifications and the Contract, fingerprinted and subjected to criminal history and background checks through the Michigan State Police and Federal Bureau of Investigation, as detailed in Public Act 84 of 2006, as amended, prior to commencing any work under the Contract by presenting themselves, or any of its agents, employees or representatives, for proper fingerprinting and criminal backgrounds checks, as directed by the School District, or provide written notification to the School District that Contractor or its employee(s) has previously completed fingerprinting and a criminal history and background check in connection with contracting or working for another Michigan school district, intermediate school district, public school academy or nonpublic school (each an "Agency") and consents to the sharing or transferring of the appropriate fingerprinting and criminal history background report from the other Agency. If Contractor wishes to receive a copy of any report, it shall have the employee provide written consent to the School District acknowledging its consent to provide Contractor with a copy of the report at the time fingerprinting and background checks are initiated. Additionally, unless notified it is not subject to Michigan Public Act 84 of 2006, as amended, the Contractor represents and warrants to the School District that it will at all times during the Initial Term or any Renewal Term of the Contract be in compliance with the provisions of Michigan Public Act 84 of 2006, as amended, including, but not limited to, reporting to the School District within 3 business days of when any of its agents, employees or

representatives who will be on the School District's Facilities or property to carry out the Technology Support Services contemplated by the RFP specifications and the Contract, is/are charged with a crime listed in Section 1535a(1) or 1539b(1) of the Revised School Code, being MCL 380.1535a(1) and 380.1539b(1), or a substantially similar law, and to immediately report to the School District if that person is subsequently convicted, plead guilty or plead no contest to that crime. The Contractor shall indemnify, defend and hold the School District, its employees, Board of Education, and each member thereof, agents and consultants, harmless from and against any and all claims, counter-claims, suits, debts, demands, actions, judgments, liens, liabilities, costs, expenses, including actual attorneys fees and actual expert witness fees, arising out of or in connection with any violation of, or the Contractor's failure to comply with, the requirements of Michigan Public Act 84 of 2006, as amended, or this paragraph. The Contractor shall be responsible for all costs and expenses associated with the above-required fingerprinting and background checks. The Contractor shall supply all necessary data and information, as requested by the School District, to enable the School District to properly submit Contractor and its employees and agents for inclusion in the State of Michigan Department of Education's list of "registered educational personnel."

4.3 Familial Disclosure

All Proposals must be accompanied by a sworn and notarized affidavit disclosing any familial relationship that exists between the owner and/or any employee of the Proposer and any member of the School District's Board of Education or the superintendent of the School District. Any Proposal not accompanied by said sworn and notarized affidavit will not be considered or accepted by the School District. The Affidavit of Bidder Familial Relationship Form is attached to this RFP.

4.4 Debarment

Submission of a signed Proposal in response to this RFP is certification that your Firm (or any subcontractor) is not currently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any State or Federal department or agency. Submission is also agreement that the School District will be notified of any change in this status.

V. CONTRACT SPECIFICATIONS

5.1 Absenteeism

Employee absenteeism can significantly and adversely affect the quality of services received by the School District. The Contractor must maintain a pool of trained and qualified substitutes with the required background checks, available at short notice, to ensure that the School District is adequately staffed in the event of illness or injury.

The Contractor is required to inform the building principal and the District's designee when there will be a change of employees for absence purposes. If the absence is expected to last more than three consecutive work days, the Contractor is also required to inform the School District's designee.

If the Contractor's supervisor/project manager is unavailable under the Contract for any substantial period of time (i.e., more than three consecutive work days), the Contractor shall immediately inform the School District's designee of the absence, the reason for the absence, and how the Contractor will ensure completion of the supervisor's/project manager's work.

The School District reserves the right to audit payroll records and/or time cards of the Contractor and its employees.

5.2 Employee Compensation

Contractors shall provide hourly pay rates (or pay rate ranges) and a list of benefits offered to all employees that would be placed to work in the School District.

5.3 Employee Expectations

All of Contractor's employees are to present themselves in an appropriate manner and attire consistent with the School District's Board policies and the School District's administrative guidelines. The School District reserves the right to seek removal of any employee of the Contractor whose moral conduct, behavior, health habits or appearance are unsatisfactory. Such employee will be removed as soon as possible upon being brought to the Contractor's attention. The School District's decision shall be final. The School District agrees not to use this right arbitrarily or capriciously.

All of the Contractor's employees assigned to the School District must meet the following requirements:

They must be...

- Able to read, write, and speak English fluently, and to use courteous language.
- Able to inspect, see, and report technical needs to the Contractor's supervisor/project manager and/or to the District's designee.
- Able to interact positively and appropriately with students, school employees, and the public. This shall especially apply to the Help Desk Specialist
- Able to productively work with minimal supervision.
- Able to handle special duties or situations as they arise.
- Competent persons who are well trained in the area of work assigned.
- Cooperative with School District staff and with other Contractors' employees.
- Alcohol and drug free when arriving for and while on duty. Contractor's employees are prohibited from the manufacturing of, being in possession of; using, distributing, or dispensing of any controlled substance, including alcohol, while on School District property.
- Punctual.
- Well groomed and in uniform.
- Must wear a School District approved ID badge at all times

Contractor shall maintain attendance records which indicate "log" in at the beginning of their shift and "log" out at the end of their shift each day in a designated location. This requirement is to enable School District staff to determine which of the Contractor's staff is in each Facility at any given time. This requirement shall not apply to the supervisor/project manager who is performing inspections and/or moving from building to building.

At no time shall the Contractor's personnel do any of the following:

- Allow network head end closets to stand open and unattended
- Congregate or have food/drink in unauthorized areas
- Copy, distribute or loan any key to School District Facilities
- Use or tamper with personal property owned by employees or other contractors of the School District
- Leave computer and/or related equipment unattended
- Leave supplies/tools/parts unattended in corridors for more than a few minutes (for safety, security, and aesthetic reasons)
- Leave lights on or doors open in unattended sections
- Play radios or other similar devices at a volume that is audible in other areas of the building
- Smoke or use any tobacco products on School District property
- Use or remove any School District owned equipment or supplies outside of Troy School District owned Facilities

No visitors, spouses or children of the Contractor's employees will be allowed at the work site during working hours unless they are bona fide employees of the Contractor or they receive prior approval from the School District's designee.

5.4 Employee Personnel Files

The Contractor awarded the Contract will be required to provide the School District's Human Resources Department with a copy of the employees' files for all of the Contractor's regular employees assigned to the School District. This requirement is primarily intended to ensure that all required employee background checks have been completed, and to provide results of training and drug testing.

Some examples of required documents are as follows:

- Application
- Drug screening results
- I-9 form along with a copy of the employee's driver's license and Social Security Card
- Results of FBI and state police record checks
- Proof of initial and follow-up training

As is the case with the School Districts' own employee personnel files, this information will be held in the strictest confidence.

5.5 Employee Selection

All of Contractor's employees will be required to have a criminal background check prior to working on at any Facility of the School District. The School District's designee will be the final authority as to whether such employee may provide services to the School District based upon the results of such background check. The School District reserves the right to interview all technology support services candidates before placement in our Facilities.

The Contractor shall, at a minimum, perform the following pre-employment screening procedures before recommending the placement of all regular and substitute employees in School District Facilities:

- Employee background and reference checks
- Drug and Alcohol testing as approved by the School District
- FBI and State Police record checks – Any felony convictions will disqualify personnel from placement in District.

All applicants being considered for employment must meet the criteria set forth by the United States Department of Immigration and Naturalization.

5.6 Employee Placement

The Contractor shall supply the School District a list of all employees assigned to each Facility and their assigned areas of responsibility and this list shall be updated as employees are hired or terminated.

The Contractor must inform the School District designee at least 48 hours before new employees are placed in any school/Facility in the School District. Notification to the School District's designee shall include the name, current address and former employer information of the proposed employee. The School District reserves the right to perform independent background checks on all of the Contractor's employees consistent with applicable laws.

5.7 Sexual Harassment

The School District is committed to providing a positive environment for all students and staff. Sexual harassment, whether intentional or not, undermines the quality of this educational and working climate. The School District has a legal and ethical responsibility to ensure that all students and staff can learn and work in an environment free of sexual harassment.

Consistent with state and federal laws, this right to freedom from sexual harassment has been defined in School District policy by the Board of Education. Failure to comply with this policy could result in termination of the Contract without advanced notice. Further information regarding this policy is available

5.8 Smoking

The School District prohibits the use of tobacco in school buildings or on school grounds. This prohibition applies to all contractors and workers on school grounds and to all forms of tobacco products. The Contractor shall be responsible for the implementation and enforcement of this requirement.

5.9 Staffing Requirements

5.9.1 *General Information*

The Contractor shall provide an adequate staff of experienced personnel, capable of and devoted to the successful accomplishment of the Technology Support Services to be performed under the Contract. The Contractor shall perform the services set forth in the Contract at time periods as approved by the School District's designee. Safety of students and staff and unimpeded delivery of the instructional programs will determine the authorized work periods.

5.9.2 Staffing Levels

Regardless of the minimum specified hours, it is the Contractor's responsibility to maintain the standard specified in this RFP and the Contract by adhering to the guidelines attached to this RFP. It is the responsibility of the Contractor to provide sufficient personnel to ensure that the requirements are met and that each Facility is effectively serviced and all other duties are performed on a daily basis.

The Contractor shall employ only competent and satisfactory personnel and shall provide a sufficient number of employees to perform the required services efficiently and in a manner satisfactory to the School District.

The Contractor shall consider all current School District personnel who are interested in employment with the Contractor, but the Contractor shall be free to hire those individuals which it deems to be best qualified, in its sole discretion.

5.9.3 After School and Weekend Activities

Services provided for activities that are billable beyond the regular base Contract must be approved in advance by the School District's designee. Itemized bills should include the date of the service, hours worked, the employees who worked and who approved the service. Such billing must be submitted under separate invoices but at the same time as the base Contract invoice for the month within which the service was provided.

The Contractor will sometimes be required to provide extra or special coverage on Saturdays and/or Sundays with very short notice. The hourly rate for this service will be requested on the Proposal Form. The Contractor may invoice the School District at the agreed upon rates for this extra work.

5.9.4 Schedule Changes

The School District reserves the right to change any and all of the Technology Support Services schedules with advance notice to the Contractor.

The Contractor shall notify the School District immediately of conditions, which will limit hours or decrease the daily work crews, such as illness or injury. In addition, the Contractor shall notify the

School District's designee in advance of any condition or situation, which will affect the performance of the work under the Contract. In either case, the Contractor shall communicate how the affected work will be rescheduled.

5.10 Substitute Scheduling

The Contractor will recruit, background check, employ, train, pay, and supervise all substitutes for the Contract.

5.11 Supervisor/Project Manager

The Contractor shall consider providing competent and sufficient supervision as necessary to satisfy the specifications and requirements and of this Request For Proposal and Contract.

The Contractor shall provide the School District with a list of all supervisory personnel including the telephone numbers where each person may be reached at all times. In addition, the Contractor will provide the Contract supervisor/project manager assigned to the School District with a cell phone.

A resume for the supervisor/project manager must be provided as part of the Proposal. All key personnel assigned by the Contractor are subject to concurrence of the School District's designee.

Once assigned to work under the Contract, the Contractor shall not remove or replace the supervisor/project manager without written concurrence of the School District's designee.

The supervisor/project manager will be required to answer each call from the School District's designee within thirty (30) minutes of the time the call is placed. Failure to answer the call/page within thirty (30) minutes will be considered non-compliance and will be assessed a penalty as provided for in the "Deductions and Penalties" section of this RFP.

The supervisor(s)/project manager(s):

- must be able to fluently communicate in English,
- can be a working supervisor,
- must be authorized by the Contractor to act as the Contractor's agent in all communications with the School District's designee,
- must have experience supervising technical staff
- is to have full authority from the Contractor to schedule working hours, and assignments
- shall cooperate fully with School District administrators

5.12 Training Requirements

The School District maintains that a formal training program with regularly scheduled sessions, individual tests for competency and training records is a necessary ingredient in the delivery of effective Technology Support Services. The Contractor is to have, in-place, an on-going, effective and documented training program.

The Contractor must show proof that it has provided blood-borne pathogen training and sexual harassment prevention training to its personnel as required by applicable codes and standards.

The Contractor will provide the School District's designee with training logs and, if requested, training verification.

5.13 Uniforms and Identification

The Contractor will provide, and all of the Contractor's employees are required to wear uniforms, approved by the School District on all work days. Logo's and names on uniform shirts will be required. Uniforms will be provided by the Contractor and must be worn by all regular and substitute employees while working in the School District's Facilities and on the School District's grounds. The uniforms must be kept neat and clean looking to provide a professional appearance at all times.

The uniforms must be as follows:

- Collared shirts are required for men and women. The shirts may be short sleeve or long sleeve. Shirt colors and styles should be the same for all employees.
- Pants are required, and should also be the same (or coordinating) color and style for all employees.
- Knee length shorts may be permitted ONLY during summer break period
- Tee-shirts are not considered acceptable by the School District

In addition to uniforms, all Contractor personnel are also required to wear a Contractor issued ID badge, approved by the School District. The ID badge is to be clearly visible, while performing work at the School District. ID badges are to be worn above the waist.

VI. ADMINISTRATIVE

6.1 Billing/Payments

6.1.1 *Billing*

Technology Support Services are to be billed in equal installments as agreed upon by both parties prior to signing of the Contract.

Invoices must itemize charges for labor, equipment, if any, and supplies, if any.

Invoices shall be submitted to: Troy School District, Accounts Payable, 4400 Livernois, Troy, Michigan, 48098

6.1.2 *Payments*

Payment will be made after Contractor's submittal of invoice. One check will be issued per month. Payment of undisputed amounts in each invoice shall be made within 30 days of receipt of the invoice. Disputes regarding amounts contained in any invoice will be communicated to the Contractor by the School District, in writing, within ten (10) business days of the receipt of the disputed invoice. Payments of disputed amounts will be delayed unless Contractor is able to resolve the matter to the School District's satisfaction within ten (10) business days prior to payment due date.

6.1.3 *Additional Charges*

Any work outside the scope of this Request For Proposal must be approved in advance by the School District's designee.

Invoices for additional work must include the date and times of the work, the name of the school, the type of the work performed, the number of hours worked, and the name of the authorized School District person who approved the work to be performed. They are to be sent directly to the established billing address along with the regular monthly billing for processing and are not to be included on the regular monthly invoice.

6.2 Facility Alarm Codes

The School District shall provide the Contractor with alarm codes for each Facility. A set of security codes for all Facilities shall be issued to the Contract supervisor/project manager. Alarm codes must not be traded between or shared among employees. Previously assigned alarm codes must not be forwarded by the Contractor to new employees. Notification to

the School District shall be immediate with the reassignment or termination of any individual who has been assigned an alarm code.

6.3 Facility Security

Office, classroom, and other doors are to be unlocked or opened only during the time that services are actually being done and all are to be relocked as soon as the service has been completed. For the safety of students and the public at large, storage and head end closet doors are to be kept shut and locked when not in use.

If the Contractor fails to properly secure any Facility, a non-compliance penalty as provided in the “Deductions and Penalties” section of this RFP shall be applied and shall be deducted from the next month’s payment.

6.4 Required Duties

Please refer to Attachment C to this RFP for required duties and protocols.

6.5 Trouble Ticketing System

Contractor’s employees will be required to access the School District’s Help Desk ticketing system to send and receive maintenance type work orders which may require action by Contractor’s employees.

6.6 Contractor Protection Clause

Neither party hereto will negotiate with or hire personnel employed by the other, during the Term of the Contract, without written permission of the other party.

6.7 School District’s Designee

The School District’s “designee” referred to throughout this RFP shall refer to the Director of Technology or his/her designee. The School District’s Superintendent is authorized to modify this designation at any time upon written notification to the Contractor.

6.8 Emergency Contacts

Communication is critical when maintaining multiple Facilities. The Contractor will be responsible to provide the School District’s designee with an emergency contact person and telephone number for each employee.

If the need arises for the School District's designee to contact one of the Contractor's employees at a large site, there must also be a system in place to accomplish this task. Therefore, the School District will require a cell phone system, a radio system, or other acceptable communication system to be in place to contact personnel at all School District Facilities.

6.9 Emergency Service

The Contractor agrees to respond to any emergency requests 24 hours per day, 7 days per week, 365 days per year. Hourly pricing for this after-hours, emergency service will be requested on the Proposal Form.

Any additional services of this nature must be pre-approved by the School District's designated administrator on call. Any invoice for this type of service must include the school, date, area(s) affected, scope of work performed, hours expended by contract personnel, and name of person authorizing the work.

6.10 Government Regulations and School District Policies

The Contractor must have a complete working knowledge of, and must comply with, all of the following:

- All applicable federal, state, and local laws, codes, and regulations
- All applicable School District Board policies and administrative guidelines

6.11 Hazardous Substances

The Contractor will ensure that any Hazardous Substances will be properly labeled and delivered or used in a way that does not violate state or federal laws.

6.12 Holidays

The School District is closed on, and the Contractor is not required to provide Services on the following holidays:

New Years Day
Good Friday
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Friday following Thanksgiving
Christmas Eve
Christmas Day
New Years Eve

The School District reserves the right to require some work on any and all of these holidays. If such work is requested by the School District's designee, the Contractor may bill the School District for this work at the hourly rate quoted on the Proposal Form.

6.13 Holiday Breaks

The Contractor will be required to provide Technology Support Services in all School District Facilities during all break periods.

6.14 Keys

Keys to the Facilities will be supplied by the School District. All keys will be issued to, and must be signed out by, the Contractor's supervisor/project manager.

6.14.1 *Initial Furnishing of Keys*

The School District will provide the Contractor's supervisor/project manager with appropriate keys for all Facilities.

6.14.2 *Copying of Keys*

At no time shall copies be made of any keys issued. If additional copies are needed, the Contractor must obtain keys from the Director of Operations.

6.14.3 *Key Replacement*

There will be a \$50.00 charge for the replacement of any lost or stolen key and a \$25.00 charge to re-issue entrance keys to a new supervisor/project manager.

6.14.4 *Key Inventory*

The School District reserves the right to inventory the Contractor's keys at any time.

6.14.5 *Lost Keys*

All lost keys assigned to the Contractor or to any of the Contractor's employees, (whether interior or exterior keys), must be reported, via the School District's lost key report form, to the School District's designee within 24 hours of discovery of the loss.

6.14.6 Re-keying of Locks

If the School District deems it necessary to re-key any locks due to inadequate key control/management by the Contractor, the cost will be deducted from the monthly payment.

6.14.7 Security of Keys

The Contractor is prohibited from lending School District keys to anyone. The Contractor and its employees are also prohibited from leaving key rings in head end closets or from lying on computer carts, or otherwise out of their possession. Each instance of School District-observed noncompliance will result in non-compliance penalty of \$50.

6.14.8 Termination of Contract

All keys assigned to a Contractor's employee shall be returned to the School District's designee when his/her services in the assigned Facility end.

All keys shall be returned to the School District's designee at the termination of the Contract.

6.14.9 Trading of Keys

Keys shall not be traded between employees nor forwarded to new employees; instead, the keys must be returned to the School District to be re-issued.

6.15 Manufacturers' Recommendations

The Contractor shall ensure that all applicable equipment manufacturers' recommendations on usage and maintenance are followed.

6.16 Prices

The prices proposed by the Contractor on the Proposal Form shall include all charges for labor, insurance, taxes, overhead, profit, and other applicable costs. The prices in the Contractor's Proposal must be based on the RFP and Contract Specifications.

The School District may periodically request the Contractor to perform work that is not specified in this RFP or in the Contract. Any such work will be classified as extra work and will be billed according to the rate specified in the Proposal Form. Any additional work for which additional charges will be billed

to the School District must be pre-approved in writing by the School District's designee.

6.17 Price Increases

The prices proposed by the Contractor shall remain firm for the first three (3) years of the Contract. If the Contract is extended beyond three (3) years, the Contractor agrees not to increase labor at a rate that is higher than the change in the Consumers Price Index – All Items for the Detroit Metropolitan Area Consumers published by the United States Department of Labor, Bureau of Labor Statistics (any such increase, however shall not exceed three (3%) percent in any subsequent year of the Contract):

The School District will not consider any price increases during the Term of the Contract (excluding extensions), unless the School District requests a change in the number of positions and/or the designated hours required for each position.

If this occurs, the Contractor will have the option to negotiate the amount necessary to cover the increased payroll costs.

The Contractor shall notify the School District in writing at least sixty (60) calendar days before any price increase is to start.

6.18 Damage to District Facilities

The Contractor shall report, in writing, any damage that occurs as a result of one or more of the Contractor's employees.

The Contractor shall inform the applicable principal (or in his/her absence, the School District's designee) of any vandalism, evidence of attempts to force entry, and all other damages to any Facilities.

The Contractor's employees shall report, in writing, any items that require maintenance or repair that are discovered during the Term of the Contract.

6.19 Safety

The Contractor shall be responsible for compliance with all applicable federal and state laws, codes, and regulations, including but not limited to MIOSHA and the Right-to-Know.

The Contractor shall be responsible and liable for the safety, injury and health of its personnel while its employees are performing the Technology Support Service for the School District.

6.20 School Calendar

To help your Firm respond to this RFP, a copy of the School District's most recent school calendars are attached hereto as Attachment B.

6.21 School Closings

Contractor is required to work on all "acts of God days". Contractor's employees are also required to work on all other days that school is closed due to other calamities such as inclement weather, boiler failure, electrical outages, etc. On these days, they should expect to work their regular schedule unless otherwise directed by the School District's designee.

6.22 Equipment, Tools and Supplies

6.22.1 Equipment and Tools

The School District will allow the Contractor to utilize School District-owned technology equipment and tools currently in service and identified by the School District in Attachment D to provide the Technology Support Services contemplated herein. Title to School District-owned equipment and tools shall remain with the School District. The Contractor shall use School District-owned equipment and tools only to provide the Technology support Services for the School District, unless otherwise provided for by law. The School District shall, prior to the commencement of the Initial Term of the Contract, provide a re-inventory of District-owned technology equipment and tools, similar to Attachment D that will be made available for use by the Contractor for the Technology Support Services. The School District and Contractor will work to develop a schedule/plan to retire/remove School District-owned equipment and tools from service. Any new equipment or tools which are necessary for the provision of the Technology Support Services for the School District shall be purchased by, and title shall remain with, the Contractor. The School District shall have approval rights on the specifications for all equipment and tools purchased. All costs associated with the new equipment and/or tools, including purchase and maintenance/repair, shall be borne by the Contractor. All equipment and tools, whether provided by the School District or purchased by the Contractor, used to service the School District shall be maintained and inspected in strict accordance with the recommendations of the manufacturer of the equipment or tool.

All equipment and tools must be used exclusively in/on District Facilities. Movement of equipment or tools between School District locations may only occur with prior approval of School District's designee. The Contractor will be required to replace any such equipment or tools due to loss or theft by Contractor employees or by misuse at Contractor's expense.

6.22.2 Supplies

The School District will be responsible for the procurement of all software, computer parts and other supplies used for the Technology Support Services. Contractor personnel are to manage these items efficiently and professionally. All supplied items are for exclusive usage in/on School District Facilities and equipment. Contractor is required to document usage, by School District location, when requested by the School District's designee. Contractor's employees shall requisition necessary supplies in accordance with procedures established by the School District.

VII. DEDUCTIONS AND PENALTIES

7.1 Deductions for Temporary School Closures

If one or more Facilities are closed for more than three consecutive days for "acts of God", Facility renovations, and/or a problem with a Facility, the School District's designee may request that Technology Support Services be temporarily suspended in the applicable Facility(s). If this occurs, the School District's bill for that month will be reduced by 1/20th for each day of work that Technology Support Services are cancelled in the applicable Facility. If any such service reductions can be reasonably anticipated by the School District, the School District's designee will provide as much lead time to the Contractor as possible.

7.2 Penalties

The following financial penalties shall be applied, and will be deducted from the next monthly invoice.

7.2.1 *Building Alarm Code Replacements*

There will be a \$50 charge for the replacement or sharing of building alarm codes.

7.2.2 Equipment

All specified equipment must remain on site at all times. Failure to provide the equipment listed in Attachment D on the premises will result in a non-compliance deduction of \$100 for each occurrence.

7.2.3 Excessive Staff Turnover

Covered positions shall not be re-assigned to other Contractor accounts without prior written consent from School District's designee. A \$500 penalty per instance for staff turnover in these positions within the life of the Contract will result if the replacement is not requested by the School District. This penalty will be waived during the first ninety (90) days of the initial Contract.

7.2.4 ID Badges/Uniforms

If a Contractor is observed at the work site without wearing the **Contractor** issued ID badge, the Contractor will be in non-compliance with the contract and a \$25 deduction may be made on the monthly invoice.

7.2.5 Fines for MIOSHA Violations

If the School District is assessed any fines for MIOSHA violations arising out of these Services and attributable to the Contractor, the Contractor shall reimburse the School District for these fines by commensurately reducing the charges on the monthly invoice.

7.2.6 Improper Equipment Use

If the Contractor uses equipment or methods that damage the School District's property, the Contractor shall pay for the property's repair or replacement determined by the School District.

7.2.7 Improperly Securing Buildings

If the Contractor fails to properly secure any Facility, a non-compliance penalty of \$250 per incident shall be deducted for the next monthly payment. If the police or fire departments are dispatched, the Contractor will be responsible for the false alarm fee, which will be deducted from the next monthly payment. Additionally, the Contractor will be responsible for any damage or loss to School District Facilities or equipment arising from failure to properly secure the building.

7.2.8 Keys

Please refer to the "Keys" section of this RFP – Section 6.14 (specifically, the "Security of Keys" and "Replacement" subsections).

7.2.9 Non Response to Contact

Calls placed by the School District's designee to the Contractor's School District Liaison that are not answered or returned within thirty (30) minutes after the call is placed will be assessed a \$25 penalty per incident. In the event of an emergency, any subsequent damage incurred to School District Facilities as a result of the failure of Contractor to supply adequate personnel to control such damage will be reimbursable by the Contractor. The deduction will be made on the next month's invoice.

7.2.10 Non-approved Personnel

If a Contractor's employee is observed working in the School District and has not been authorized by the School District's designee to work in the School District, the Contractor will be in non-compliance with the Contract and a \$50 deduction will be made on the monthly invoice. The unauthorized employee will immediately vacate School District property.

7.2.11 Unfilled Employee Absences

For pre-scheduled absences, the District shall allow up to two (2) days of uncovered shifts per position. Vacation days for assigned staff and related coverage are negotiable with the District. Notwithstanding the above, whenever any personnel are absent from part or all of their School District assignment and a substitute is not provided by the Contractor, the Contractor must deduct the following amounts from the next invoice.

For each unfilled shift on school days – a \$300 penalty per instance. For all other unfilled shifts – a \$100 penalty per instance. These penalties are intended to reflect the Contractor's labor savings by not providing eight hours of labor and to provide an "assured staffing" incentive. Any portion of an eight hour shift not covered by a Contractor substitute will be assessed a prorated penalty based on \$300 per eight hour shift.

The School District's designee has the authority to waive up to \$500 of penalties per Contract year.

VIII. PROPOSAL

8.1 Proposal Checklist: *Please attach copies of the following documents to your Proposal in addition to the Proposal Form, if applicable:*

1. Letter of Introduction of Proposer
2. Proposer's Background, Qualifications and Organizational Chart

3. List of any and all Exceptions to Request For Proposal or Contract
4. List of K-12 school districts currently being serviced by Proposer
5. Proposer's Bid Bond
6. Proposer's Insurance Certificate
7. List of Proposer's References
8. Proposer's Verification of Addenda to the Request for Proposal, if any
9. Proposer's Audited Financial Reports for most recent three (3) years
10. Proposer's Suggested Voluntary Alternates to the Request For Proposal, if any
11. Proposer's List of any and all Litigation or Regulatory Proceedings
12. Transition Plan/Implementation Schedule
13. Affidavit of Proposer – Familial Relationship

**Troy School District
Technology Support Services
Bid 9708**

CONTRACT PRICING

	Year 1:	Year 2:	Year 3:
Audio Visual Systems Specialist	\$_____	\$_____	\$_____
Computer Systems Specialist	\$_____	\$_____	\$_____
Help Desk Specialist	\$_____	\$_____	\$_____
Telecommunications Specialist	\$_____	\$_____	\$_____

Proposed Contract(s) (Please attach)

Organizational History (Please attach)

Fingerprinting/Background Check Acknowledgement Initials_____

Contractor Replacement Process (Please attach)

Required References (Please attach)

Sample Resume (Please attach)

Number of Qualified Staff _____

Recruiting Process (Please attach)

Original Proposal plus six (6) complete copies (Please attach)

COMPANY: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

PHONE: _____ FAX: _____

EMAIL: _____

Troy School District
Technology Support Services

ATTACHMENT A

BUILDING LOCATIONS

ATTACHMENT A

BUILDING LOCATIONS

<u>Building</u>	<u>Address</u>
Barnard Elementary	3601 Forge Drive, Troy, MI 48083
Bemis Elementary	3571 Northfield Parkway, Troy, MI 48084
Costello Elementary	1333 Hamman, Troy, MI 48085
Hamilton Elementary	5625 Northfield Parkway, Troy, MI 48098
Hill Elementary	4600 Forsyth, Troy, MI 48085
Leonard Elementary	4401 Tallman, Troy, MI 48085
Martell Elementary	5666 Livernois, Troy, MI 48098
Morse Elementary	475 Cherry, Troy, MI 48083
Schroeder Elementary	3541 Jack Drive, Troy, MI 48084
Troy Union Elementary	1340 E. Square Lake Rd., Troy, MI 48085
Wass Elementary	2340 Willard, Troy, MI 48085
Wattles Elementary	3555 Ellenboro, Troy, MI 48083
Baker Middle School	1359 Torpey, Troy, MI 48083
Boulan Park Middle School	3570 Northfield Parkway, Troy, MI 48084
Larson Middle School	2222 E. Long Lake Rd., Troy, MI 48085
Smith Middle School	5835 Donaldson, Troy, MI 48085
Athens High School	4333 John R, Troy, MI 48085
Troy High School	4777 Northfield Parkway, Troy, MI 48098
International Academy East	1291 Torpey, Troy, MI 48083
Administrative Center	4400 Livernois, Troy, MI 48098
Services Building	4420 Livernois, Troy, MI 48098
Transportation	120 Hart, Troy, MI 48098
Niles Continuing Education	201 W. Square Lake Road, Troy, MI 48098
Maintenance and Operations	1140 Rankin, Troy, MI 48083
Troy Career Center	550 Stephenson Hwy, Suite 400, Troy, MI 48083

Troy School District
Technology Support Services

ATTACHMENT B

STUDENT CALENDAR

Note: Calendars are a contractual issue. Therefore, a calendar beyond June 30, 2011 has not been determined at this time.

ATTACHMENT B

Troy School District 2010/2011 School Calendar

AUGUST

Tuesday 31 Teacher Workday; No School for Students

SEPTEMBER

Wednesday 1 Teacher Workday (Professional Development); No School for Students
Thursday 2 Teacher Workday (Professional Development); No School for Students
Tuesday 7 K-12 Students – AM only (AM kindergarten students only); PM Teacher Workday
Wednesday 8 K-12 Students/Teachers Full Day (AM and PM kindergarten classes will be in session)

NOVEMBER

Friday 5 K-12 Students - No School; Teacher Workday; End of First Marking Period
Wednesday 17 K-8 Students AM only; (PM kindergarten students only); 9-12 Students Full Day
Elementary/Middle School - Afternoon and Evening Conferences
High School - Evening Conferences
Thursday 18 K-12 Students - AM only (AM kindergarten students only)
K-12 Conferences - Afternoon and Evening
Wednesday 24 K-12 Students - No School; Teachers Compensatory Time for Conferences
Thursday 25 Thanksgiving Recess – No School
Monday 29 School Resumes Full Day

DECEMBER

Friday 17 Last Full Day before Winter Recess for K-12 Students/Teachers
Monday 20 Winter Recess Begins

JANUARY

Monday 3 K-12 Students/Teachers - School Resumes Full Day
Monday 17 Martin Luther King Day – K-12 – No School
Tuesday 25 9-12 Students AM only (exams); PM Teacher Workday
Wednesday 26 9-12 Students AM only (exams); PM Teacher Workday
Thursday 27 9-12 Students AM only (exams); PM Teacher Workday
Friday 28 K-12 Students - No School; Teacher Workday; End of First Semester

FEBRUARY

Monday 21 Mid-Winter Recess Begins
Wednesday 23 School Resumes Full Day

MARCH

Thursday 17 K-12 Students - AM only (PM kindergarten students only)
K-12 Spring Conferences - Afternoon and Evening

APRIL

Monday 4 K-12 Students/Teachers - No School; Spring Recess Begins
Monday 11 K-12 Students/Teachers - School Resumes Full Day
Friday 15 K-12 Students – No School; Teacher Workday; End of Third Marking Period
Friday 22 K-12 Students/Teachers - No School; Good Friday

MAY

Friday 27 K-12 Students –AM only; (AM kindergarten students only); PM Teacher Compensatory Time
for Spring Conferences
Monday 30 Memorial Day - No School

JUNE

Thursday 16 K-8 Students-Full Day; 9-12 Students-AM only (HS exams); PM Teacher Workday
Friday 17 K-12 Students-AM only (HS exams); (PM kindergarten students only); PM Teacher Workday
Monday 20 K-12 Students-AM only (HS exams); (AM kindergarten students only); PM Teacher Workday

Troy School District
Technology Support Services

ATTACHMENT C

JOB DESCRIPTIONS

&

REQUIRED DUTIES

ATTACHMENT C

AUDIO VISUAL SYSTEMS SPECIALIST

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
 - o PA systems: power and distribution amplifiers, equalizers, feedback eliminators, recording devices, and speakers
 - o Classroom and presentation wired and wireless (RF and IR) microphone systems
 - o Digital LCD & DLP projectors
 - o Document cameras
 - o Overhead projectors
 - o DVD players, VCRs, cassette players
 - o Digital clocks & central timing systems
 - o CRT, LCD and plasma televisions & TV mounting systems
 - o Baseband and broadband video signal distribution systems (receivers, tuners, modulators, demodulators, amplifiers, etc)
 - o Media converters, concentrators, port servers and source control modules
 - o Studio broadcast cameras
 - o Digital camcorders and still cameras
 - o Audio and video mixers and control devices
 - o Gym, music, orchestra, band and choir sound systems
 - o Digital and tape recording systems
 - o Satellite receivers and dishes

AUDIO VISUAL SYSTEMS SPECIALIST

- 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, etc
- 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 (Track-It)
- 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

Reports to: Director of Technology
Work hours: 7:00 am – 3:30 pm or as directed, 30 minute lunch, some after hours/weekend work required
Position Type: 52 weeks per year

COMPUTER SYSTEMS SPECIALIST

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
 - o 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
 - o 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
 - o LCD monitors (3500 district wide) includes but not limited to power supply, screen, USB hub, video port
 - o Laser printers & MFPs (2000 district wide) includes but not limited to fuser, paper feeders, power supply, toner, trays, user maintenance kits
 - o 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
-

COMPUTER SYSTEMS SPECIALIST

- 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

Reports to: Director of Technology
Work hours: 7:00 am – 3:30 pm or as directed, 30 minute lunch, some after hours/weekend work required
Position Type: 52 weeks per year

HELP DESK SPECIALIST

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, 12,000 students, 5,000 computers, 2,000 printers, 380 Smart Boards, and 3,000 phones across 24 buildings
 - o Provide technical support to end users for hardware, software, email, Internet, and peripheral issues
 - o Remote desktop connections to end user stations to provide immediate, on-demand assistance
 - o Guide building level support to existing self-support documentation, tools, applications, and resources
 - o Enter escalated tickets into Help Desk software (Numara Track-It) and assign tasks to appropriate escalation technicians
 - o Process warranty parts through manufacturers, ensure compliance with warranty terms, return/RMA failed parts, ensure collection of warranty reimbursement
 - o 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

HELP DESK SPECIALIST

- 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 (Deep Nines/Netsweeper)
- Perform mailbox creation, restores, size management, troubleshooting and repair in Microsoft Exchange 2003 & Outlook 2007 for over 1500 users
- Back up user's local data, reimage, 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

Reports to: Director of Technology
Work hours: 7:00 am – 3:30 pm or as directed, 30 minute lunch, some after hours/weekend work required
Position Type: 52 weeks per year

TELECOMMUNICATIONS SPECIALIST

Qualifications

- Associate's degree in Telecommunications, Computer Information Systems or equivalent required, Bachelor's degree preferred
- At least five years experience supporting enterprise telecommunications systems
- Must possess or acquire Mitel certification (Mitel 3300 and SX2000)
- 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 codes
- Manage centralized voicemail system (Esna Technologies) 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 emulated T1 connections to all buildings over fiber modems and AT&T circuit
- 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 functionality of in-building and district wide video all-call paging systems for daily announcements, special programming, visual alternative to overhead paging, etc
- Administer Dukane public address system in all buildings and coordinate annual changes to school bell schedules as required

TELECOMMUNICATIONS SPECIALIST

- 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
 - o 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 after hours support and vendor oversight for all systems described during communication failures
- Perform other duties as defined by Director of Technology

Reports to: Director of Technology
Work hours: 7:00 am – 3:30 pm or as directed, 30 minute lunch, some after hours/weekend work required
Position Type: 52 weeks per year

Troy School District
Technology Support Services

ATTACHMENT D

SUPPLIES & EQUIPMENT

Attachment D

Equipment

The District has the following vehicles which will be made available (at Contractors discretion) to School District related work:

1996 Ford Econoline E-150 Cargo Van

1999 Chevy Cargo Van

2002 Chevy Express Cargo Van

The School District also owns numerous small tools – both casual and specialized – which are utilized for the repair of computer and other technology based items. Awarded Contractor may use these tools in the normal course of business. Contractor will be held responsible for replacement of any tooling which is damaged due to misuse, mishandling or missing.

Detailed inventory of these tools will be made available to Contractor prior to start of contract (July 1).

Troy School District
Technology Support Services

ATTACHMENT E

BOARD OF EDUCATION POLICIES

Sec. 1 – Drug Free Workplace

Sec. 2 – Drug & Alcohol Testing

Sec. 3 – Sexual Harassment

C-1404 DRUG-FREE WORKPLACE

The Board of Education and its employees will comply with the Drug-Free Workplace Act of 1988. The administration shall develop and implement a drug-free awareness program, and, at a minimum, take whatever actions are necessary and appropriate in order to comply with the Act.

The unlawful manufacture, distribution, possession, sale, or use of a controlled or illegal substance or alcoholic beverage is prohibited on or at all school district buildings and properties, work areas, school-owned or school-approved vehicles, including those used to transport students to or from school or school activities, and at school-sponsored or school-approved activities, events or functions, such as field trips or athletic events, which occur off school property.

Any employee who violates this policy shall be subject to disciplinary action, up to and including termination of employment, and/or shall be required to satisfactorily participate in a drug assistance or rehabilitation program approved by the District.

Adopted: April 1989
Revised: February 7, 1995
June 19, 2007

C-1405 DRUG AND ALCOHOL TESTING FOR SAFETY SENSITIVE POSITIONS

The Board of Education and its employees will comply with the Omnibus Transportation Employee Testing Act of 1991 and its implementing regulations. The Administration shall develop and implement a drug and alcohol testing program and, at a minimum, take whatever actions are necessary and appropriate in order to comply with the Act and implementing regulations.

The unlawful manufacture, distribution, possession, sale or use of a controlled or illegal substance or alcoholic beverage is prohibited on or at all school district buildings and properties, work areas, school-owned or school-approved vehicles, including those used to transport students to or from school or school activities, and at school-sponsored or school-approved activities, events or functions, such as field trips or athletic events, which occur off school property. Violation of this policy shall result in disciplinary action, up to and including discharge.

Adopted: February 7, 1995

C-1406 SEXUAL HARASSMENT

Sexual harassment of students, employees, or other persons involved in district programs or on district premises is strictly prohibited.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, or other conduct or communication of any kind of a sexual nature. In particular, such actions are prohibited when:

1. Submission to such conduct is made a specific or implied condition of obtaining a benefit;
2. Submission to or rejection of such conduct is used as a basis for decisions affecting the individual who submits to or rejects such conduct; or
3. Such conduct has the purpose or effect of substantially interfering with an individual's education or employment or of creating an intimidating, hostile or offensive learning or working environment. Examples of such conduct include unwelcome sexual flirtations, advances or propositions, improper sexual comments, verbal abuse of a sexual nature, unnecessary touching of an individual, graphic or verbal commentaries about an individual's body, display of sexually suggestive objects or pictures, sexually explicit or offensive jokes, unwanted social invitations, and suggestive or insulting sounds.

All suspected incidents of sexual harassment must be reported to the District immediately.

Anyone found to have engaged in sexual harassment or retaliation shall be subject to appropriate disciplinary action. For students, such discipline could range from verbal or written warnings to suspension or expulsion. For employees, such discipline could range from verbal or written warnings and suspensions without pay to more severe discipline, including the possibility of immediate discharge.

Adopted: February 7, 1995
July 10, 2007

Bid 9708
Technology Support Services
PRE-BID MEETING SUMMARY, Requests for Information

Attendance Record

Name	Company	E-mail
Scott Bryan	Troy School District	sbryan2@troy.k12.mi.us
Mark Rajter	Troy School District	mrajter@troy.k12.mi.us
Paul McGovern	Inacomp TSG	paul.mcgovern@inacomptsg.com
Zachary Bowling	Valcom, A PC Connection Co.	zbowling@valcomtechnology.com
Chris McFatrige	Specialized Electronics LLC	specializedelectronics@comcast.net
Stan Coldicott	SRC Pro Video Service	src_pro-video@excite.com
Jeff Humason	Netarx	jhumason@netarx.com

Pre-Bid Conference summary

- 1) Reviewed Affidavit of Bidder form
- 2) Highlighted due date and location, emphasized time deadline
- 3) Pre-bid conference is recommended, not required
- 4) Reviewed number of proposals, no fax or email submissions
- 5) Highlighted process and deadline for additional requests for clarification
- 6) Identified restrictions on communication with District staff
- 7) Reviewed addenda **and identified addenda publishing deadline no later than 4/15/11, 2 pm**
- 8) **Section 1.1.12 Good Faith Deposit. The District gives notice that due to a unique circumstance of current District staff considering a bid for some or all of these services and given that the District is familiar with said staff, for those bids ONLY the bid bond requirement may be waived without prejudicing the consideration of those bids.**
- 9) Clarified finality of School District's decision, **not subject to appeal**

- 10) Reviewed District's rights to consider alternates in determining low bid, to award in its best interest, and low bid may not be sole determining factor
- 11) Reviewed release of claims by either party
- 12) Proposer bears all costs of submitting a proposal
- 13) Reviewed proposal revocation timeline
- 14) Highlighted prohibition on collusive bidding
- 15) **Section 1.4 Term of Contract: While it is the District's intent to secure 3 year pricing with renewal options as part of this bid process, pending legislation, which would be outside the control of the District, may require annual bidding of non-instructional services, this clause and requirement notwithstanding.**
- 16) Reviewed selection timeline, highlighting the option for the District to change any or all timeline details – **although the bid due date will not be changed.**
- 17) Reviewed Proposal Format
 1. Exceptions should be explained, not simply noted as exceptions
 2. Familial Disclosure must be attached – intent is for disclosure and existing familial relationships do not necessarily require disqualification of any bid response
- 18) Note that the District will maintain an employee to serve as liaison between any selected firm and the District
- 19) Noted the intent to conduct interviews, if any, with potential providers during the week of April 25.
- 20) Reviewed entire list of criteria for evaluating proposal and highlighted that, while an important factor, price may not be the sole determining consideration for the District to determine the solution or solutions deemed

in its best interest. The District has sole authority to determine those proposal(s) that are in its best overall interest.

- 21) This is a Request for Proposal only, based on responses one or more firms may be selected to enter into discussions to execute formal contracts to provide services.
- 22) Reviewed Cost Indexing bid requirements
- 23) **Section 2.4.1.1 Performance Bond. Determination of a Performance Bond will be negotiated with each vendor upon acceptance and prior to final execution of a contract.**
- 24) Emphasized that all proposers shall comply with federal, state, and local laws and School District Policies at all times if selected to perform services.
- 25) **Section 2.4.7 Insurance Requirements: The District is REDUCING the Excess Umbrella Liability Combined Single and Limit Bodily Injury and/or Property Damage amounts from the listed TEN million dollars to ONE million dollars each.**
- 26) Reviewed the importance of timely reporting of damage to school property
- 27) Reviewed indemnification language
- 28) Reviewed assignment or sub-contracting **including that any planned subcontractor relationships MUST be disclosed within the bid document – including org charts, background check, and all other required document submittals for initial Proposer, etc for subcontractors.**
- 29) Reviewed that proposal is an independent contractor relationship
- 30) Emphasized the requirement that all Proposers comply with Nondiscrimination in Employment statutes

- 31) Reviewed Termination for Cause or Convenience clauses
- 32) Identified that Student Calendar attachment is for current year only, calendars are subject to collective bargaining and are subject to change annually
- 33) Emphasized requirements of all Proposers to comply with all relevant School Safety Initiative legislation
- 34) **Section 4.4.1 Proposer's Requirements: The District gives notice that due to a unique circumstance of current District staff considering a bid for some or all of these services and given that the District is familiar with said staff, for those bids ONLY the requirement of being in business for at least five years may be waived without prejudicing the consideration of those bids.**
- 35) Reviewed Debarment restrictions
- 36) **Section 5.1 Absenteeism: Given that the District currently has periods during which existing staff take vacation and subs are not in place, the requirement of trained and qualified substitutes is WAIVED for routine absences, limited vacation or sick periods, etc. In the event of a long term absence of the assigned employee, Proposers will be required to clearly describe the planned replacement of the qualified and trained resource with a replacement of equal skill and compliance with bid requirements.**
- 37) Reviewed list of employee expectations and prohibited behaviors, including discussion of uniform: see section 5.13
- 38) Emphasized that personnel files must be provided to the District and will be held in equal confidence and care as District's own employee records
- 39) Reviewed background check requirements
- 40) Reviewed Sexual Harassment and Smoking language

- 41) Reviewed request to give consideration to current School District personnel who may be interested in employment with the Contractor, acknowledging that Contractor reserves the right to make final hiring decisions. In turn, the District reserves the right to review Contractor staff proposed to provide the work, prior to placement on District assignments.
- 42) Reviewed after school, weekend, emergency, short notice work and opportunity to identify alternative pricing for such coverage on bid form
- 43) Reviewed requirement to provide a supervisor/project manager, which may be a working supervisor – 30 minute response time requirement will be discussed with selected provider(s).
- 44) Reviewed requirements for proof of blood-borne pathogen and sexual harassment prevention training.
- 45) Discussion of uniforms: collared shirts ideally with company logo (not mandatory), pants required – no t-shirts. Knee length shorts may be permitted during summer break only. If no logo on shirts, an identification badge bearing photo and company logo, along with District logo ID is required. District can provide district logo & photo ID badge, but cannot customize badge with company logo without a cost
- 46) Reviewed that additional charges for work require prior approval, will be billed separately from monthly invoice and may be billed at different rates on bid form, depending on already worked hours, emergency, weekend/holiday, etc.
- 47) Reviewed issuance of facility alarm codes & security issues
- 48) Reviewed restriction on hiring staff by either side after contract is executed (does not impact Proposer's ability to hire current district Technology Support staff for the purpose of placing them at Troy School District)
- 49) Reviewed emergency coverage and pricing
- 50) Reviewed holiday schedule, with caveat that holiday work may be required at pricing provided with bid

- 51) **Section 6.13 Holiday Breaks. The District is AMENDING the requirement to provide services during Holiday Breaks – staff should have flexibility to complete projects or special assignments as necessary, but full coverage will not be mandatory**
- 52) Reviewed building key requirements and terms
- 53) Reviewed discovery of damage to district property
- 54) Reviewed access to Equipment and Tools
- 55) Reviewed Deductions and Penalties section:
1. Alarm code replacement or sharing
 2. Excessive staff turnover/regularly re-assigning District trained staff to other jobs & requiring District to retrain
 3. Improperly securing buildings
 4. Keys
 5. Non-approved personnel
 6. **Terms for non-response to contact and unfilled employee absences may be AMENDED after selection and prior to final contract award. See item #35 above**

Questions asked at Pre-Bid Meeting

Q: How many positions are being requested for each category

A: One of each position description. **NOTE that position descriptions request experienced personnel, NOT ENTRY LEVEL STAFF**

Q: Do all positions report to the Director of Technology, or are there various daily reports?

A: All positions report to Director of Technology, with Provider supervisor oversight as required in bid documentation

Q: Should the price quote be based on 2080 hours or actual time worked?

A: Bid form was amended and released in Pre-Bid notes/Addendum #1 to clarify that quotes should be based on per hour rate per staff, along with out of business hours rates

Q: If current employees retire from District employment then want to become contractors, they may be required to have a 30 day separation window, will that be a problem?

A: Indicate any potential limitations within the bid response

Q: Are all of these positions currently filled with district staff?

A: Yes

Q: Will there be an opportunity to outline a transition plan?

A: Proposers should include requests/requirements for their transition plan

Q: Regarding the transition plan, the contract starts July 1 – how long after that will current staff be available?

A: The District and selected Provider(s) will negotiate a transition plan between acceptance/award and contract start, as many different factors must be considered.

Questions Submitted Subsequent to Pre-bid Meeting

Q: Is the Audio Visual Systems Specialist responsible for the repair of all of the Dukane, Precise, and Clover classroom control panels circuitry?

A: Yes

Q: How many of each manufacturer of classroom control panels are in use in the district?

A: Approx 700 Dukane, 120 Precise, and 120 Clover CCPs

Q: Are there any schematics, and service literature available for any of the classroom control panels by any of the three manufacturers?

A: Documentation is incomplete, particularly for Clover and Precise systems, but all available documentation will be provided

Q: How many televisions are in use in the district?

A: Approximately 1000 CRT (mostly RCA) and 120 LG LCD TVs

Q: How old are the televisions that are in use in the district?

A: Most CRTs are 10-15 years old, the LG LCDs are 5 years old

Q: How many Dukane classroom control modules are in use in the district, including the Services Building Head End, and are there schematics, and service literature available?

A: Approximately 1300 CCMs, with some schematic and service documentation

Q: How many digital hallway and digital master clocks are in use in the district and are there schematics, and service literature available?

A: Approximately 600 clocks, with some schematic and service documentation

Q: How many channel modulators, demodulators, sub band processors, and rf amplifiers are in use in the district, including the Services Building Head End, and are there schematics and service literature available?

A: Over 1000 of these devices exist in building head end rooms, and each head end room includes a schematic diagram.

Q: Will it be the responsibility of the contracted services to transport large/heavy items such as 32" televisions, the Genie lift, laminators, etc., between buildings?

A: Yes – deliveries may be provided by contracted services vendor directly or coordinated through district delivery services (District staff and/or contracted services through other departments)

Q: With regard to Background Checks: What Counties did you want the checks from, how far back, which searches, FBI and State Police only? Drug and Alcohol, standard background and reference checks??

A: Standard school employment background checks, by law we are required to have state and federal fingerprint checks run

Q: Please confirm that all services required under this solicitation are currently being handled in-house by school district staff?

A: Confirmed

Note 1: Reported numbers are from March 2010-March 2011

Note 2: Help Desk requests are not the full picture – many projects, summer preventative maintenance, equipment moves, accommodations for renovations, etc are performed by staff and not logged into the Help Desk

Q: What was the number of calls for support requests placed to the Help Desk over the past full year?

A: At least 3,789 work orders were generated, does not include at least 900 first call resolutions completed by Help Desk without logging

Q: How many help desk specialists are currently manning the phones under this support provision?

A: One, with basic on site analysis provided by part time building staff

Q: How many support requests were opened by the Help Desk that required service by a computer systems specialists over the past full year?

A: 1315

Q: How many computer systems specialists are currently providing support under this provision?

A: One, with basic on site analysis provided by part time building staff. Desktop and printer repair tickets are also shared with one contract staff member at an entry level technical skill set.

Q: How many support requests were opened by the Help Desk that required service by an audio visual systems specialists over the past full year?

A: 1,749

Q: How many audio visual systems specialists are currently providing support under this provision?

A: One

Q: How many support requests were opened by the Help Desk that required service by a telecommunications specialists over the past full year?

A: Telecom specialist work has not traditionally been tracked through the Help Desk, though that will be changed for the future. Telecom Specialist processed MAC requests, approximately 350 per year. Telecom Specialist processed approximately 725 telephone related help desk calls. Not included are video, paging, fiber, UPS and security panel trouble calls, estimated at 300 additional incidents.

Q: How many telecommunications specialists are currently providing support under this provision?

A: One

Q: Does the school district currently employ ACD technology at the Help Desk?

A: No

Q: Can the school district provide a more detailed equipment list with manufacturers, models and quantities by building location?

A: Approx counts & models distributed across 24 buildings, question does not specify which equipment lists are requested

Computers

2600 Dell Optiplex GX280

500 Dell Optiplex GX620

300 Dell Optiplex 745

100 Dell Optiplex 755

60 Dell Precision 470

1500 HP nc2400 (scheduled for replacement summer 2011)

5 Dell Latitude D840

10 Dell Latitude E5510

80 Dell Latitude D430

Printers

1700 Dell 1600n MFP

105 HP 4000 series b&w (models vary)

50 HP 5000 series b&w models vary

15 HP 4550 color

170 Dell M5200 b&w

20 Dell M5300 b&w

110 Dell 5110cn color

Projectors

200 Mitsubishi 450

50 Mitsubishi 460

110 Epson 400w

275 Epson 4410w
50 Epson 83+

Document Cameras
300 Elmo P30
200 Qomo QD700

Q: Can the school district provide the number of end users requiring support by building location?

A: Troy School District has 12,000 students and 1,800 employees and contracted staff across 24 buildings.

Q: Does the school district currently have established support coverage territories for which specific staff are assigned? If so, please provide the break down of territories with school building locations and number of staff assigned?

A: No support territories, all staff are responsible for entire district

Q: Please provide the specific school buildings/facilities that support staff will operate out of as a primary report to location. Will the school district provide vendor staff with the necessary cubicle space/desktop pc/desk phone/sw tools etc.?

A: Primary report to is Services Building, 4420 Livernois, Troy MI. Desk space, computer, phone, software, tools, bench repair workroom, and storage warehouse are all provided.

Q: Please provide a list of tools and utilities currently in use? I.E Remote Access Tools etc.

A: Current support environment includes Altiris fleet management system with remote client access, converting to open-source ticketing software from Numara Track-It 7, vast array of standard and specialty tools are available for equipment repair. As discussed in the Pre-Bid meeting, exact inventory lists of available tools is being compiled and will be provided to the selected contractor.

Q: Is it a requirement that prospective bidders must currently be maintaining K-12 school district service contracts? In Michigan?

A: Provide such references as you have

Q: On the contract pricing schedule are you seeking an annual fixed cost for quantity one of each of the four support positions? This cost would then be multiplied by the actual number of agreed to staff assigned and then broken down into 12 equal monthly installments for invoicing purposes?

A: The bid request is for quantity 1 of each position, matching current district staffing levels. Invoicing will be monthly based on actual hours worked for each employee.

Q: In order to determine an upfront annual fixed cost for all staff required for all designated positions, much more detailed information and statistics would need to be provided as requested in questions above.

A: Not a question

Q: Please confirm if company insurance certificates are to be submitted by the selected vendor(s) only, after award and not with the proposal?

A: Insurance certificates are required before execution of final contract

Q: Does the school district have an estimated or not too exceed annual budget for this support provision?

A: No

Q: Will the school district consider extending the bid due date to allow for additional information to be provided and analyzed for proper bid formulation?

A: No

Q: Will there be an opportunity to outline a transition plan?

A: Proposers should include requests/requirements for their transition plan

Q: Regarding the transition plan, the contract starts July 1 – how long after that will current staff be available?

A: The District and selected Provider(s) will negotiate a transition plan between acceptance/award and contract start, as many different factors must be considered.

**Troy School District
Technology Support Services
Bid 9708
ADDENDUM #1 AMENDED BID FORM**

CONTRACT PRICING

Base hourly rate/standard time

	Year 1:	Year 2:	Year 3:
Audio Visual Systems Specialist	\$ _____	\$ _____	\$ _____
Computer Systems Specialist	\$ _____	\$ _____	\$ _____
Help Desk Specialist	\$ _____	\$ _____	\$ _____
Telecommunications Specialist	\$ _____	\$ _____	\$ _____

Hourly rate for emergency/holiday
Weekend (if there are different
Rates for each category, copy
This form and submit each
Price, with handwritten description)

Audio Visual Systems Specialist	\$ _____	\$ _____	\$ _____
Computer Systems Specialist	\$ _____	\$ _____	\$ _____
Help Desk Specialist	\$ _____	\$ _____	\$ _____
Telecommunications Specialist	\$ _____	\$ _____	\$ _____

Proposed Contract(s) (Please attach)

Organizational History (Please attach)

Fingerprinting/Background Check Acknowledgement Initials _____

Contractor Replacement Process (Please attach)

Required References (Please attach)

Sample Resume (Please attach)

Number of Qualified Staff _____

Recruiting Process (Please attach)

Original Proposal plus six (6) complete copies (Please attach)

COMPANY: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

PHONE: _____ FAX: _____

EMAIL: _____

**Troy School District
Technology Support Services
Bid 9708**

CONTRACT PRICING	Netarx			InaComp TSG			Integrated Support Strategies		
	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>
<u>Base Hourly Rate</u>									
Audio Visual Systems Specialist	50.78	52.30	53.87	47.00	47.00	47.00	40.00	40.00	40.00
Computer Systems Specialist	49.48	50.96	52.49	35.00	35.00	35.00	40.00	40.00	40.00
Help Desk Specialist	27.08	27.90	28.73	35.00	35.00	35.00	40.00	40.00	40.00
Telecommunications Specialist	45.31	46.67	48.07	47.00	47.00	47.00	45.00	45.00	45.00
<u>Emergency/Holiday/Weekend Rate</u>									
Audio Visual Systems Specialist	101.56 / 76.17	104.61 / 78.46	107.75 / 80.81	70.50	70.50	70.50	50.00	50.00	50.00
Computer Systems Specialist	98.96 / 74.22	101.93 / 76.45	104.98 / 78.74	52.50	52.50	52.50	50.00	50.00	50.00
Help Desk Specialist	54.17 / 40.63	55.79 / 41.48	57.47 / 43.10	52.50	52.50	52.50	50.00	50.00	50.00
Telecommunications Specialist	90.63 / 67.97	93.34 / 70.01	96.14 / 72.11	70.50	70.50	70.50	50.00	50.00	50.00

Advanced Technology Group: No Response
Ajilon Consulting: No Response
GovConnection: No Bid
Ikon Office Solutions: No Response
Kelly IT Resources: No Response
Kforce: No Response

NETech: No Response
Robert Half Technology: No Response
Sierra ITS: No Response
Think Resources: No Response
T-Tech Solutions: No Response