

REQUEST FOR QUOTE
FOR
INFORMATION TECHNOLOGY SERVICE MANAGEMNT TOOL
(ITSM)

Rochester Community Schools
Purchasing Department
501 W. University
Rochester, MI 48307

Release Date: February 28, 2022
Due Date: March 14, 2022 - 12:00PM, EST

**INFORMATION TECHNOLOGY SERVICE MANAGEMENT TOOL
(ITSM)**

**REQUEST FOR QUOTE
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ROCHESTER COMMUNITY SCHOOLS

REQUEST FOR QUOTE (RFQ) INFORMATION TECHNOLOGY SERVICE MANAGEMENT TOOL (ITSM)

Rochester Community Schools (RCS) is requesting Quotes for an INFORMATION TECHNOLOGY SERVICE MANAGEMENT TOOL (ITSM).

Quotes will be received by Rochester Community Schools, Oakland County, Michigan, at the Administration Center, 501 W. University, Rochester, Michigan 48307, until **Monday, March 14, 2022 at 12:00PM EST**. RCS will not consider or accept a Quote received after this date and time.

Finalist proposers may be invited to meet with a Selection Committee, tentatively scheduled for the week of March 21, 2022. Submit one (1) original and one electronic copy PDF on a flash drive. If there is a difference between the hard copy and the electronic copy of the Quote, the hard copy shall control.

Forward Quote packets to:

Jennifer Fickel
Purchasing Department – Administration Center
Rochester Community School District
501 W. University
Rochester, MI 48307

Quotes for an INFORMATION TECHNOLOGY SERVICE MANAGEMENT TOOL (ITSM) should include information about the firm, its proposal, experience and services provided, along with references where the ITSM is currently being provided, especially to K-12 school districts.

The School District reserves the right to accept or reject any and all Quotes.

PART 1 - GENERAL INFORMATION AND REQUIREMENTS

Rochester Community Schools (RCS) is seeking an Information Technology Service Management Tool (ITSM) as listed in Appendix A: Scope of Services – An Information Technology Service Management Tool (ITSM) Specifications. The firm must have the required capabilities and an in-depth understanding and working knowledge of ITSM standards that will benefit public K-12 school districts per the specifications in Appendix A.

Written quotes responding to the requirement in the Request for Quote (RFQ) should be submitted via hand delivery, mail or express carrier to the following address:

Jennifer Fickel, Purchasing Supervisor
Rochester Community Schools – Administration Center
501 W. University Dr.
Rochester, MI 48307

Your quote must be received by Rochester Community Schools no later than **Monday, March 14, 2022, at 12:00PM EST**, at the Rochester Community Schools – Administration Center, 501 W. University Dr., Rochester, MI 48307. Late quotes will not be accepted. Rochester Community Schools reserves the right to accept or reject any or all quotes, to waive any requirements of the RFQ, to modify or amend, with the consent of the respondent, their quote, and to the effect any agreement deemed to be in the best interest of the school district. All quotes become the sole property of the Rochester Community Schools.

Incurred Costs

The preparation for the RFQ response shall be at the expense of the bidder. Rochester Community Schools will not reimburse the respondent for any costs associated with the preparation or submittal of any Quote.

Requests for Clarification

All questions and clarifications relating to this RFQ shall be directed in writing to Jennifer Fickel, Purchasing Supervisor via email at jfickel@rochester.k12.mi.us. All questions must be received no later than 12:00 PM EST, Monday, March 7, 2022. Questions will be summarized, answered and posted at www.rochester.k12.mi.us via an addendum no later than end of business on March 8, 2022. *It is the bidder's responsibility to check the website prior to the RFQ due date to obtain summarized answers to questions.*

Acceptance or Rejection of RFQ Responses

Rochester Community Schools reserves the right to accept or reject, any or all responses, in whole or in part; to waive any irregularities or informalities it deems to be in the school district's best interest, and to negotiate separately with any firm which they determine to be in the best interest of the school district.

Addenda to the RFQ

Any addenda will be published on www.rochester.k12.mi.us. *It is the bidder's responsibility to check the website for addendums prior to the RFQ due date.*

Completeness of the Response

1. Responses shall address all items completely and thoroughly in accordance with the format provided in this RFQ.
2. All terms and specification of the RFQ shall be considered by the bidder and included in the response.

Schedule Dates

The following is an anticipated schedule for the selection process. The Selection Committee reserves the right to modify any part of this schedule:

- | | |
|---|---------------------------------|
| 1. Request for Quote Released | February 28, 2022 |
| 2. Deadline for RFQ Clarification Questions | March 7, 2022 at 12:00 PM EST |
| 3. Responses to Clarification Questions Issued | March 8, 2022 |
| 4. RFQ Responses Due | March 14, 2022 at 12:00PM EST |
| 5. Tentative Interviews | Week of March 21, 2022 or prior |
| 6. Tentative Expectation of Selection of Vendor and Effective Date of Term of Service | Week of March 28, 2022 or prior |

Term of the Agreement

This Agreement shall become effective immediately following the selection of vendor. Our preferred timeline includes the ITSM installation and training to begin immediately with the expectation to start adding content by May 2 and go live by July 2022.

Insurance and Indemnification

The Proposer will provide proof of professional liability insurance; the limits of liability shall be One Million Dollars (\$1,000,000.00) per claim and Three Million Dollars (\$3,000,000.00) aggregate as part of the Quote. The Proposer agrees to provide the School with thirty (30) days written notice of any cancellation or material modification of said insurance.

Quote Information and Requirements for Acceptance:

- Quote packets must include one (1) original hard copy of the five forms listed below and one (1) electronic copy of the same on a flash drive.
 - Vendor Quote including Price Quotation on vendor's company form inclusive of the specifications on Appendix A
 - Completed ITSM Specs excel file
 - Proposer's Certification Form signed
 - Appendix C: Iran Economic Sanctions Certification form signed
 - Appendix B: Familial Disclosure Statement form signed and notarized
- The price quoted on the Vendor Price Quotation must be net. Discounts, rebates, and allowances will be used as criteria of evaluation, but must be stated separately on the Vendor Price Quotation.
- The buyer has the right to cancel a purchase order if the terms and conditions set forth herein are not met.
- All purchases are to be exempt from all taxes including State and Federal taxes. An Exemption certificate will be furnished upon request.

5. Proposed software must meet or exceed all specifications herein. Any deviations from the specifications set forth must be clearly detailed in the quote; otherwise, it will be considered that items offered are in strict compliance with the specifications, and successful vendor will be held responsible therefor.
8. The Board of Education reserves the right to accept any item in the Quote; to accept or reject any or all Quotes; to waive any informality herein; or for reasons of establishing uniformity, to enter into a contract to other than the lowest cost quote.
9. This Request for Quotes is made without any previous understanding or agreement with any other person, firm or corporation making a bid for the same purpose, and is in all respects fair and without collusion or fraud.
10. No member of Rochester Community Schools Board of Education, City, State or any officer, employee or person whose salary is payable in whole or in part from the treasury of said Board of Education is directly or indirectly interested in this bid or in the supplies, materials, equipment, work, services or any portion of the profits thereof to which it relates.
11. All quotes shall be accompanied by a sworn and notarized statement disclosing any familial relationship that exists between the owner(s) or any employee of the Bidder and any member of the Board of Education of the School District or the Superintendent of the School District. In addition, the Bid Quote must include the signed Iran Economic Sanctions Certification. Any quote that does not include the sworn and notarized familial relationship disclosure statement and the signed Iran Economic Sanctions Certification will not be consider by the Board of Education.
12. Any manufacturers' names, brand names, trade names, or catalog numbers used in the specification are there for the purpose of establishing and describing general performances and quality levels. Such references are not intended to be restrictive, and quotes are invited on these and comparable brands or products of any manufacturer.
13. Vendor shall not during contract assign, transfer or subcontract any part of agreement to any other supplier.
14. The vendor shall agree to a "Hold Harmless" clause concerning the process, selection criteria, selection, and contract as entered into with RCS.

PART 2 – REQUIRED RESPONSE COMPONENTS

The response shall be simple and in an 8-1/2" x 11" format. The text shall be concise with emphasis placed upon completeness and clarity. The Proposer must be certain to provide detailed information within the Required Appendixes identified below:

1. Proposer's Certification Form

Proposer shall complete all components of the Proposer's Certification Form with the required signature by the authorized representative.

2. Vendor's Quote

Vendor Quote including price quotation on vendor's company form inclusive of the specifications on Appendix A – must send completed excel file with Quote. The flash drive must have the excel file and be editable by the district.

3. Appendix B – Familial Affidavit

Proposer must complete and include the notarized Familial Affidavit that has been signed by the authorized representative.

4. Appendix C - Certification of Compliance Form – IRAN ECONOMIC SANCTIONS ACT Michigan Public Act No. 517 of 2012

Proposer must complete and include the Certificate of Compliance that has been signed by the authorized representative.

5. Completed ITSM Specs excel file

Proposer must complete and include the ITSM Specs excel file. If the response to a specific line item is not easily conveyed using the Yes No context of the file – please indicate in the comments column that the line item has been provided in a separate document in the quote.

APPENDIX A: SPECIFICATIONS

Information Technology Service Management Tool (ITSM) RFQ

Rochester Community Schools (RCS) desires a partnership to implement and utilize a flexible and robust ITSM for the school district, which provides world-class education for 15,000 students including preschool, K-12, special education, virtual, adult education and community enrichment. (www.rochester.k12.mi.us).

A newly updated ITSM will organize and present constantly changing information to multiple departments in a format that is clear, concise, easy to navigate, user friendly, and secure.

The ITSM's main objectives include:

1. to organize and maintain a highly configurable knowledge base for continued training efforts;
2. to classify, distribute and control the districts technology assets and support a district standard as well as 1:1 student and staff device efforts; and
3. to enhance users experience in submitting service request tickets; and
4. improve overall efficiencies with IT operations; and
5. improving the ability to support both district hardware and software requests; and
6. ability to scale the solution to support the needs of other departments in RCS.

The specifications have been put into an excel file. You must provide your responses in the excel file. Review the specifications in the attached Questionnaire and indicate whether your proposed solution has these capabilities. Use the 'Comment' column to add more details or for items that cannot be answered in a yes/no format.

PROPOSERS CERTIFICATION FORM

Proposer's Information:

Firm Name: _____ Contact Name: _____

Address _____
Street Address City State Zip

Phone Number: _____ Fax Number: _____

E-mail: _____

Payment Terms: _____

Deviations from requirements: Yes _____ No _____

If yes, please include an attachment detailing all deviations from the RFQ Requirements.

Vendor comments: _____

Acceptance of this Quote:

The undersigned certifies that the Quote submitted meets or exceeds all the requirements in the Request For Quote, and the prices and terms specified by the Vendor are true and accurate.

As an authorized representative, I certify that I have read and understood the terms and conditions of this Request for Quote, (have/have not) received addenda _____ (fill in addenda numbers), agree that answers to any and all questions have been sought and answered, and agree to waive any right to protest the selection process up to the point of selection of firms to be interviewed.

Signature

Title

Printed Name

Date

APPENDIX B – FAMILIAL STATEMENT AFFIDAVIT OF PROPOSER

The undersigned, the owner or authorized officer of _____ (Print Company Name), pursuant to the familial disclosure requirement provided in the Rochester Community Schools’ advertisement for municipal financial advisory services, hereby represent and warrant, except as provided below, that no familial relationships exist between the owner(s) or any employee of _____ (Print Company Name) and any member of the Board of Education of Rochester Community Schools or the Superintendent of the School District.

List any Familial Relationships:

Proposer:

By: _____

Its: _____

STATE OF MICHIGAN)

) ss.

COUNTY OF _____)

This instrument was acknowledged before me on the ____ day of _____, 2022, by

_____.

, Notary Public

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

APPENDIX C - CERTIFICATION OF COMPLIANCE – IRAN ECONOMIC SANCTIONS ACT
Michigan Public Act No. 517 of 2012

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

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

Name of Company

Name and Title of Authorized Representative

Signature

Date