

Columbus City Schools – Request for Proposal

Request for Proposal: **MIS-2010-0001**

PROJECT NAME: Managed Information Technology Services

For the purposes of this Request for Proposal (RFP), the terms bidder, supplier, vendor, contractor, and subcontractor are interchangeable and the terms Columbus City Schools (CCS), District, and school are interchangeable. All Bidders must adhere to the schedule of activities included in this document. Mailed bids should allow for normal transit time to ensure receipt by the specified deadline. Late bids will be rejected. Three (3) loose-leaf copies and one (1) electronic copy of the bid must be submitted as a single, sealed package. The bid contents must include the information listed in Section B in the sequence shown.

Deadline for Bid Submission: 12:00 Noon Thursday, August 19, 2010

Direct all questions regarding the specifications in this bid to Chris Campbell in writing at Chrisc@Columbus.k12.oh.us. Bidders should send the entire RFP with their submissions to:

Columbus City Schools
Management Information Services
Attn: Chris Campbell – Managed Services Bid
1091 King Avenue
Columbus, OH 43212

By signing this document, I am agreeing, on behalf of my company, to the specifications of this RFP and I am accepting, without exception or amendment, the Terms and Conditions listed in this document. Any Purchase Order or subsequent contract issued as a result of this RFP shall be subject to these terms and conditions, which shall be incorporated therein.

COMPANY NAME: _____

AUTHORIZED SIGNATURE: _____

PRINTED NAME: _____

DATE: _____

TITLE: _____

CITY, STATE, ZIP CODE: _____

TELEPHONE NUMBER: _____

FAX NUMBER: _____

E-MAIL ADDRESS: _____

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SECTION A---SCHEDULE OF ACTIVITIES

The schedule listed below is tentative and represents our intentions the day before this request was published. School activities and related issues will have a higher priority and may affect the timeline.

DATE:	DESCRIPTION:
July 22, 2010	Post RFP (MIS-2010-0001) Document on Web Site
July 25, 2010	RFP Advertisement Appears
August 09, 2010	Mandatory Bidders Conference – The mandatory bidders conference will be held at Columbus City Schools Data Center, 1091 King Avenue, Columbus Ohio 43212 from 9:00 am to 11:00 am - Vendors must be present to be eligible to bid on this RFP.
August 19, 2010	Submission Deadline Before 12:00 PM, Noon Local Columbus Time
September 20, 2010	Bid Evaluations & Clarifications Completed
September 21, 2010	Submit Recommendation to Administration
October 14, 2010	Send Recommendation to Division Review
November 02, 2010	Submit to Board of Education for Approval
November 03, 2010	Award Contract & Engagement of Vendor
November 03, 2010 to December 31, 2010	Managed Services Transition to occur during this time period

SECTION B---BID DOCUMENT REQUIREMENTS

The entire set of completed bid documents must be returned intact and in the following order:

1. First page of the RFP with the signature of an authorized company representative
2. Paper copy of each of the Bidder Pricing Forms, completed in its entirety, signed, and dated by an authorized company representative. A supplier's bid will be disqualified if the form is not completed and signed by the appropriate authority.
3. All Bidder's Forms referenced in Section M
4. Bidder Documents LEDES Participation Form
5. Letter of Intent to Subcontract to LEDES Firms, if applicable
6. Delinquent Property Taxes Affidavit. Affidavits must be signed by the contractor's legally authorized representative and notarized.
7. Non-Discrimination Affidavit. Affidavits must be signed by the contractor's legally authorized representative and notarized.
8. Proof of Insurance Coverage including type and amount.
9. Proof of Worker's Compensation Insurance coverage.

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SECTION C---BACKGROUND

C1. Introduction

Columbus City Schools is located in Columbus, Ohio and operates 135 schools serving 53,000+ students. Facilities include a total of 151 buildings, which are located in Franklin County. The number of employees, including teachers, is approximately 8,500. Administrative offices are located at 270 East State Street, Columbus, Ohio.

SECTION D---GENERAL TERMS & CONDITIONS

D1. Attention to Detail

By submitting a bid, the Bidder will be held accountable to know the specifications and conditions under which the resulting contract will be accomplished. This includes the contents of all bid documents, regulations, and applicable laws. Once opened, bids may not be altered. Each response concerning this RFP shall be complete, self-contained and meet the requirements of the RFP. The Columbus City Schools may initiate clarifications after the bid opening. Those clarifications will be sent to all bidders submitting a response. Bidders are required to satisfy themselves by personal examination of the proposed contract documents and investigation of the conditions at the site of the work in order that they may be fully informed of the contract requirements, the conditions existing, and the difficulties likely to be encountered in the execution of the work.

D2. Materials Ownership

All bids and other materials submitted in response to this RFP become the property of the Columbus City Schools. The Columbus City Schools may choose to retain or return these materials to the Bidder, at the Bidder's expense.

D3. Bid Amendments & Contract Changes

Any prospective Bidder desiring an explanation of the RFP must request it in writing. Any questions, answers and explanations regarding the RFP will be posted to the CCS Website. If the changes warrant an addendum, one will be issued. Addendums will be included in the scope of work and will become part of the contract documents. Addendums may be issued up to seventy-two (72) hours preceding the bid opening date, excluding weekends and holidays. Addendums and answers to vendor questions will be published on the Internet at www.columbus.k12.oh.us under "Current Requests for Proposals" under the "Community" tab. It is the responsibility of the vendors to check that site to insure that they have up-to-date information on each bid.

Any contract that results from this RFP shall not be modified or altered by any subsequent action between the District and the Bidder or by additional terms contained in any subsequent documents unless those additional or differing terms are incorporated into the agreement by a written contract modification issued by the Columbus City Schools.

The Columbus City Schools reserves the right to postpone the bid opening for its convenience.

D4. Rejection of the Request for Proposal / Invitation to Bid

The Columbus City Schools reserves the right to reject all bids, waive technicalities, amend the original estimates, and to advertise for new bids on the required products or services. The Columbus City Schools reserves the right to reject any or all of the bids on any basis without disclosure of a reason. The failure to make such a disclosure will not result in the accrual of any right, claim, or cause of action by any unsuccessful managed services vendor against the Columbus City Schools. Bidders failing to respond to all requirements may be rejected.

D5. Evaluation of Bids

The bid will be awarded to the lowest responsive and responsible Bidder as determined by the Columbus City Schools under the Ohio Revised Code.

D6. Lowest Bidder

A Bidder is lowest if its bid offers the lowest cost supply or service in comparison to all other Bidders. While Bidders may offer discounts for prompt payment and other similar incentives, discounts and incentives will not be used to determine the lowest Bidder. CCS reserves the right to reject the low bidder in favor of other bidders.

D7. Responsive Bidder

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A Bidder is responsive if its bid responds to the bid specifications in all material respects and contains no irregularities or deviations from the specifications that would affect the amount of the bid or otherwise give the Bidder an unfair competitive advantage.

D8. Responsible Bidder

The Columbus City Schools determination of a responsible Bidder includes the following factors:

1. Experience.
2. Financial condition.
3. Conduct and performance on previous contracts or purchases.
4. Facilities.
5. Management skills.
6. Ability to properly execute the bid and a subsequent contract.
7. Review of Federal debarment list.

D9. Information Requested

The Columbus City Schools may request additional information to evaluate a Bidder's responsiveness to the RFP or to evaluate a Bidder's responsibility. If a bidder does not provide the requested information, it may adversely impact the Columbus City Schools evaluation of the Bidder's responsiveness or responsibility.

D10. Tied Bids

If two or more Bidder's offer the same cost and both are determined to be responsive and responsible, the Columbus City Schools will select the bidder that the district determines is the most reasonable and responsible Bidder. However, if the tie is between our current supplier and another vendor, Columbus City Schools may choose to continue services with our current supplier to remain consistent with our current service level.

D11. Withdrawal

Bidders may withdraw their bids at any time before the opening date. After the opening, Bidders may only withdraw their bids as provided in ORC 9.31. Bids may be withdrawn by giving written notice to the Columbus City Schools Purchasing Department before the time and date of the bid opening.

D12. Insurance Requirements

Throughout the contract period, the successful Bidder may be required to maintain a comprehensive insurance program. Insurance requirements will be based on the size of any subsequent contract. A Certificate of Insurance reflecting the type of coverage and amount must be submitted with the response. If there is any change in the supplier's insurance carrier or liability amounts, a new certificate must be supplied to the Columbus City Schools. Recommended coverage limits are listed below:

1. Comprehensive Liability: \$1,000,000 single limit occurrence including:
 - A. Bodily Injury Liability: All sums, which the company shall become legally obligated to pay as damages because of bodily injury, sickness or disease including death at any time resulting there from, sustained by any person other than its employees and caused by occurrence.
 - B. Property Damage Liability: All sums which the company shall become legally obligated to pay as damages because of injury to or destruction caused by occurrence.
2. Automobile Liability: \$1,000,000 single limit occurrence including:
 - A. Bodily Injury Liability: All sums which the company shall become legally obligated to pay as damages because of bodily injury, sickness or disease including death at any time resulting there from, sustained by any person other than its employees and caused occurrence, and rising out of ownership, maintenance or use of any automobile.
 - B. Property Damage Liability: All sums that the company shall become legally obligated to pay as damages because of injury to, or destruction of property caused by occurrence and rising out of ownership, maintenance or the use of any automobile.
3. Excess Umbrella Liability: \$1,000,000

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D13. Worker's Compensation Insurance

The Bidder shall take out and maintain, during the life of any subsequent contract, adequate worker's compensation insurance for all employees and, in case any work is sublet, the contractor shall require the subcontractor similarly to provide worker's compensation insurance for the latter's employees, unless such employees are covered by the protection afforded by the contractor. The contractor shall furnish a copy of the worker's compensation certificate showing that the contractor has paid the industrial insurance premium. The contractor shall also provide unemployment compensation insurance in the amounts required by law, and shall be solely responsible for the acts of the contractor, its employees, and agents

D14. Outreach Program

1. **Purpose:** The Columbus Board of Education and Columbus City Schools are committed to assuring that all qualified contractors, subcontractors and suppliers have an equal opportunity to participate in contracts for goods and services issued by the Columbus City Schools. The Outreach Program has been established in furtherance of this goal and for the purpose of promoting the participation of Local Economically Disadvantaged Enterprises (LEDES) capable of providing labor, materials, and services in connection with all expenditures by the Columbus City Schools, advancing local economic revitalization, and achieving non-discrimination in the award and administration of contracts.
2. **Goal:** Columbus City Schools aspires to achieve the goal of 20% participation by LEDES through direct contracts issued by Columbus City Schools as well as in any subcontracts for supplies or services issued by any contractor or vendor doing business with Columbus City Schools.
3. **Contractor Duties:** The Bidder shall not discriminate on the basis of race, color, age, religion, disability, national origin, or gender in the performance of this contract. All Bidders responding to this RFP, whether they are themselves LEDES or not, are required by the Program to use good faith efforts to award 20% of the total amount of this contract to economically disadvantaged businesses that are ready, willing, and able to supply labor, materials, and services in connection with this contract. The Bidder represents that it has obtained a copy of the Outreach Policy from the Outreach Program Office and shall carry out the requirements of the Outreach Policy in the award and administration of any subcontracts issued by the Bidder or any purchases made by the Bidder pursuant to a subsequent contract. Bidder agrees to cooperate with the Outreach Program Office as set forth in the Outreach Policy and to provide information about good faith efforts to meet goals as provided in the Outreach Policy. Failure to comply with the provisions in this section is a material breach of this contract, which may result in the termination of any subsequent contract or such other remedy, as the Columbus City Schools deems appropriate.
4. **Required Submissions:** Each contractor submitting a response to this RFP shall include a certification of the contractor's commitment to make good faith efforts to select and engage the services of LEDES by including a completed LEDES Participation Form, which is attached. Failure to include a completed LEDES Participation Form will result in the bid being non-responsive.
5. **Letter of Intent to Subcontract:** Where applicable, each Bidder shall include with this bid one complete Letter of Intent to Subcontract signed by each LEDES that has agreed to perform subcontract work or provide supplies for the managed services vendor. All contractors who are awarded a contract with Columbus City Schools are required to submit a Contract Completion Survey after all work is completed. Contractors may also be required to submit periodic reports to the Outreach Program Office during the term of the contract. Failure to provide a Contract Completion Survey, or any requested information about utilization of LEDES during the contract term, can be a basis for finding the contractor ineligible for future contracts.

D15. Equal Opportunity Provisions

All contractors must be willing to enter a contract containing the express language contained in Section 125.111 of the ORC, which requires the following:

1. Every contract for or on behalf of the state or any of its political subdivisions for any purchase shall contain provisions similar to those required by section 153.59 of the Revised Code in the case of construction contracts by which the contractor agrees to both of the following:
 - A. That, in hiring of employees for the performance of work under the contract or any subcontract, no contractor or subcontractor, by reason of race, color, religion, sex, age, disability as defined in section 4112.01 of the Revised Code, national origin, or ancestry, shall discriminate against any

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citizen of this state in the employment of a person qualified and available to perform the work to which the contract relates;

- B. That no contractor, subcontractor, or person acting on behalf of any contractor or subcontractor, in any manner, shall discriminate against, intimidate, or retaliate against any employee hired for the performance of work under the contract on account of race, color, religion, sex, age, disability as defined in section 4112.01 of the Revised Code, national origin, or ancestry.
- 2. All contractors from whom the state or any of its political subdivisions make purchases shall have a written affirmative action program for the employment and effective utilization of economically disadvantaged persons, as referred to in division (E) (1) of section 122.71 of the Revised Code. Annually, each such managed services vendor shall file a description of the affirmative action program and a progress report on its implementation with the equal employment opportunity office of the Department of Administrative Services.

D16. Supplier Application

Bidders interested in doing business with the Columbus City Schools must complete a Vendor Application before the award of any contract. Applications may be obtained from the Purchasing Department between 7.00 a.m. and 5:00 p.m., Monday through Friday. Forms are also available at the Columbus City Schools web site at [HTTP://www.columbus.k12.oh.us](http://www.columbus.k12.oh.us) under Community / Resources / Current Requests for Proposals. Purchasing offices are located at 737 East Hudson Street, Columbus, Ohio.

D17. Contract Administration

The Columbus City Schools Management Information Systems department will administer the contract.

D18. Record Keeping Requirements

During the contract period, the successful Bidder will keep all financial records consistent with Generally Accepted Accounting Principles (GAAP) and is required to provide the Columbus City Schools Purchasing Department or its agents, access to any and all records related to a resultant contract.

D19. COOP Opportunities

The Columbus City Schools may permit authorized schools, counties, townships, or municipalities, hereafter referred to as authorized political subdivisions, to participate in the contracts that the Columbus City Schools has entered into for the purchase of supplies, services, materials, and equipment. Upon contract award, authorized political subdivisions are approved to order directly from the successful Bidder. All invoices must be sent directly to the authorized political subdivision ordering the supplies, services, materials, or equipment. Under no circumstances is the Columbus City Schools obligated for the authorized political subdivision's financial commitments.

D20. Special Conditions

Stipulations included in product specifications or a scope of work, which may be part of this RFP, shall take precedence over any provisions in the body of this RFP, to the extent that inconsistencies exist.

D21. Signature Required

The responses must be signed in ink. If the Bidder is a firm or corporation, insert the corporate name followed by the signature of a person authorized to sign this response. If a partnership, indicate the partnership name followed by the signature of one of the partners. If a sole proprietorship, the signature of the owner is required.

D22. Assignment of Submanaged services vendors

This agreement may not be assigned or otherwise transferred to others by the contractor without the prior written consent of the Columbus City Schools.

D23. Permits / Codes

The successful Bidder is responsible for obtaining all permits and licenses required for performance of the work specified. All labor and materials provided under this agreement will meet or exceed minimum standards covered by the current applicable code(s) or the managed services vendor will have obtained a legal waiver.

D24. Legal Compliance

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The contractor must agree to comply with all applicable Federal, state, and local laws in the conduct of the work specified in this RFP including applicable state and Federal laws regarding drug-free work places. The contractor will be required to accept full responsibility for payment of all taxes and insurance premiums including, but not limited to; Unemployment Compensation insurance premiums, Workers' Compensation, all income tax deductions, Social Security deductions, and any other taxes or payroll deductions required for all employees engaged by the managed services vendor in the performance of the work specified.

D25. Quality

The Bid will be considered as being in strict accordance with the specifications outlined in this RFP. All material is subject to inspection and rejection, notwithstanding prior payments to obtain cash discount. Material rejected on account of inferior quality or workmanship or failure to conform to specifications will be returned to the managed services vendor. Columbus City Schools will make the final determination of quality acceptance or rejection. Failure to meet specification requirements and/or failure to correct or replace unacceptable work, at the contractor's expense, may be cause for finding the contractor in default, and may be reason for immediate cancellation of the contract. The contractor will be responsible for all transportation expenses for returning the rejected materials and subsequent delivery of replacement materials.

D26. Samples

Samples, when requested, must be furnished free of expense to the Columbus City Schools and if not used or destroyed, will be returned at the Bidder's expense if requested.

D27. Repudiation of Agreement

Liability of the Columbus City Schools for repudiation of any agreement, which might result from this RFP, will be limited to the difference between the market price at the time of repudiation and the unpaid sales price together with any incidental damages, less expenses paid in consequence of breach by the District. The liability of the Columbus City Schools shall not be measured by the profits or overhead of the managed services vendor.

D28. Applicable Laws

All bids submitted in response to this RFP shall comply with Ohio law. The laws of the State of Ohio will govern any disputes rising under this RFP and subsequent contract. The Revised Code of the State of Ohio and Board Legislation of the Columbus City Schools insofar as they apply to the laws of competitive bidding, contracts, and purchases, are made a part of this RFP.

D29. Bidder's Terms and Conditions

Terms and conditions submitted with this bid, which are contrary to those of the RFP, will be disregarded.

D30. Costs Incurred for Bid Submissions

The Columbus City Schools is not liable for any cost associated with the preparation of the bid or any other costs incurred by any Bidder prior to the execution of the contract. The rejection of any bid in whole or in part, at its discretion, will not render the Columbus City Schools liable for incurring any cost or damage.

D31. Submitting No Bid

If a Bidder chooses not to bid on this RFP, the "No-Bid Fax Form" in SECTION P of this bid package should be completed and returned via fax to 614-365-6763.

D32. Safety Requirements

The contractor shall be solely responsible for initiating, maintaining, and supervising safety precautions and programs in connection with its work. The contractor shall comply with all applicable laws and regulations of any public body having jurisdiction for the safety of persons or property or to protect them from damage, injury or loss and shall erect and maintain all necessary safeguards for such safety and protection. The contractor shall notify owners of adjacent property and of underground facilities and utility owners when prosecution of the work may affect them and shall cooperate with them in the protection, removal, relocation, and replacement of their property.

Any damage, injury or loss to any property caused directly or indirectly, in whole or in part, by the contractor, subcontractor, supplier, or any person or organization directly or indirectly employed by any of them to perform work, shall be remedied by the contractor.

D33. Employee Background Checks

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Selected suppliers will be required to conduct criminal background checks on all employees who will be working on school property. All supplier employees or subcontractors must pass the same background review as Columbus City Schools employees. The supplier must provide written documentation that certifies that the background checks were conducted and passed.

D34. Asbestos

Asbestos containing materials exist in some school buildings. The contractor, subcontractors, suppliers, or any other person or organization directly or indirectly employed by any of them to perform or furnish any work shall familiarize themselves with the information available from the Columbus City Schools' Director of Buildings & Grounds or the specific school building's administrative office as to the location of asbestos containing materials or suspected asbestos containing materials and make that information available to all persons employed by the contractor, subcontractor, suppliers, or any other person or organization directly or indirectly employed by any of them to perform any of the work.

No asbestos containing materials shall be utilized by the contractor and the contractor shall be required to certify in writing that the materials utilized do not contain asbestos. In addition, no known or suspected toxic or hazardous material shall be utilized by the contractor if a substitute product is available and equal to the known or suspected toxic or hazardous product. Any time a known or suspected toxic or hazardous material is to be used, written permission must be received in advance from the Director of Building & Grounds.

SECTION E---BILLING / INVOICING

E1. Invoices

Invoices are to be billed to the Columbus Board of Education and mailed to: Columbus City Schools, Kingswood Data Center, Attn: Chris Campbell, 1091 King Avenue, Columbus, Ohio 43212. The contractor's Federal Tax Identification Number should appear on all statements and invoices. Invoices must include the following information. Failure to include required information will delay processing.

1. Name and address of the supplier.
2. Invoice remittance address as designated in the contract.
3. Billing period.
4. Location.
5. Unit cost, which must match contract pricing.
6. Calculated extended cost.
7. Description of the product or service that would be understood by a layperson.
8. Purchase Order number.

E2. Taxes

The Columbus City Schools does not pay local, state, or Federal taxes. If requested, the supplier will be furnished with an exemption certificate.

E3. Cash Discounts

Invoices incorrectly or incompletely executed will be returned for correction or completion and the discount period shall not commence until a corrected invoice is received.

E4. Estimated Quantities

Any quantities listed in this RFP or other documents are estimates for the purpose of pricing. Quantities may vary and are not guaranteed.

E5. Bid Pricing Errors

When there are bid errors in multiplication or addition, the unit price will be used for calculating the correct total price. If the error is in the unit price, the bid may be disqualified. Notice of an intention to withdraw such a bid must be made in writing to the Columbus City Schools within three business days after the bidder is notified of the error.

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SECTION F---REMEDIES / TERMINATION / DEFAULT / PROTESTS

F1. Remedies

All claims, counterclaims, disputes and other matters in question between the Columbus City Schools, its agents and employees, and the managed services vendor arising out of, or relating to, this RFP or a subsequent agreement or its breach will be decided in a court of competent jurisdiction within Franklin County in the State of Ohio.

F2. Termination for Convenience

1. The Columbus City Schools reserves the right to terminate the resulting contract for its convenience by giving the supplier 30 days written notice. If this contract is terminated for convenience, the Columbus City Schools shall be liable only for payment under the payment provisions of the resulting contract for products and services rendered before the effective date of termination.
2. Although the term of this contract may span several fiscal years, this contract is contingent upon the Columbus City Schools budgeting and appropriating the funds necessary for the continuation of this contract in the current year. In the event that the funds necessary for the continuation of this contract are not approved for expenditure in any year, this contract shall terminate on the last day of the fiscal year in which funding was approved, without penalty to the Columbus City Schools.

F3. Termination for Default or Non-Performance

The Columbus City Schools may, by written notice of default or non-performance to the supplier, terminate this contract in whole or in part, subject to the following stipulations:

1. Any subsequent contract may be terminated for default if the contractor fails to deliver the supplies or to perform the services within the time specified in this contract; or the contractor fails to make progress, so as to endanger the performance of this contract; or the contractor fails to cure such failure within 10 days after receipt of a notice from the Columbus City Schools specifying the failure.
2. If the Columbus City Schools terminates this contract in whole or in part, it may acquire, under the terms and in the manner the school considers appropriate, supplies or services similar to those terminated, and the contractor will be liable to the Columbus City Schools for any excess costs for those supplies or services. However, the contractor will continue the work not terminated.
3. Except for defaults of subcontractor at any tier, the contractor shall not be liable for any excess costs if the failure to perform the contract arises from causes beyond the control and without the fault or negligence of the contractor. Examples of such causes include (1) acts of God or of the public enemy, (2) acts of the Government in either its sovereign or contractual capacity, (3) fires, (4) floods, (5) epidemics, (6) quarantine restrictions, (7) strikes, (8) freight embargoes, (9) unusually severe weather.
4. If failure to perform is caused by the default of a subcontractor at any tier, and if the cause of the default is beyond the control of the contractor and subcontractor, and without fault or negligence of either, the contractor will not be liable for any excess costs for failure to perform, unless the subcontracted supplies or services were obtainable from other sources in sufficient time for the contractor to meet the required delivery schedule.
5. If, after termination, it is determined that the contractor was not in default, or that the default was excusable, the rights and obligations of the parties shall be the same as if the termination had been issued for the convenience of the Columbus City Schools.

F4. Non-Acceptance Criteria for Goods

No certificate of payment, no provision in the bidding documents, nor any partial shipment of materials or entire occupancy of government shall constitute an acceptance of work, materials or equipment not done or provided in accordance with the contract documents, or relieve the contractor of liability for any express or implied warranties or responsibility for faulty materials, workmanship, or service. The managed services vendor shall remedy any defects in the work, materials, or equipment and pay for any other resulting damage to other work, materials, or equipment which appears within one year of final acceptance of the work, materials, or equipment unless a longer period is elsewhere specified. Nothing stated herein will relieve the managed services vendor of common law liability for latent defects, which may appear after the expiration of the warranty period.

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F5. Protest Procedures

1. Protests After Bid Opening

- A. Prior to submission of a protest, all parties shall use their best efforts to resolve concerns raised by an interested party through open and frank discussions. Protest of award must be submitted five (5) calendar days after the Columbus City Schools Board of Education has approved the contract award. Protests raised after the five day period will not be considered.
- B. The following procedures are established to resolve protests effectively and to build confidence in the Columbus City Schools acquisition process:
 - a. Protests shall be concise and logically presented to facilitate review by the District. Failure to substantially comply with any of the requirements of this section may be grounds for dismissal of the protest.
 - b. Protests shall include the following information:
 - i) Name, address, fax and telephone numbers of the protester.
 - ii) RFP number.
 - iii) Detailed statement of the legal and factual grounds for the protest, to include a description of resulting prejudice to the protester.
 - iv) Copies of relevant documents.
 - v) Statement as to the form of relief requested.
 - vi) All information establishing that the protestor is an interested party for filing a protest.
 - vii) All information establishing the timeliness of the protest.
 - c. All protests must be in writing, signed by the protester's authorized representative, and filed directly with the Columbus City Schools Purchasing Department and addressed to the Director of Purchasing, Columbus City Schools, 737 East Hudson Street, Columbus, Ohio, 43211.

2. Bid Protest Before Bid Opening

Protests based on alleged apparent improprieties in a solicitation shall be filed before bid opening or the closing date for receipt of bids. In all other cases, protests shall be filed no later than 5 days after the basis of protest is known or should have been known, whichever is earlier. The District, for good cause shown, or where it determines that a protest raises issues significant to the District's acquisition process, may consider the merits of any protest, which is not filed in a timely manner.

SECTION G---MISCELLANEOUS

G1. Publications

The contractor agrees to submit to the District for approval all advertising, sales promotion, and other matters relating to this contract wherein the Columbus City Schools' name is mentioned or language used from which the connection of the District's name, in the District's judgment, may be inferred or implied. The contractor further agrees not to publish, use such advertising, or sales promotion without the prior written consent of the Columbus City Schools except that may be required under law.

G2. Participation

Any subsequent contract does not preempt Columbus City Schools from using other contract vehicles or competitive solicitations for the same or like items covered by the subsequent contract.

G3. Monthly and Quarterly Reports

The Bidder agrees to supply the Columbus City Schools with monthly usage and performance reports as may be identified at a later date.

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G4. Save Harmless

The contractor shall protect, indemnify and save the Columbus City Schools harmless from and against any damage, cost, or liability, including reasonable attorneys' fees resulting from claims by third parties for any or all injuries to persons or damage to property arising from the acts or omissions of the contractor, its officers, employees, agents, or contractors in providing products or services under the terms and conditions of a subsequent contract.

G5. Confidential & Proprietary Information

The contractor acknowledges that the Columbus City Schools is subject to chapter R.C.149.43, the State of Ohio Public Records Law. Materials received constitute public information and will be made available for public inspection and copying upon request by members of the public. This information may include bid documentation, notes, including detailed prices, references, resumes, technical, and cost information.

G7. Independent Managed Services Vendor Status

The contractor shall perform its duties as an independent contractor and not as an employee of the Columbus City Schools. Neither the contractor nor any agent or employee of the contractor shall be or shall be deemed to be an agent or employee of the Columbus City Schools. The contractor shall pay, when due, all required employment taxes and income taxes on any monies paid pursuant to the contract. The contractor shall acknowledge that the contractor and its employees are not entitled to unemployment insurance benefits unless the managed services vendor or a third party provides such coverage and that the Columbus City Schools does not apply for or otherwise provide such coverage. The contractor shall have no authorization, express or implied, to bind the District to any agreements, liability, or understanding except as expressly set forth in the contract.

SECTION H---CONTRACT & EVALUATION PROCESS

H1. Contract

The contract resulting from this RFP will expire December 31, 2007 with an option for four (4) additional one-year renewals. Columbus City Schools reserves the right to re-bid this contract at anytime. The successful vendor will be required to execute a written contract no later than ten business days after approval of this contract by the Columbus City Schools Board of Education.

H2. Pricing & Economic Adjustment

The agreement will be a fixed price contract with an economic adjustment permitted once every twelve (12) months. The contractor must submit a written request to increase prices 30 calendar days prior to the effective date of the increase. No price adjustment will be permitted prior to the effective date of any increase received by the bidder from the bidder's suppliers, or on purchase orders that are already in process.

Price increases must be due to increases in the cost of raw materials, labor, freight, worker's compensation, or unemployment insurance. Supporting documentation must be submitted to support the price increase including a list of the contract items and proposed price increases and copies of correspondence sent by the bidder's supplier on the supplier's letterhead which contains price information and the source of the increase.

Should there be a decrease in the cost; the contractor is responsible for notifying Columbus City Schools immediately. The price decrease adjustment will be incorporated into the contract and will be effective on all purchase orders issued after the effective date of the decrease. If the price decrease is a temporary decrease, such should be noted on the invoice. In the event that the temporary decrease is revoked, the contract pricing will be returned to the pricing in effect prior to the temporary decrease. Failure to comply with this provision will be considered as a default and will be subject to the provisions of Section F3.

The successful Bidder's prices will be the best prices for which it, or any of its distributors, has sold each product or provided each service to any of its distributors or similarly situated most favored customers within a year of the date the Bidder executed a subsequent contract or added the product or service to a subsequent contract with the Columbus City Schools.

Bid pricing will be valid for 180 calendar days from the bid opening date to permit adequate response evaluation.

H3. Evaluation

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1. The contract will be awarded to the responsive and responsible bidder with the lowest price who has made a good faith effort to meet the goals of the Columbus City Schools Outreach Program as outlined in Section D14.

SECTION I---SPECIFICATIONS

I1. Specifications

Specifications, quantities, and product descriptions are attached as a separate addendum.

I2. Delivery

All requests for extensions beyond original delivery date shall be directed to Columbus City Schools Management Information Services Department. Failure to deliver promptly may result in cancellation of any subsequent contract. Full delivery of orders must be completed by the date specified to avoid late delivery charges. Partial deliveries will not satisfy the requested date, unless a written request from the vendor is received and approved, prior to the delivery date. Damages assessed for late deliveries will include work days, holidays and weekends.

I3. Packing & Shipping of Orders

Shipping and packing labels must be furnished by the contractor in accordance with the description contained in the specifications or scope of work.

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SECTION J---BIDDER DOCUMENTS LEDES PARTICIPATION FORM

Columbus City Schools Bidder Documents LEDES Participation Form Goods and Services

Columbus City Schools is committed to the Outreach Program and requires, as a part of your submission, that all bidders make a good faith effort to meet the goals of the Program. As required by this RFP, each bidder must demonstrate a good faith effort to meet the goals of the Outreach Program to be responsive.

Instructions

Demonstration of this good faith effort will be assessed by responses to this portion of the RFP. Please:

1. Complete the Preliminary Information Section (on this page) of the LEDES Participation Form.
2. Complete either Section A or B or C. Only one of these sections must be completed.
3. Make sure the appropriate section is signed by the responsible person in the company.
4. Return the completed form with your bid.

Preliminary Information

Bidders Name: _____

Contract: _____

Amount of Base Bid: _____

Individual Responsible for Outreach Program Compliance:

(Name)

(Phone Number)

(Title)

It is only necessary to complete one of the following three Sections: A, B, or C.

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Section A – Goal Attained – Service and Supply Subcontracts

If the goals of the Outreach Program will be met, complete this section.

The following LEDES have agreed to participate in this in the event the undersigned is awarded the contract.

1. LEDES COMPANY NAME: _____

Individual at LEDES who was contacted:

(Name) (Title or Position) (Telephone Number)

Date contacted: _____

Type of work to be performed or supplies purchased: _____

Agreed price for work/supplies listed above. \$ _____

2. LEDES COMPANY NAME: _____

Individual at LEDES who was contacted:

(Name) (Title or Position) (Telephone Number)

Date contacted: _____

Type of work to be performed or supplies purchased: _____

Agreed price for work/supplies listed above. \$ _____

3. LEDES COMPANY NAME: _____

Individual at LEDES who was contacted:

(Name) (Title or Position) (Telephone Number)

Date contacted: _____

Type of work to be performed or supplies purchased: _____

Agreed price for work/supplies listed above. \$ _____

The undersigned certifies that it will meet the goals of the Outreach Program as stated in the RFP. In the event the undersigned is awarded the contract with the Columbus City Schools, the undersigned certifies that it will enter into formal agreements with the above-listed LEDES and agrees to provide the Outreach Program Office with proof of contracts, payments or other agreements with LEDES upon request. The undersigned further agrees that it will immediately notify Chris Campbell in the event that any LEDES is unable to complete the work outlined above for any reason.

Signature of Bidder

Title

Date

Note: A Letter of Intent to Subcontract must be signed by each LEDES listed in this section and included with the bid.

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Section B – Goal Attained – Joint Venture

If the goals of the Outreach Program will be met by establishing a joint venture, complete this section.

The undersigned certify that they have entered into a joint venture agreement which meets the goal of the Outreach Program as stated in this RFP.

1. **NAME OF COMPANY:** _____

Responsible individual:

(Name) (Title or Position) (Telephone Number)

Describe the Company's role in the joint venture: _____

Is this Company an LEDES? _____

If so, is the company registered with the Outreach Program Office? _____
(At least one LEDES company must be certified by the Outreach Program Office to constitute a valid joint venture.)

2. **NAME OF COMPANY:** _____

Responsible individual:

(Name) (Title or Position) (Telephone Number)

Describe the Company's role in the joint venture: _____

Is this Company an LEDES? _____

If so, is the company certified by the Outreach Program Office? _____
(At least one LEDES company must be registered with the Outreach Program Office to constitute a valid joint venture.)

3. **NAME OF COMPANY:** _____

Responsible individual:

(Name) (Title or Position) (Telephone Number)

Describe the Company's role in the joint venture: _____

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Is this Company an LEDES? _____

If so, is the company registered with the Outreach Program Office? _____

(At least one LEDES company must be registered with the Outreach Program Office to constitute a valid joint venture.)

4. IS THERE A FORMAL JOINT VENTURE AGREEMENT? _____

If yes, attach the agreement. If not; describe the LEDES role in the joint venture:

1. profit and loss sharing _____

2. capital contributions _____

3. day-to-day management of financial matters: _____

4. day-to-day management decisions such as estimating, marketing and sales, personnel decisions; purchases of major items or supplies: _____

5. supervision of field operations: _____

In the event the joint venture is awarded the contract with Columbus City Schools, the undersigned certify that they will abide by the joint venture agreement as outlined in the attached Agreement or as set forth above. The undersigned further agree that they will immediately notify Chris Campbell in the event that any member of this joint venture is unable to complete the work outlined above for any reason.

Company Name

Company Name

Company Name

Responsible individual

Responsible individual

Responsible individual

Title

Title

Title

Date

Date

Date

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Section C – Goal Not Attained – Good Faith Effort Made

If the goal of the Outreach Program could not be met at the time of bid submission, but a good faith effort to reach the goal was made, please complete as much of this section as is applicable.

The undersigned certifies that it was not able to reach the Outreach Program Goal as required by this RFP, but certifies its good faith effort as follows:

5. The bidder certifies that the following LEDES have agreed to participate in this contract in the event the undersigned is awarded the contract to partially meet the stated goal:

a. LEDES Company Name: _____

Individual at LEDES who was contacted:

(Name)

(Title or Position)

(Telephone Number)

Date contacted: _____

Type of work to be performed or supplies purchased: _____

Agreed price for work/supplies listed above. \$ _____

b. LEDES Company Name: _____

Individual at LEDES who was contacted:

(Name)

(Title or Position)

(Telephone Number)

Date contacted: _____

Type of work to be performed or supplies purchased: _____

Agreed price for work/supplies listed above. \$ _____

AND/OR

6. Bidder was unable to meet the goal, in full or in part, and certifies the following good faith efforts to achieve the goals:

- a. Bidder contacted the Outreach Office on _____ and sought assistance in contacting eligible LEDES.
(Describe advice given by Outreach Program Office and steps taken to follow up on advice.) _____

- b. Bidder contacted the following LEDES but was unable to obtain a commitment for work: (Please provide sufficient information so that the Outreach Program Office can contact the LEDES.)

1. LEDES Company: _____

Individual contacted:

(Name)

(Title)

(Telephone No.)

Date contacted: _____

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Reason LEDES could not perform the work: _____

2. LEDES Company: _____

Individual contacted:

(Name) (Title) (Telephone No.)

Date contacted: _____

Reason LEDES could not perform the work: _____

3. LEDES Company: _____

Individual contacted:

(Name) (Title) (Telephone No.)

Date contacted: _____

Reason LEDES could not perform the work: _____

AND/OR

7. Bidder made the following additional efforts. (Describe any other attempts, program initiatives bidder used to solicit LEDES.) _____

AND/OR

8. Bidder certifies that it will not be subcontracting any work or purchasing any supplies for the following reasons: _____

The undersigned certifies that if it is awarded the contract by Columbus City Schools, it will continue to work with the Outreach Program Office to fulfill the goal as stated in Section B14 of this RFP. In the event the undersigned is awarded the contract with Columbus City Schools, the undersigned certifies that it will enter into formal agreements with any of the LEDES identified above as being able to perform work or provide supplies required for the contract, and agrees to provide the Outreach Program Office with proof of contracts, payments or other agreements with LEDES upon request. The undersigned further agrees that it will immediately notify Chris Campbell in the event that any of the information provided in this section changes in any material way.

Signature of Bidder

Title

Date

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SECTION K---LETTER OF INTENT TO SUBCONTRACT TO LEDES FIRMS

COLUMBUS CITY SCHOOLS **LETTER OF INTENT TO SUBCONTRACT TO LEDES FIRMS**

Bidder's Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone: _____

Contract: _____

Name of LEDES firm: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone: _____

Description of work to be performed by LEDES:

The LEDES is committed to providing the supplies or completing the work described above. The estimated dollar value of this work is \$_____.

Affirmation:

The above-named LEDES company affirms that it will perform the portion of the contract for the estimated dollar value as stated above.

By: _____

(Signature of Owner or Officer of LEDES)

(Title)

If the bidder/bidder does not receive award of the prime contract, any and all representations in this Letter of Intent shall be null and void.

(This page should be submitted for each LEDES submanaged services vendor.)

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SECTION L---PROJECT BACKGROUND, SCOPE OF WORK, & VENDOR REQUIREMENTS

Columbus City Schools (CCS) is the state of Ohio's largest school district, serving the needs of more than 53,000 students in 127 buildings. The mission of the Columbus City Schools is that, "Each student is highly educated, prepared for leadership and service, and empowered for success as a citizen of a global community." The purpose and intent of this Request for Proposal (RFP) is to solicit Information Technology (IT) support services from a qualified source and to establish a contract for continuing development and support to meet or exceed the mission of the District. The contract resulting from this RFP will expire December 31, 2013 with an option for four (4) additional one-year renewals. CCS reserves the right to re-bid this contract at anytime. Services provided under this contract will include:

- Project Management **Section L3**
- Information Technology Help Desk **Section L4**
- Field Support Team **Section L5**
- Point of Sale (Food Service Registers) **Section L6**
- Interactive Whiteboard Support **Section L7**
- Server Administration Group **Section L8**
- LAN/WAN Support **Section L9**

NOTE: *The selected managed services vendor will work in conjunction with CCS and the current managed services vendor to ensure the smooth transition of IT Support Services, for a period not to exceed 30 calendar days. The managed services vendor and CCS must describe their approach, to include technical overviews, projects underway and the technology plan going forward.*

CCS reserves the right to prioritize the managed services vendor's tasks on a day-to-day basis.

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Technical Information and Requirements

L1) Current Architecture

The managed services vendor must have previous experience supporting a K-12 environment similar in size and scope of the current CCS environment. This experience must be clearly documented, including references, in the response to this RFP. The managed services vendor will be responsible for maintaining/upgrading as well as improving the operational status of the current CCS IT Architecture.

L2) Current Environment

In order for perspective vendors to size this contract properly, the table below provides an overview of the CCS IT environment.

CCS IT Profile	Number
Total number of locations	143
Total number of square miles	120
Total number of administrative buildings	16
Total number of instructional buildings	127
Approximate number of classroom workstation (Traditional PC, Thin Client PC)	Traditional 9,000 Thin 13,000
Approximate number of APPLE workstations	300
Approximate number of laptop computers	6,000
Approximate number of Point of Sale machines	280
Approximate number of network printers	4,200
Approximate number of Interactive White Boards (Majority SMART)	2,000
Approximate number of client servers/blade servers	400
Approximate number of network switches	4,200
Approximate Number of Help Desk Calls for 2009-2010 School Year	HD/Field Support 18,000 Server Administration 1,164

L2.1.01) Computers, Laptops and Peripherals

CCS requires equipment diagnostic and maintenance support for the more than 30,000 computers, laptops and peripherals participating in its network. Manufacturers include Dell, HP and APPLE. Vendor proposals must certify that technical staff is warranty service authorized for each of the manufacturers.

L2.1.02) Desktop Operating Systems

The Desktop Operating Systems include, but is not limited to, Novell, Microsoft Windows 98, 2000 and XP Professional, Apple's "Macintosh" systems, Microsoft AD, Altiris, and Citrix. Additionally, the District operates IBM LAN, Linux and APPLE systems in various classrooms and labs throughout the District. Vendor proposals must certify that technical staff is warranty service authorized for each of the software providers.

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L2.1.03) Network

The CCS building cabling consists of a combination of Category 5, 6 copper wiring and 62.5 and 50 micron fiber optic cabling. Leased Gigabit Ethernet circuits provide Wide Area connections between buildings and the three core sites. The CCS architecture has an installed base of Cisco Systems Catalyst switches including 2960, 4500 and 6500 models. Vendor proposals must certify that technical staff is warranty service authorized for each of the manufacturers.

L3) Program Management Activities

L3.1) Project Management Approach

The vendor must describe the project approach, and specific work steps it plans to use to provide the support required in this RFP. After award, the Management Plan will become the Bidder's master plan to fulfill the contract. It will incorporate other plans required by this RFP.

The Project Management Approach must be as complete as possible at the time of submission. The plan must:

- Describe the vendor's proposed organization and management structure responsible for fulfilling the Contract requirements.
- Describe the methodologies, processes, and procedures the vendor will undertake to adjust levels of staffing, the scope of CCS's IT environment needs to fluctuate by project and time of year.
- Define the deliverable review process (e.g. Monthly Progress Report, Contract Annual Report, Status and Performance Reports) and describe how communication and status reviews will be conducted between all parties.
- Describe the vendor's approach, if applicable, to effectively select and manage its subcontractors. If subcontractor participation is proposed on this effort, the vendor must include signed teaming agreements with all proposed contractors as part of their proposal.

L3.2) Contract Annual Report

The managed services vendor will submit a Contract Annual Report due 60 days prior to the end of each contract year. The Contract Annual Report shall be a summation of Monthly Progress Reports provided throughout the year, and shall include but not be limited to the following:

- Work accomplished
- Work in progress
- Planned work
- Help Desk/Field Support performance data
- Issues/concerns
- Project schedule

L3.3) Monthly Progress Reports

The managed services vendor shall submit a Monthly Progress Report. The Monthly Progress Report will be due no later than the 10th day of every month.

The Monthly Progress Report shall include, but not be limited to:

- Work accomplished
- Work in progress
- Planned work
- Help Desk performance data
- Meetings attended
- Issues/concerns

L3.4) CCS IT Architecture Documentation Support

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The managed services vendor will create and maintain, with the assistance of the CCS IT staff, a CCS IT Architecture Document as a living document per the evolution of the architecture. As new development is undertaken and new technology and/or hardware is implemented, the document will be updated.

The managed services vendor will, in collaboration with CCS, provide a comprehensive reassessment and update of the CCS IT Architecture, due to CCS no later than 60 days before the expiration of each contract year.

L3.5) Staffing Plan

The managed services vendor will provide a staffing plan that identifies key personnel required to perform the requirements of the contract. Key personnel must be available immediately after the award of the contract. Key personnel are not to be replaced and/or reassigned without CCS management review and approval. The managed services vendor must identify in their response if the proposed key personnel is a current employee, a subcontractor, or a potential new hire.

The plan shall contain the following information:

- A transition plan, which includes the activities and resources needed during this period.
 - A personnel profile summary clearly defining skill sets, years of experience and customer work references, along with a resume for each key management team member proposed.
 - A staffing matrix that identifies all required skill categories with a brief description and years of experience proposed for each category.
 - A plan that shows the ability to add additional staff as needed to meet the contracted performance requirements.
 - A discussion of the vendor's ability to be fully staffed for the Contract within 30 days of contract start.
 - A discussion of the managed service vendor's ability to provide qualified replacement personnel.
-
- **Staffing Skill Sets at All Levels**
 - Interact with all levels of school system personnel as required.
 - Work with suppliers for problem prevention and resolution.
 - Provide detailed status reports at required intervals.
 - Develop and maintain system documentation.
 - Attend meetings as required.
-
- **Supervision/Time & Attendance Accounting**

In addition to the scope of work for the required support services, the selected vendor is required to abide by the following:

 - **All personnel used during the duration of the contracted service are required to have a qualifying BCI/FBI completed prior to working in the district.**
 - Individuals are required to work from on-site offices provided by CCS, unless another facility is mutually agreed upon.
 - The managed services vendor is required to provide proposed services covering all working hours of CCS personnel utilizing IT (6:30 a.m. – 5:30 p.m.). The managed services vendor shall provide support, as required, for after normal working hours at no additional cost to CCS.
 - Examples of this support include, but is not limited to:
 - Network/System upgrades, maintenance and outages

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- Educational Programs offered outside the normal school days
- System Testing
- Software Upgrades
- Computer Moves (school opening and closings)

L3.6) Service Level Agreement

The managed services vendor shall adhere to performance requirements for the full scope of services proposed.

Performance Requirements include, but are not limited to:

Device Group Outages	Initial Response Time	Average Repair Complete	Estimated % Of Units Serviced
Servers	1 hours	No Parts Required: Repairs begin immediately. Parts Required: Repairs begin immediately upon receipt or the part(s).	2%
Critical Workstations (Key Administrative Staff)	2 hours	No Parts Required: 8 hours. Part Required: Five business days (assuming parts are available from vendor)	3%
Point of Sale Machines	Immediately	No Parts Required: 1 Hour Parts Required Switch out machine at the time of response.	5%
Interactive White Boards	8 hours	No Parts Required: 1 hour Parts Required: Five business days (assuming parts are available from vendor)	5%
Network Shared Printers	8 hours	No Parts Required 12 hours. Parts Required: Five business days (assuming parts are available from vendor)	10%
Desktops (Traditional, Thin and Laptops)	8 hours	No Parts Required: Fix on site or remotely upon site visit. Parts Required: Five business days (assuming parts are available from vendor)	75%

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The managed services vendor shall agree to meet the CCS approved performance requirements 90% of the time, within 60 days after contract start date.

The parties agree that damages resulting from failure to meet CCS approved performance standards cannot be calculated and that liquidated damages, which are not penalties, will be assessed against the vendors on a monthly basis as shown below:

- If the managed services vendor meets all performance requirements, no liquidated damages will be assessed.
- Any deficiencies in service level requirements will be discussed in the monthly meeting with the vendor and CCS management. If the managed services vendor does not meet the minimum performance requirements of the contracted services, the vendor will be assessed liquidated damages of 15% of the monthly invoice and that amount will be deducted from payments from the next month's invoice. If CCS and the vendor determine that the deficiency was the sole result of circumstances outside the vendor's control, the assessment of liquidated damages will be waived.

To ensure that the service level goals and performance measurements can meet the changing business and technology needs of the District, CCS and the managed services vendor will review the performance requirements on a quarterly basis.

L3.7) Exit Plan

It is the intent of the parties that at the expiration or termination of services, the selected vendor will cooperate with CCS to assist with the orderly transfer of services, functions and operations provided by the vendor. 30 days prior to the expiration or termination of services, the vendor and CCS will begin the migration of the services to CCS or another vendor. Service transfer assistance will be provided until the stated end date of the contracted services.

30 days prior to the expiration of the contract period and/or immediately upon the termination of this contract for any reason, the managed services vendor will perform the following:

- The managed services vendor will establish a written plan and timeline (with milestones), acceptable to CCS Management, with the purpose of providing an orderly transition of the services, as described in this RFP, from the managed services vendor to CCS or the vendors successor. The Exit Plan will include but not limited to:
 - Updated CCS IT Architecture
 - Status of in-progress projects with all documentation
 - Process of collecting employee badges, keys, etc.
 - Location and description of all desktop images
 - Process to inactivate all managed services vendor staff network access
 - Administrative passwords of all servers

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L4) Information Technology Help Desk

The Help Desk will be responsible for providing support to approximately 10,000 users across the full scope of the CCS IT environment, answering an average of 500 calls per month and an average of 1,000 or more in peak times. For the 2009-10 school year, the Help Desk fielded approximately 18,000 calls. Help Desk staff providing support must have functional knowledge of the instructional and administrative applications across the district and, extensive computing knowledge to resolve issues from the Help Desk. The Help desk is to be staffed from 6:30am – 5:30pm daily.

L4.1) Help Desk Support: CA Unicenter

Roles and Responsibilities	Vendor	CCS
Service Management		
Recommend policies and procedures	X	
Authorize and approve policies and procedures		X
Establish problem escalation and CCS reporting standards and policies		X
Define services and standards		X
Manage/track help desk utilization	X	
Help Desk		
Level 1 (routine event, standardize response)		
Staff and maintain call center 6:30am – 5:30pm	X	
Categorize and log inquiries/problems	X	
Determine inquiry/problem resolution requirements	X	
Resolve inquiry/problem within prescribed time limits, if possible, otherwise escalate to appropriate level 2 resource	X	
Level 2 (specialized problem, skilled technical solution)		
Identify problem characteristics and, if possible, root cause	X	
Resolve inquiry/problem within prescribed time limits, if possible, otherwise escalate to appropriate level 3 resource	X	
Notify CCS and vendor management as required	X	
Level 3 (severe problem, extended technical solution)		
Identify problem characteristics and, if possible, root cause	X	
Resolve inquiry/problem, coordinate with suppliers as needed	X	
Notify CCS and vendor management as required	X	
Performance Management		
Define service level requirements		X
Document service level objectives and agreements	X	
Measure and analyze performance relative to objectives and agreements	X	
Develop improvement plans	X	
Authorize and approve improvement plans		X
Implement improvement plans	X	

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Report on service level results	X	
Report on help desk statistics and trends as requested	X	
Verify change met objectives and did not have other, negative impacts	X	
Report results of change	X	
Perform quality control		X

Contract Deliverables:

- Help Desk staff will be responsible for answering calls, gathering information on the equipment in question and obtaining the CCS asset identification number(s), a brief description of the issue and entering initial contact information into the call tracking application.

Information can be supplied to the Help Desk via email and voice mail. The Help Desk will create a ticket for information received in this manner and contact the user within 24 hours with the ticket number and a description of the issue. This notification will be sent to the user or administrator at the school via email.

- Help Desk staff will be responsible for monitoring/tracking the age of open tickets and contacting all end users who have placed calls without resolution within 10 days.
- The Help Desk will assign the issue to the vendor's Technical Support staff or CCS Technical Support staff where appropriate. The help desk will also be responsible for assigning calls to all area's of the IT department.
- The managed services vendor must fully implement and utilize existing remote management systems by which troubleshooting and initial technical support can be executed on-line from a central location to reduce response and resolution time. Current remote management systems utilized by CCS, which includes but is not limited too; ZenWorks, Altiris, VSphere and various other industry tools (VNC, RDP).

L4.2) Help Desk Software

CCS utilizes Computer Associates Unicenter (CA Unicenter) help desk software.

L4.3) Help Desk Staffing

The managed services vendor must describe their approach to sizing, recruiting, hiring, training, and retaining Help Desk Staff in their Staffing Plan to be included with their Proposal to this RFP. The managed services vendor must also be prepared to increase staff during historically busy times of the year. (i.e. Beginning of School; generally August - October, Return from Winter Break: generally the month of January, etc.). In addition, Help Desk staffing needs may change at other times of the year based on projects, upgrades, etc. to systems that may generate a higher call volume.

L4.4) Help Desk Log and Performance Reporting

The Help Desk will maintain a database that logs all calls, level of support required, response times, resolution times, type of issue reported, type of resolution to the issue, and call abandonment rate.

The managed services vendor will assemble critical Help Desk performance statistics and provide them to CCS in the Monthly Progress Report. The Monthly Help Desk Performance statistics will at a minimum, include the following information:

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- Total number of calls opened and closed for the period sorted by area (Help Desk, CCS Field Team, Vendor Break/Fix Team and Server Team)
- Calls over 15 and 30 days
- Parts on order and number of days outstanding
- Minimum, maximum, and average response and resolution times
- Trends and recommendations to enhance Help Desk performance

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L5) Field Support Services

L5.1) Technical Hardware Support

The managed services vendor will provide technical hardware support for the various client desktops, laptops, tablets and PDA's, as well as standalone computer equipment and peripherals throughout the CCS IT environment.

Contract Deliverables:

- Upgrade/installation of new hardware components (e.g., memory, hard drives, internal and external disk drives, modems, etc.)
- On-site diagnostic and hardware maintenance services for all equipment described in the Current IT Environment. This deliverable includes any model or component changes made throughout the duration of the contracted services.
- Hardware related support for all of individual equipment failures including certified warranty work for covered machinery and break/fix service for non-warranty units.
- Assistance in projects as needed that include equipment installation, moves, adds, changes and removal or relocation services
- Virus remediation

The managed services vendor must provide to CCS recommendations as to whether to service or replace non-operational equipment that is out of warranty. For the purchase of parts or equipment replacement, the managed services vendor will send parts requests to the parts provider chosen by CCS.

L5.2) Software Technical Support

The managed services vendor will provide technical/functional software support for the various client desktops and laptops, as well as standalone computer equipment and peripherals throughout the CCS IT environment.

Support shall include but is not limited to technical support identified below:

- Operating system upgrades/maintenance
- Deployment of software on workstations (physical and/or remote management)
- Re-imaging
- System configuration
- Connectivity to CCS Local Area Network/Wide Area Network (LAN/WAN) and the Internet
- Maintaining/ensuring full capability of installed software

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L6) Food Services Point of Sale Support (RCS/PCS)

L6.1) Service Description

The managed services vendor will provide technical hardware support for the district's RCS/PCS point of sale registers in the district. All technical support staff supporting the PCS/RSC products must obtain training and certification through the company within the first 30 days of the contract. As employees move on and off the contract the managed services vendor is required to maintain a fully certified staff to support and repair of these machines.

Repair time of these machines is critical to the lunchroom operations and funding of the districts meal plan. The response time for technical assistance on these machines is immediate and generally occurs between 6:00am – 9:00am for the breakfast programs and 10:00am - 12:30pm for the lunch hours. For the purchase of parts or equipment replacement, the managed services vendor will send parts requests to the parts provider chosen by CCS.

The managed services vendor will be required to perform the following:

- Support of CCS Point of Sale System (PCS/RCS)
- PCS/RCS Emergency Response Support
- Calls to be logged and dispatched through the CCS Help Desk

L6.2) Reporting

The managed services vendor will provide the following details of worked performed in the Monthly Status Meetings and reports:

- Total number of calls opened and closed
- Parts on order and number of days outstanding
- Minimum, maximum, and average response and resolution times

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L7) Interactive White Board (SMART, primary hardware vendor)

L7.1) Service Description

The managed services vendor must be familiar with the operations and functions of SMARTboard and Notebook technologies. The vendor will provide end user support and troubleshoot, diagnose and perform basic maintenance and repair on the district's 1,200+ SMART Board 500, 600 and 600i series boards.

The most common technical issues received to date for the boards include, but are not limited to:

- Cable connections: switching out cables.
- Contacting SMART Tech Help desk and working with their on-line technicians at the board site to determine repair procedures.
- On-Line diagnostic testing.
- Part replacement.

All technical staff supporting the SMART products must obtain Certified SMART Factory Technician and Installer certification through the company within the first 30 days of the contract. As employees move on and off the contract the managed services vendor is required to maintain a fully certified staff to handle support and repair of these machines.

L7.2) Reporting

The managed services vendor will provide the following details of work performed in the Monthly Status Meetings and reports:

- Total number of calls opened and closed
- Parts on order and number of days outstanding
- Minimum, maximum, and average response resolution times

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L8) Server Administration Group

Under the direction of the CCS Technical Services Manager, the managed services provider will take a lead role in Server Administration, Network Operating System Design and Management, PC Engineering and Support for the distributed client servers as well as the Blade technology housed in the three data center locations. Services are to be target to all aspects supporting the current computing environment as well as active participation in management, planning, design, implementation of desktop imaging, operating systems, application patching and Microsoft Software Installer (MSI) packaging.

The overall IT environment at CCS currently consists of fully virtualized data centers and virtual desktop interface (VDI). This is accomplished with a combination of VMware for server infrastructure and Microsoft, Citrix and Symantec for the desktop.

L8.1)Required Server Team Certifications:

MCSE and MSCA, CNA, CNE, CCDP, CCNP, MCP w/ Internet, A+, Server +, Network +, TVT Client, TVT RR, Linux and Dell—IBM—HP specific hardware certifications (IBM Proliant Servers, IBM Blade Center Fundamentals, IBM Series Servers, IBM XSeries Servers, IBM DS4000 SAN, IBM System X Certified Specialist). Other certification areas may be required over the length of the managed servers' arrangement as the needs of the District change.

L8.2)Server Team Support

- **Microsoft Windows Server**
- **Symantec**

L8.4)Storage Management

- Netbackup Suite
- Understanding of Power Wiring, Connectors and Routing

L8.5)Database Management

- ASP
- WSUS

Technical requirements include, but are not limited to:

- Netware and eDirectory / Directory Services design, implementation configuration and troubleshooting
- Zenworks for Desktops implementation, configuration and troubleshooting
- Zenworks for Servers implementation, configuration and troubleshooting
- Windows 2000 and 2003 and Active Directory design, implementation, configuration and troubleshooting.
- UNIX, AIX, Linux
- Desktop, laptop and tablet image creation and patches
- Maintain security settings and group policies
- Provide proof of concept with applications, web apps and network apps
- Troubleshoot instructional software and operating system compatibility (back through Windows 95, 98, NT, XP).
- Wireless design, implementation, configuration, and troubleshooting
- Net Backup

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- Symantec Antivirus design, implementation, and troubleshooting
- IBM Blade server and storage installation and troubleshooting
- Assist CCS staff with troubleshooting SAN, network infrastructure, database, and administrative network NOS issues
- Support VPN connections (hardware / software)
- Consultant for meetings between CCS and other vendors
- Project development, definition of work tasks, and the estimate of project costs
- Documentation of server installation, image creation, ZEN for Desktops, ZEN for Servers, eDirectory, etc
- Disaster Recovery, Data Replication and Data Clustering
- Comprehensive System Documentation
- Other Duties as deemed necessary by CCS management

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L9) Local Area Network/Wide Area Network (LAN/WAN) Support

L9.1) Network Equipment Maintenance

The managed services vendor will dedicate two (2) qualified network field technicians to provide onsite reconfiguration, installation, connectivity testing and troubleshooting support of access layer Ethernet switches under the direction of the Network Services Group.

The network field technician's duties will include, but are not limited to the efficient and effective execution of the following activities:

- Perform helpdesk trouble-ticket resolution for network issues
- Perform onsite evaluation and provide specification requirements for new switch installs
- Replace faulty switches with properly functioning switches
- Process timely shipment of faulty equipment return to manufacturer for repair or replacement
- Perform switch image and configuration loading and upgrades
- Perform network drop activations at the termination closets
- Assist other IT departments in diagnosing network connectivity and performance problems
- Perform preventative maintenance on network equipment
- Perform onsite surveys for asset tracking of network equipment
- Provide documentation and reports as requested by the Network Services Group
- Perform other reasonable duties related to network support as directed by the Network Services Group

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L10) Deliverables/Schedule

The managed services vendor shall develop and submit to CCS the deliverables as depicted in the table below.

DELIVERABLE	DUE DATES
Contract Annual Report	Annually – 60 Days prior to the end of each contract/option year end Base Contract Year or Option Year
Monthly Progress Report	TBD Monthly
CCS IT Architecture Document	Annually: 60 days prior to the expiration of each Base Contract Year and each Option Year
Staffing Plan	Initial Delivery at Proposal Submission Annual Delivery as part of the Contract Annual Report
Invoice	Monthly Invoicing
Performance Requirements	Monthly – In Monthly Status Report and, Annual Delivery as part of the Contract Annual Report
Exit Plan	90 Days prior to the expiration of the Base Contract Period and any of the Option Years, or immediately upon termination
Help Desk Log and Performance Reporting	Monthly – In Monthly Status Report and, Annual Delivery as part of the Contract Annual

L11) Instructions to Bidders

L11.1) Technical Proposal

Technical Proposals must concisely describe the Bidder's approach to satisfying ***all*** of the requirements of the Contract as depicted in ***Requirements Section***.

Technical Proposals must be submitted in the same format and content order as the Technical Requirements in this RFP. Each item addressed in the Technical Proposal must reference the RFP paragraph number in which the corresponding requirement was defined.

Any Technical Proposal not fulfilling all requirements as defined in this RFP will be excused from further consideration.

L11.2) Past Performance

Bidders must demonstrate their experience in successfully providing comprehensive IT services in the K-12 space that were similar in their nature, size, and scope to this RFP.

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The Bidder is also required to provide three (3) references. These references shall be from contracts that were completed in the past five (5) years in IT support and at least one (1) reference project completed by the Bidder for IT support for a large-scale, complex educational institution utilizing a similar technical architecture and data requirements as described in this RFP. Bidders shall be given special consideration if the past performances presented demonstrate IT experiences in a K-12 school system equal to or larger in size than CCS.

The Bidder shall provide project name, dates, detailed description, and dollar value of contract, type of contract, customer, and reference information.

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SECTION M---PRICING FORM

- ❖ **Bidders must format their pricing sheet as a total cost for the complete package of services requested and no other form will be accepted. Bids received without pricing totaled for the complete package of services will be deemed incomplete and will be withdrawn from further consideration.**

Also, see attached spreadsheets.

Attachment A

- **Managed Services Company Profile Form**

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SECTION N---DELINQUENT PERSONAL PROPERTY TAX RESPONSE FORM

This sworn affidavit should be properly completed by the authorized representative of your firm and will be incorporated as a portion of the bid and resulting contract.

State of _____, County of _____, ss:

_____ being first duly sworn, deposes and says that he/she is the

(Name)

_____ of _____

(Title)

with offices located at _____,

(Address of Supplier)

and as it's duly, authorized representative states that effective this day of _____,

- () is not charged with delinquent personal property taxes on the general list of personal property in Franklin County, Ohio, or any other counties containing property in the taxing districts under the jurisdiction of the Auditor of Franklin County, Ohio.
- () is charged with delinquent personal property taxes on the general list of personal property in Franklin County, Ohio, or any other counties containing property in the taxing districts under the jurisdiction of the Auditor of Franklin County, Ohio.

County Amount _____ (Include total amount and any penalties and interest thereon.)

Franklin

_____	\$ _____
_____	\$ _____
_____	\$ _____

(Affiant)

Sworn to and subscribed this _____ day of _____, 20_____.

(Notary Public) section 5719.042 ORC

My commission expires _____, 20_____ (Seal)

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SECTION O---NON-DISCRIMINATION & EQUAL EMPLOYMENT OPPORTUNITY AFFIDAVIT

STATE OF _____

COUNTY/PARISH OF _____, SS:

_____ being first duly sworn, deposes and says that they are

(Name)

(President, Secretary, etc.)

of _____, the party who made the foregoing bids; that such party as managed services vendor does not and shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, or national origin. If awarded the bids and contract under this bid, said party shall take affirmative action to insure that applicants are employed and that employees are treated, during employment, without regard to their race, religion, color, sex, or national origin. If successful as the lowest and best Bidder under the foregoing bids, this party shall post non-discrimination notices in conspicuous places available to employees and applicants for employment, setting forth the provisions of this affidavit.

Signature

Affiant

Company/Corporation

Address

City/State/Zip Code

Sworn to and subscribed before me this _____ day of _____, 20_____.

Notary Public

My Commission expires _____, 20____. (Seal)

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SECTION P---NO BID FAX FORM



NO BID FAX FORM

RFP NUMBER: _____

OPENING DATE/TIME: _____

TO: COLUMBUS CITY SCHOOLS MIS DEPARTMENT

1091 KING AVENUE

COLUMBUS, OHIO 43212

FAX: (614) 365-6204

FROM:

Our company will not be submitting a response to the RFP listed above because:

Authorized signature: _____

Title: _____