



NEW HAVEN PUBLIC SCHOOLS

## Operations Memorandum

**To:** New Haven Board of Education Finance and Operations Committee  
**From:** Gilda Herrera  
**Date:** 4/13/2021  
**Re:** AOS Renewal 2020-04-1274 Consultant-Computer & Printer Support

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**Contractor Name:** Advanced Office Systems (AOS)

**Contractor Address:** 296 E Main Street, Branford, CT 06405

**Is the contractor a Minority or Women Owned Small Business?** No

**Renewal or Award of Contract/Agreement?** Renewal

**Total Amount of Contract/Agreement and the Hourly or Service Rate:** \$449,280.00

**Contract or Agreement #:** RFP Renewal 2020-04-1274 (7/1/2021 – 6/30/2022)

**Funding Source & Account #:** 19047200 56694

**Key Questions:** (Please have someone ready to discuss the details of each question during the Finance & Operations meeting or this proposal might not be advanced for consideration by the full Board of Education):

- 1. What specific service will the contractor provide:**  
Provide desktop and BOE application support on site and remote via Helpdesk
- 2. How was the contractor selected? Quotes? RFP? Sealed Bid or Sole Source? Please describe the selection process including other sources considered and the rationale for selecting this method of selection:**  
RFP 6/5/18-2020-04-1214 NHPS PC Support
- 3. If this is a renewal with a current vendor, has the vendor's performance been satisfactory under the existing contract or agreement?** Yes
- 4. If this Contract/Agreement is a Renewal has cost increased? If yes, by how much?** No
- 5. If this Contractor is New has cost for service increased from previous years? If yes, by how much? Is this a service existing staff could provide? Why or why not?** No, This service supplies 6 support staff members for the IT Department

## Project Overview

Advanced Office Systems, Inc (AOS) acknowledges the New Haven Public Schools (NHPS) district's needs to obtain a Computer & Printer Support Solution.

AOS understands and acknowledges this contract is for One (1) Budget Year: July 1, 2021 to June 30, 2022, with the option to renew up to 1 time.

## Computer & Printer Support Resource Requirements

AOS understands it is to provide pricing per hour and per consultant resource, for an OnSite 40-hour position, which is classified as Consultant Computer & Printer Support, for up to six (6) Positions.

AOS understands it is to provide pricing per hour and per consultant resource, for extended hour contract support, primarily for Saturday Academy Sessions, from the hours of 8am-12pm. Provided and assigned resources are from the same resource pool as primary support, therefore, this above the OnSite 40-hour per week support.

- Extended Hour Support will be on a rotational schedule between the assigned consultant resources
- The number of consultant resources assigned per Saturday session will be determined by the NHPS IT Management

AOS understands the Consultant Computer & Printer Support position will have the following responsibilities:

- Provide hardware support for Intel/AMD based computers (PCS & Laptops)
- Provide hardware support for laser printers
- Provide Operating System support for Microsoft Computer Operating Systems
- Provide Application Support for Microsoft Office Software
- Application of securing patches on Microsoft Operating System and productivity software
- Move computers and printers to new locations during school and office moves
- Provide support for all computer based applications as needed
- Provide support for Apple Macintosh computers
- Provide support for Apple iPad Tablets
- Engage in basic troubleshooting for computer network connectivity related issued throughout the school district
- Provide remote computer problem support to NHPS staff using remote support tools
- Provide support for analog and wireless phone systems (including Blackberry server)
- Provide basic network router and switch related support
- Provide basic project management for any PC, Server, Network or VOIP related projects assigned by NHPS IT Management
- Log all work related activities using the NHPS help desk system
- Provide basic PC repair training for site based technology support personnel
- Provide Computer & Printer related support for employees and consultants within the NHPS organization

## General Requirements

AOS understands and acknowledges the following:

- NHPS IT Management must be involved in any personnel changes on the account, including removing or adding personnel to the account, based upon the agreed bill rates submitted in this RFP response
- AOS understands that NHPS IT has consultants that are in the Computer Support positions currently
  - AOS would retain current consultants as part of the proposed solution
- Onsite Vendor Management is not required, NHPS IT Management will supervise the outsourced team
- NHPS is unable to pay overtime
- AOS understands that NHPS may appoint one of the consultants as Lead Network Administrator.
- NHPS central offices are open 5-days per week, until 8PM. In the event of an emergency, every effort to resolve the problem by the end of the work day will be made. AOS understands that compensation for hours worked past the 8-hour allocation will be time off to be scheduled on a future date, at the direction of the NHPS IT Manager
- Support issues unable to be resolved within 4-hours to the manufacturer will be escalated. NHPS will pay the standard rate for a support request to be opened.
- Full utilization of Vendor warranty support resources to replaced damaged server equipment
- Recommendations of replacements and lowest cost procurement for damaged, out of warranty hardware components
- Capable of providing a same skill set replacement consultant to cover extended vacation or sick time
  - AOS will work in conjunctions with the NHPS IT Manager to qualify such candidates and qualify when and if coverage is to take place
- AOS is prepared to present their solution in person if required
- Projected wage rate for the position requested is currently \$21.00 per hour. AOS also reimburses consultants for parking fees, mileage and other miscellaneous expenses.

***PRICING***

*Submitted in a separate envelope per RFP Cover*

***Prior Experience***

AOS celebrated 41-years in business this past April. AOS has over 30-years total experience in providing Network Services Support Solutions for school districts.

AOS has provided NHPS with various consultant positions for over 12-years.

AOS also provides and has provided consultant positions for numerous years to Hartford Healthcare (formerly known as Hartford Hospital), Yale New Haven Hospital, Hispanic Healthcare, Granby Public Schools.

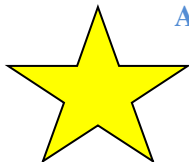
Other accounts that AOS previously provided consultant positions to include but are not limited to: State of CT Judicial Branch, City of Hartford/Hartford Public Schools and UCONN Health Center.

***Personnel Qualifications***

Any consultant assigned to this account has a minimum of 7-years experience supporting a combination of Microsoft Server, Microsoft Desktop OS and Microsoft Productivity Software.

Certifications and personnel resumes have been attached. Certifications include CCNA and MCSE.

***Quality of Service***



**AOS is currently the incumbent contract holder for this contract.**

***References***

Granby Board of Education  
15B North Granby Road  
Granby, CT 06035  
Jon Lambert  
860.844.5252

Cheshire Public Schools  
29 Main Street  
Cheshire, CT 06410  
Mike Papa  
203.250.2413

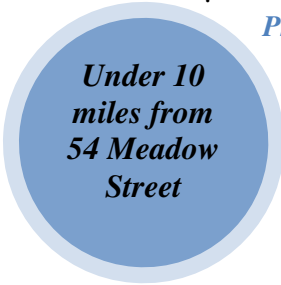
City of Waterbury  
235 Grand Street  
Waterbury, CT 06702

Kevin Soden  
203.574.6775

State of CT Elections Enforcement Commission  
20 Trinity Street  
Hartford, CT 06106  
Doug Frost  
860.256.2958

State of CT Dept of Transportation  
2800 Berlin Turnpike  
Newington, CT 06111  
Alberta Goodwin  
860.594.3557

*Proximity*



***Under 10  
miles from  
54 Meadow  
Street***

**Advanced Office Systems, Inc  
296 East Main Street  
Branford, CT 06405  
800.922.8014  
203.481.5349**

*Advanced Office Systems  
RFP 2019-04-1214  
Computer & Printer Support for NHPS*

*Price*

|  |   |
|--|---|
| <b>Computer &amp; Printer Support Consultant</b>   | <b>\$36.00 per hour,<br/>per Consultant</b> |
| <b>Computer &amp; Printer Support Consultant,<br/>Extended Support (above 40-hours per week)</b> | <b>\$50.00 per hour,<br/>per Consultant</b> |

*AOS is proposing this rate for the entire duration of the contract and all applicable extensions.*



NEW HAVEN PUBLIC SCHOOLS

**AGREEMENT**  
**By And Between**  
**The New Haven Board of Education**  
**AND**

FOR DEPARTMENT/PROGRAM:

This Agreement entered into on the \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_, effective  
*(start date no sooner than the day after Board of Education Approval)*, on the \_\_\_\_\_ day  
of \_\_\_\_\_, \_\_\_\_\_, by and between  
the New Haven Board of Education (herein referred to as the “Board”  
and,  
located at,  
(herein referred to as the “Contractor”).

**Compensation:** The Board shall pay the contractor for satisfactory performance of services  
required the amount of \_\_\_\_\_ per  day,  hour or  session,  
for a total of day(s), hour(s) or session(s).

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

**Fiscal support** for this Agreement shall be by \_\_\_\_\_ **Program**  
of the New Haven Board of Education, **Account Number:** \_\_\_\_\_  
**Location Code:** \_\_\_\_\_

This agreement shall remain in effect from \_\_\_\_\_ to \_\_\_\_\_

**SCOPE OF SERVICE:** *Please describe service deliverables, including, locations and costs for  
service, including travel and supplies, if applicable. A detailed Scope of Service with pricing must  
be attached as Exhibit A). Please do not leave this section blank*

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

**Exhibit B: Student Data and Privacy Agreement:** Attached

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

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

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

\_\_\_\_\_  
Contractor Signature

\_\_\_\_\_  
President  
New Haven Board of Education

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

\_\_\_\_\_  
Contractor Printed Name & Title





NEW HAVEN PUBLIC SCHOOLS

## EXHIBIT B

### STUDENT DATA PRIVACY AGREEMENT SPECIAL TERMS AND CONDITIONS

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

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

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

Upon discovery by the Contractor of a breach of student data, the Contractor shall conduct an investigation and restore the integrity of its data systems and, without unreasonable delay, but not more than thirty (30) days after such discovery, shall provide the Board with a more detailed notice of the breach, including but not limited to the date and time of the breach; name(s) of the student(s) whose student data was released, disclosed or acquired; nature of and extent of the breach; and measures taken to ensure that such a breach does not occur in the future.

7. Student data shall not be retained or available to the Contractor upon expiration of the contract between the Contractor and Board, except a student, parent or legal guardian of a student may choose independently to establish or maintain an electronic account with the Contractor after the expiration of such contract for the purpose of storing student- generated content.
8. The Contractor and Board shall each ensure their own compliance with the Family Educational Rights and Privacy Act of 1974, 20 U.S.C. § 1232g, as amended from time to time.
9. The Contractor acknowledges and agrees to comply with the above and all other applicable aspects of Connecticut's Student Data Privacy law according to Connecticut General Statutes §§ 10-234aa through 10-234dd.
10. The Parties agree that this Agreement controls over any inconsistent terms or conditions contained within any other agreement entered into by the Parties concerning student data.

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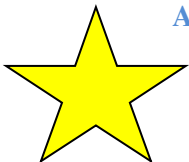
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City of Waterbury  
235 Grand Street  
Waterbury, CT 06702

Kevin Soden  
203.574.6775

State of CT Elections Enforcement Commission  
20 Trinity Street  
Hartford, CT 06106  
Doug Frost  
860.256.2958

State of CT Dept of Transportation  
2800 Berlin Turnpike  
Newington, CT 06111  
Alberta Goodwin  
860.594.3557

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