



NEW HAVEN PUBLIC SCHOOLS

Operations Memorandum

To: New Haven Board of Education Finance and Operations Committee
From: Gilda Herrera, Director of Information Technology
Date: May 16, 2023
Re: Agreement with Advance Office System Inc. for Desktop Support

Answer all questions and have a representative ready to present the details of each question during the Finance & Operations meeting or this proposal may not be advanced for consideration by the full Board of Education.

Company Information		
Vendor Name:	Advance Office System, Inc.	
Doing Business as: (DBA)		
Vendor Address:	296 East main Street, Branford, CT 06405	
Vendor Contact Name:	Richard Sgueglia	
Vendor Contact Email:	rsgueglia@aosinc.com	
Is the contractor a minority or women owned small business?	No	
Agreement/Contract Information		
New or Renewal Agreement/Contract?	Agreement Year 1 (4 Renewal Options)	
Effective Dates: (mm/dd/yy) <small>Multi-yrs. require Board of Aldermen approval</small>	From July1, 2023	To June 30, 2024
Total Amount: <small>If Multi-yr. include yr. to yr. breakdown</small>	\$516,672.00	
Funding Source Name: Acct. #:	2023-2024 Operations Budget 19047200 56674 Other Contractual Services	
Contract #: <small>(Local or State)</small>		



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Key Questions:

1. What specific service will the contractor provide:

AOS will be providing; On-site 40-hour position, which is classified as Consultant Computer & Printer Support, for up to six (6) Positions. NHPS reserved the right to add to remove staff as needed by the district.

2. How was the contractor selected? **Attach appropriate supporting documents*

- Quotes**
- Sealed Bid #** _____
- Sole Source #** _____
- RFP#** 2023-04-1544
- State Contract #** _____
- Exempt Professional**
 - Accountant
 - Actuary
 - Appraiser
 - Architect
 - Artist
 - Dentist
 - Engineer
 - Expert Professional Consultant
 - Land Surveyor
 - Lawyer
 - Physician/Medical Doctor

3. If the vendor was selected through Solicitation (Bid/RFQ/RFP) process; answer the following:

a. Please explain how the vendor was chosen? **Attach Vendor Proposal*

RFP 2023-04-1544

b. Who were the members of the selection committee? *(Minimum 3 members required)*

Shawn Garris (CONH), Gilda Herrera (BOE), Jose Soto (BOE)



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Key Questions: - Continued

4. If this is a renewal with a current vendor, has the vendor has met all obligations under the existing agreement/contract?

Yes, the district is satisfied with the services currently being provided by AOS.

5. If this agreement/contract is a Renewal, has the cost increase? If yes, by how much? *Attach Renewal Letters

N/A

6. If this new agreement/contract, has cost for service increased from previous years? If yes, by how much?

Yes, the agreement has increased by \$39,744 an 8% increase from previous years cost of \$476,928

7. Is this a service that existing staff could provide? Why or why not?

No, currently the district does not have staff allocated to these positions internally.



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Agreement/Contract Processing Checklist

To ensure timely processing of the submitted Agreement/Contract it is imperative to collect and provide all of the required documentation noted below and provide with submission to board.

Forms/Documents are available in: Drive G:\F&O Agenda Minutes\Agreement_Contract_Checklist\2022-2023

1. Has this vendor performed service(s) in prior fiscal years?	
If Yes,	Vendor #_10840_____
If No or New,	Vendor must provide completed W9
2. A quote or proposal submitting regarding the agreement/contract.	
If RFP	Attach Vendor Submitted
Other	Copy of State Contract, Quotes, etc.
<p>3. <u>Certificates of Liability Insurance (COI) are required for ALL agreements/contracts, read the following and select the applicable Rider.</u></p> <p>It is the submitters responsibility to request the COI from the vendor and attach with submission; the COI from the Vendor <u>must match rider specifications outlined.</u></p> <p>Failure to obtain or incorrect COIs will be returned for revision and will delay its processing.</p>	
Rider 300	Professional Services – Onsite Umbrella; w/ Auto; w/ Workers Compensation
Rider 305	Professional Services – Onsite Umbrella; No Auto; No Workers Compensation
Rider 310	Professional Services – Onsite Umbrella; w/ Auto; No Workers Compensation
Rider 315	Professional Services – Onsite Umbrella; w/ Youth under 21
Rider 320	Professional Services – Offsite; No Auto; No Workers Compensation
Rider 325	Professional Services – Offsite; No Auto; No Workers Compensation; w/ Youth under 21
Rider 330	Professional Services – Offsite Attorney; No Auto; No Workers Compensation
Rider 335	Professional Services – Onsite; Physician/Dentist; No Auto
Rider 340	Professional Services – Onsite Physician/Dentist w/ Youth under 21
Rider 345	Professional Services – Onsite Temp Nurses
Rider 350	Professional Services – Cyber – Onsite
Rider 355	Professional Services – Cyber – Offsite
<p>4. The City of New Haven requires the information requested in the <u>Disclosure Affidavit</u> before any City agency, department, or city official seeking agreement/contract shall obtain them, notarized.</p> <p>Emailed Disclosures are acceptable.</p>	



City of New Haven

Bureau of Purchases

200 Orange Street, Room 301

New Haven, CT 06510

Tel: 203-946-8201 Fax: 203-946-8206

Honorable Justin Elicker
Mayor

Shawn J. Garris
Acting Purchasing Agent

The City of New Haven ("City") is accepting sealed
Request for Proposals (RFP) for the following:

Request for Proposals

Project Summary

RFP Title:	Desktop Support			
RFP #:	2023-04-1544			
Projection Description:	Seeking vendor to provide pricing per hour and per consultant resource for an onsite 40 hours position which is classified as Consultant -Computer & Printer Support for up to six (6) positions			
Department:	NHPS -IT			
RFP/Advertise Date:	April 11, 2023			
Intent to Respond Due Date	May 1, 2023			
RFP Due Date:	May 2, 2023		11:00	AM
Pre-Proposal Meeting Date:	N/A	Meeting Time:		
Pre-Proposal Meeting Location:	N/A			
Contract Term:		1	year	4 Renewals Option(s) (at the sole discretion of the CONH)
Insurance Requirements:	Refer to Rider	430	(This Rider is attached)	
System for Award Management (Federal Requirement)	YES	X	NO	If marked yes, to bid and get paid you must already have a Unique Entity ID. See Statement of Qualification Form
Local Preference:	X	YES		NO
Pricing Sheet:	Respondent Supplied			

Responses must be submitted in the form and manner specified in this request.

Specifications

Request for Proposals

Brief Overview of Project:

This RFP is only for the New Haven Board of Education (BoE), there are no services under this RFP being requested for other departments of the City of New Haven. This project will address the need for the New Haven Public School (NHPS) district to obtain Desktop Support. This contract is for 1 budget year: July 1st 2023 through June 30th 2024, there is an option to renew at the sole digression of the NHPS at the end of the contract; this option can be exercised 4 times. This RFP has multiple components and vendors **MUST** respond to all.

1. Infrastructure Support Requirements:

1. As a core part of this RFP response vendor must provide pricing per hour and per consultant resource for an onsite 40 hours position which is classified as Consultant - Computer & Printer Support for up to six (6) positions. This position will have the following responsibilities:

1. Provide hardware support for Intel/AMD based computers (PCS & Laptops)
2. Provide hardware support for laser printer
3. Provide Operating System support Microsoft Computer Operations Systems
4. Provide Application Support for Microsoft Office Software
5. Application of securing patches on Microsoft Operating System and productivity software
6. Move computer and printer to new locations during school and office moves
7. Provide support for all computer-based applications as needed
8. Provide support for Apple products as needed
9. Engage in basic troubleshooting for computer network connectivity related issued throughout the school district
10. Provide remote computer problem support to NHPS staff using remote support tools
11. Provide support for analog and wireless phone systems
12. Provide basic network router and switch related support
13. Provide basic support for any PC, Server, Network or VOIP related projects assigned by NHPS IT management
14. Log all work-related activities using the NHPS help desk system
15. Provide basic PC repair training for site-based technology support personnel
16. Provide Computer & Printer related for site-based technology support for employees and consultants within the NHPS organization.
17. Other work as directed by NHPS IT Management

2. General Requirements:

Bidders understand and acknowledge the following:

1. NHPS IT Management must be involved in regards to any personnel changes on the account; NHPS reserves the right to have any vendor personnel removed from the account for any reason, and to select from vendor recommended personnel or candidates NHPS IT provides to add or remove staff without penalty to the account at the agreed upon bill rates in the RFP response.
2. Currently NHPS IT has consultants that are in the Computer Support Contractor positions, responding vendors must make an effort to retain current consultants if advised to as part of their solution.
3. NHPS IT Management will supervise the outsourced team members as part of the IT Division; onsite vendor management is not desired or required.
4. NHPS is unable to pay overtime
5. In the event of an emergency with a mission critical computer system(s) Computer Support Consultants are required to make every effort to resolve the problem by the end of their work day. The NHPS central offices are open 5 days a week until 8pm, problem resolution activities can run onsite until this time. Compensation for hours worked past 8 hours will be time off to be scheduled another day at the direction of the NHPS IT Manager.
6. Support issues unable to be resolved within-4hours to the manufacturer will be escalated. NHPS will pay the standard rate for a support request to be opened.
7. It is expected that the vendor will make full utilization of various vendor warranty support resources to replace damaged computer, printer, or telephone equipment.
8. It is expected that the vendor will make recommendations of replacements and lowest cost procurement for damaged out of warranty hardware components.
9. Capable of providing a same skill set replacement consultant to cover extended vacation or sick time. The vendor will work in conjunctions with the NHPS IT Manager to qualify such candidates and qualify when and if coverage is to take place
10. Vendors must be prepared to present their solution in person to the decision committee if required to do so.
11. Vendor will be require to pay salary and reimburses consultants for parking fees, mileage and other miscellaneous expenses
12. The vendor must disclose projected wage rate information for both position types requested as part of their response.

NHPS Technology Support Environment:

- 110 Servers (40 mission critical servers located at the 54 meadow street data center)
- Server Operating Systems include: Windows 2003, 2012, 2016, 2019, 2023
- 50 supported sites connected via Fiber circuits
- CISCO based hardware network Districtwide
- CISCO based VOIP Phone system Districtwide
- Over 7,000 Intel/AMD based PCs (DELL, HP and Lenovo brands)
- Over 50,000 Google Chromebook devices
- 200 Administration Office staff which require VIP support

RFP Purpose: The procurement of a Network Server Maintenance & Support Solution for the NHPS computer network.

RFP review criteria and scoring method:

1. **(30) Price:** Overall total cost of submitted solution. This includes all specifications and all associated costs. Overall cost is determined by a total of the entire life of the contract. **Scoring process:** RFP responses will receive points as follows:
 - a. 20-30 points = Lowest overall cost
 - b. 10-19 points = Middle range for cost
 - c. 0-9 points = Highest overall cost
2. **(20) Quality of service:** Based both on Connecticut customer references and NHPS IT Department experience. **Scoring process:** Committee will be looking for overall: Response time, quality of work, customer service and consistency, all of these items over time.
 - a. 15-20 points = exceptional
 - b. 5-14 points = acceptable
 - c. 0-4 points = unacceptable
3. **(15) Personal qualifications:** Technical certifications of vendor staff that will be involved with the project (Certifications to work with equipment chosen for project including but not limited to Cisco Meraki). **Scoring process:** RFP responses will receive points as follows:
 - a. 15 points = 2 or more CCIE certified engineer or equivalent assigned to project solution that have concentrations of experience in network design system design and have worked on multi-site fiber based WANs, 2 or more CCNA

certified engineers or equivalent assigned to project solution.

- b. 10-14 points = 1 CCIE certified engineer or equivalent assigned to project solution that have concentrations or experience in network systems design and have worked on multi-site fiber based WAN's, 2 or more CCNA certified engineers or equivalent assigned to project solution.
- c. 5-9 points = 2 or more CCNA certified engineers or equivalent assigned to project solution.
- d. 0-4 points = no formally certified engineers assigned to the project solution.

4. **(15) Prior experience:** Amount of total experience in years at the vendor has in providing wireless network solutions for school districts at least the size of New Haven public schools or greater. Scoring process: RFP responses will receive points as follows:

- a. 15 points = 7 or more years experience providing wireless network solutions for school districts of 10,000 or more students or organizations with 2000 or more employees.
- b. 10-14 points = 5 or more years experience providing wireless network solutions for school districts of 7000 or more students or organizations with 100,000 or more employees.
- c. 5-9 points = 3 or more years experience providing wireless network solutions for school districts of 4000 or more students organizations with 500 or more employees.
- d. 0-4 points = 1 or more years of experience, providing wireless network solutions for school districts of 4000 or more students or organizations with 500 or more employees.

5. **(10) Proximity:** physical location of vendor offices and distances from New Haven VoIP offices at 54 Meadow Street, New Haven CT. **Scoring process:** RFP responses will receive points as follows:

- a. 7-10 points = less than 24 miles, full point for vendors located in New Haven.
- b. 4-7 points = 25 or more miles
- c. 0-3 points = 50 or more miles

6. **(10) Responsiveness to RFP:** How well the vendor responded to and their response met the requirements of the RFP, the scope of the project outlined in the RFP. **Scoring process:** RFP responses will receive points as follows:

- a. 7-10 points = fully responsive
- b. 4-6 points = responsive
- c. 1-3 points = less responsive.

Project Overview

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

AOS understands and acknowledges this contract is for One (1) Budget Year: July 1, 2023 to June 30, 2024, with an option to renew at the sole digression of the NHPS and this renewal option can be exercised up to 4 times.

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 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, without any penalty to NHPS.

- 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 starts at \$24.00 per hour. AOS also reimburses consultants for parking fees, mileage and other miscellaneous expenses.

*Advanced Office Systems
RFP 2023-04-1544
Desktop Support for NHPS*

Price

Computer & Printer Support Consultant	\$39.00 per hour, per Consultant
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AOS is proposing this rate for the entire duration of the contract and all applicable extensions.

Prior Experience

AOS is celebrating 46-years in business this coming April. AOS has over 25-years total experience in providing Network Services Support Solutions for school districts.

AOS has provided NHPS with various consultant positions for over 8-years.

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

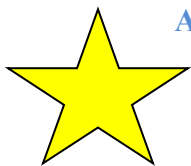
Other accounts that AOS previously provided consultant positions to include but are not limited to: State of CT Judicial Branch, City of Hartford/Hartford Public Schools and UCONN Health Center.

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

Wolcott Public Schools
1488 Woodtick Road
Wolcott, CT 06716
Don Metz
203.879.8180

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

Bloomfield Board of Education
1133 Blue Hill Avenue
Bloomfield, CT 06002
John Robinson
860.769.4205

East Haven Board of Education
35 Wheelbarrow Lane
East Haven, CT 06513
Carmen Ruotolo
203.468.3911

New London Board of Education
134 Williams Street
New London, CT 06320
Tim Wheeler
860.447.6023

Cheshire Public Schools
38 Country Club Road
Cheshire, CT 06410
Mike Papa
203.250.2413

Proximity

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



*Under 10
miles from
54 Meadow
Street*