



NEW HAVEN PUBLIC SCHOOLS

Operations Memorandum

To: New Haven Board of Education Finance and Operations Committee
From: Gilda Herrera
Date: 5/16/2023
Re: Agreement with Advanced Office Systems for Server Maintenance

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:	Advanced Office System	
Doing Business as: (DBA)		
Vendor Address:	296 East main Street, Branford, CT 06405	
Vendor Contact Name:	Richard Squeglia	
Vendor Contact Email:	Richard Sgueglia rsgueglia@aosinc.com	
Is the contractor a minority or women owned small business?	No	
Agreement/Contract Information		
New or Renewal Agreement/Contract?	New	
Effective Dates: (mm/dd/yy) <small>Multi-yrs. require Board of Aldermen approval</small>	From July 1, 2023	To September 30, 2023
Total Amount: <small>If Multi-yr. include yr. to yr. breakdown</small>	\$101,920.00	
Funding Source Name: Acct. #:	2023-2024 Operating Budget 190-47200-56674 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 2023-02-1515 Server Maintenance. NHPS reserved the right to add to remove staff as needed by the district. This is a month to month agreement, total amount of \$101,920, revision of agreement September 30, 2023. This contract may be extended by the NHPS, as needed. This contract is up to 3 staff members. 2-AOS staff members currently in these positions.

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

- Quotes**
- Sealed Bid #** _____
- Sole Source #** _____
- RFP#** RFP 2023-02-1515 NHPS Server Maintenance
- 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 2023-02-1515 NHPS Server Maintenance

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 \$39,520.

\$ 266,240 cost FY 22-23

\$ 305,760 cost FY 23-24

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>	

Project Overview

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

AOS understands and acknowledges this contract is for One (1) Budget Year: July 1, 2023 to June 30, 2024, with the option to renew for up to 4 times.

Infrastructure Support 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 Network Administrator, for up to three (3) Positions.

AOS understands the Consultant Network Administrator position will have the following responsibilities:

- Provide hardware support for Intel based servers (HP and Dell), including the installation of expansion cards, memory and general repair.
- Provide OS support for Microsoft Servers (2003,2012R2, 2016, 2019 & 2022)
- Application of security patches on Microsoft Servers
- Move servers to new locations during school and office moves
- Provide support for server based applications
- Provide support for Linux based servers, as needed
- Provide support for Server Virtualization systems, in place under Microsoft Virtual Server & vmWare
- Provide support for the following server types: File Storage, Application/SQL, Web, Security, Microsoft AD, Remote Desktop Services and VPN
- Design and execute server based solutions for any district needs at directed by NHPS IT Management
- Provide Support for analog and wireless phone systems
- 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, as required.
- Log all work related activities using the NHPS Help Desk System
- Provide Server support and basic repair training for site based technology support personnel, as required.

AOS understands and acknowledges the following:

- NHPS IT Management must be involved in any personnel changes on the account, including removing or adding personnel without penalty to the account, based upon the agreed bill rates submitted in this RFP response

- AOS understands that NHPS IT has 3 consultants that are in the Network Administrator Contractor 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 \$65,000/year. AOS also offers Health benefits and 401K benefits. AOS also reimburses consultants for parking fees, mileage and other miscellaneous expenses.

Basic Maintenance Requirements

AOS understands and acknowledges that the following services:

- Provide hardware and OS Support for network communication servers that are part of the district's computer network based on the equipment list provided as an attachment for this RFP.
- Maintain all OS patch levels on network communication server equipment
- Prioritize network communication server outages and provide resolutions ASAP out of parts on hand at the NHPS, with the expectation that no server will be down more than one business day.
- Work with NHPS to account for all time spend on support for Network Communication Servers, with the cooperation of the NHPS Help Desk Group.
 - Resolve tickets from the NHPS IT help desk and provide the help desk with resolution outcomes
 - Accurately account for time spent performing maintenance on network communication servers
 - We understand the NHPS IT help desk will act in an audit capacity to insure resolution reports are accurate and that trouble tickets are resolved in a timely fashion.
- Work with NHPS to account for all time spend on support for Network Communication Servers, with the cooperation of the NHPS Help Desk Group.

*Advanced Office Systems
RFP 2023-02-1515
NHPS Server Maintenance*

Price

Infrastructure Support Requirements <i>(Infrastructure Report Requirements as listed in the RFP)</i>	\$49.00 per hour, For THREE (3) Consultant Network Administrator (\$101,920 per Consultant, per Year = \$305,760)
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NHPS would be invoiced based on hourly rates.

Prior Experience

AOS will be celebrating 46-years in business in 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 20-years.

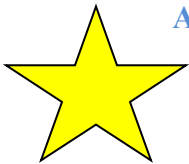
AOS also provides and has provided consultant positions for numerous years to Hartford Healthcare (formerly known as Hartford Hospital) and Yale New Haven Hospital.

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.

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

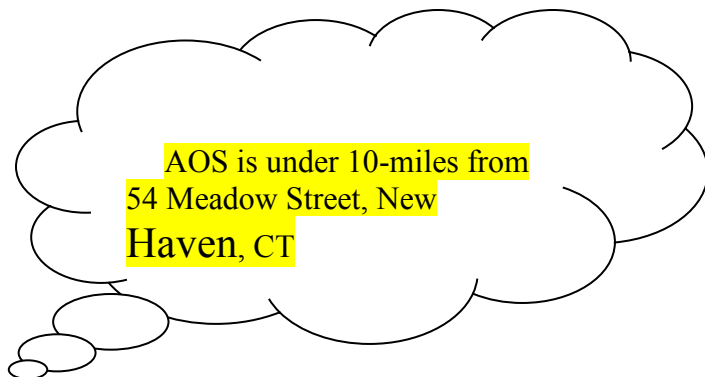
203.250.2413

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



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800.922.8014
203.481.5349