



NEW HAVEN PUBLIC SCHOOLS

## Operations Memorandum

**To:** New Haven Board of Education Finance and Operations Committee  
**From:** Gilda Herrera, IT Director  
**Date:** January 11, 2022  
**Re:** AOS Renewal 2020-04-1274 Consultant-Server Maintenance Response

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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:** \$266,240.00  
**Contract or Agreement #:** RFP Renewal 2020-04-1279 (7/1/2022 – 6/30/2023)

**Funding Source & Account #:** 19047200 56694 1000

**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 network infrastructure and application support on site and remote

**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 Renewal 2020-04-1279 (7/1/2022 – 6/30/2023)

2. **If this is a renewal with a current vendor, has the vendor's performance been satisfactory under the existing contract or agreement?** Yes

3. **If this Contract/Agreement is a Renewal has cost increased? If yes, by how much?** No

4. **If this Contractor is New has cost for service increased from previous years? If yes, by how much?** N/A

5. **Is this a service existing staff could provide? Why or why not?** No, service provides 3 network 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 Network Server Maintenance & Support Solution.

AOS understands and acknowledges this contract is for One (1) Budget Year: July 1, 2022 to June 30, 2023, with the option to renew for up to 1 time.

## 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, 2008, 2012R2 & 2016)
- 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
- Provide support for the following server types: File Storage, Application/SQL, Web, Security, Microsoft AD, 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 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 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 2020-04-1279  
NHPS Server Maintenance*

*Price*

<p><b>Infrastructure Support Requirements</b> <i>(Infrastructure Report Requirements as listed in the RFP)</i></p>	<p><b>\$45.00</b> per hour, For TWO (2) Consultant Network Administrator (<b>\$93,600</b> per Consultant, per Year = <b>\$187,200</b>)</p> <p><b>\$38.00</b> per hour, For ONE (1) Consultant Network Administrator (<b>\$79,040</b> Per Consultant, per Year)</p>
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*AOS is proposing this rate for the entire duration of the contract and all applicable extensions. NHPS would be invoiced based on hourly rates.*

### *Prior Experience*

AOS is celebrated 42-years in business this past 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 15-years.

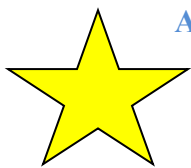
AOS also provides and has provided consultant positions for numerous years to Hartford Healthcare (formerly known as Hartford Hospital) and Yale New Haven Hospital.

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

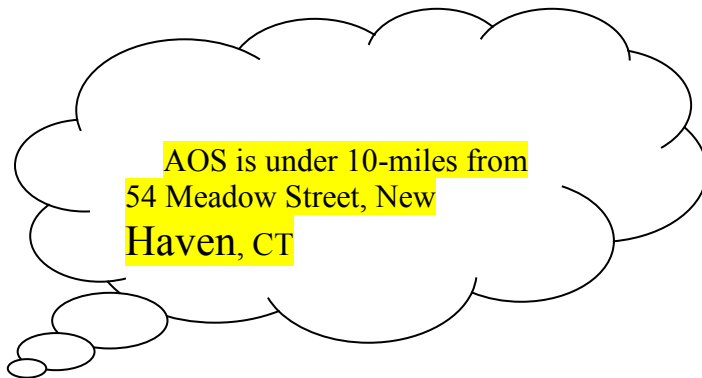
Cheshire Public Schools  
29 Main Street  
Cheshire, CT 06410  
Mike Papa  
203.250.2413

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*



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

