

# Croton-Harmon Union Free School District

REQUEST FOR PROPOSALS  
ON-SITE INFORMATION TECHNOLOGY SUPPORT SERVICES  
2017-18



Response Deadline: March 6, 2017, 10:00 AM  
Proprietary and Confidential

## REQUEST FOR PROPOSALS

The Board of Education of the Croton-Harmon School District hereby invites the submission of sealed proposals for the following professional services:

### *On-Site Information Technology Support Services for 2017 – 2018*

Proposals will be received in the Croton-Harmon UFSD District Office located at 10 Gerstein St, Croton-on-Hudson, NY 10520, Attn: Diane Chaissan, Purchasing Agent.

The Board of Education reserves the right to waive any information in or to reject any or all proposals, to re-advertise if deemed necessary and/or to accept the proposal which in the judgment of the Board of Education appears to be in the best interest of the School District.

Specifications will be available at the Croton-Harmon UFSD Business Office located in the District Office, 10 Gerstein St., Croton-on-Hudson, NY 10520 or online at [www.chufsd.org](http://www.chufsd.org). Such proposals will be received only until 10:00AM on March 6, 2017. All proposals must be sealed and submitted in envelopes clearly marked with the name of the person, firm or corporation making such RFP, the date and time of RFP opening and designated "**RFP FOR ON-SITE IT SERVICES - 2017-2018**".

All RFP prices shall be filled in. Signatures shall be in ink and in longhand. Proposals which are incomplete, conditional or obscure may be rejected as informal. No oral or telephone RFPs or modifications of RFP will be considered.

The Board of Education reserves the right to reject any and all proposals or to waive any informalities or irregularities in the proposals and to advertise for new proposals.

RFP is for the period July 1, 2017 – June 30, 2018. A contract, renewable annually (July 1 – June 30), is proposed, subject to annual review and concurrence of the Board of Education of the Croton-Harmon Union Free School District, and the annual availability of an appropriation.

Dated: February 14, 2017

BOARD OF EDUCATION OF THE  
CROTON-HARMON UNION FREE SCHOOL DISTRICT

# OVERVIEW

## PURPOSE OF THIS REQUEST FOR PROPOSAL

The Croton-Harmon Union Free School District (District) is located in a scenic location in Northern Westchester County. The District is requesting proposals for comprehensive On-Site Information Technology (IT) services at each of the district’s excellently maintained five buildings: Carrie E. Tompkins Elementary School, Pierre Van Cortlandt Middle School, Croton-Harmon High School, the Croton-Harmon District Office and the Croton-Harmon UFSD Bus Garage.

The District is interested in contracting with an IT contractor to deliver Technology Support Services that will allow the district to more efficiently and economically provide IT services to our staff and students.

Croton-Harmon School District is seeking to identify and select an outside independent contractor to provide a solution for the Scope of Services listed below. The remainder of this document provides additional information that will allow a contractor to understand the scope of the effort and develop a proposal in the format desired by Croton-Harmon School District.

## CURRENT ENVIRONMENT

### DISTRICT RESOURCES/INFRASTRUCTURE

The current specifications for the District network are as follows:

#### DISTRICT FILE SERVERS:

	12 GB	Virtual	File Server	MDF
	12 GB	Virtual	File Server	MDF

- Microsoft SCCM 2012 - allows distribution of applications, Windows updates to a secure desktop. The System also provides us with your imaging platform.
- LightSpeed Rocket – Internet filter, managed by the network engineer
- Barracuda Backup appliances - for all district servers
- Microsoft Endpoint protection Anti-Virus distributed to all servers and desktops
- Work station Operating System – Windows 7 64 bit

The District uses a combination of fiber optic and CAT5e/6 connections between network devices. All connections between server and switch locations are connected by fiber optics.

The District implemented a wireless network using controllers, switches and access points. The wireless network covers the whole district (HS, MS, ES, and District Office).

For internet services, the District contracts with LightPath, the business division of Cablevision. The District contracts for a 1 Gig fiber optic connection to the internet for voice and data services.

The District employs a Lightspeed Internet filter. In addition to web filtering, this device also provides the following services:

- Email filtering

- Email archiving

The District employs Go Guardian filtering for G-Suite domain. This system provides web filtering.

#### DESKTOPS

There are approximately 627 desktops deployed throughout the district. The table below outlines the deployment by building.

TOTAL DEPLOYED DESKTOPS	LOCATION
21	District Admin Offices
255	CET
169	PVC
171	CHHS
5	Buildings & Grounds (located in CET)
6	Transportation

#### LAPTOPS

This District owns approximately 625 laptops and 578 chrome books. The majority of these devices are located on mobile carts that are shared within a school building. There are Dell Latitude and Lenovo laptops and HP and Dell Chrome book carts. The District also maintains 4 Mac labs with approximately 20 MacBookPro laptops and 42 Mac desktops. Additionally, 124 iPads were purchased. These devices are located on mobile carts that are shared within the school buildings.

#### PERIPHERALS

The following additional devices are used in the District:

LOCATIONS USED	BRANDS PURCHASED	PERIPHERAL TYPE
Every classroom in the District	SMART	Electronic white boards
Various classrooms in the District	Infocus	Flat Screen/Touch Screen
Various classrooms throughout the District	IPEVO and ELMO TT2	Document Cameras
Various classrooms throughout the District	SMART Senteo	Personal Response Systems
Various locations throughout the district. Some models are networked, others are not.	HP and Brother	Printers (laser and inkjet)

## SOFTWARE/WEB-RESOURCES

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The District uses a wide variety of software and web-based resources.

## IMAGING

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Every summer the District re-images all desktops and laptops. This is done to maintain computer performance as well as to install new and updated software on the computers. This will be the vendor's responsibility under the terms of the contract.

## UPDATES/INSTALLATIONS

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Operating system /software updates are run as needed. This will be the vendor's responsibility under the terms of the contract.

## INSTALLED SOFTWARE

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The District currently uses the Microsoft suite for document, spreadsheet and presentation creation. Office 2016 is installed on all District computers.

The District maintains 4 Mac labs in the Middle and High Schools where the latest IOS version is installed.

Other general use software that is installed includes QuickTime, Real Player, Adobe Acrobat Reader, CD/DVD burning software, Type To Learn, Google Earth. There is also specialized software installed on certain computers, such as Foreign Language and Mathematics.

A complete list of software is available upon request.

### Server-Based Software

The District has an application server with several server-based programs installed.

These include:

- WinCap- financial software, continued implementation
- KeyStone – Classroom Key management software

## ONLINE RESOURCES

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In addition to the online programs, the District makes use of several online subscription services. These sites need to be kept up to date in terms of user logins and District information. These include:

- Google Apps – the District has its own Google Apps domain. It is used by various teachers with their classes and also has been used to manage administrative tasks.
- My Learning Plan – professional development tracking
- Eschool Data – Student information system
- K12 Alerts – Alert system for parents
- Turnitin – anti-plagiarism website
- Aesop - absence management service
- Rubicon Atlas – curriculum mapping software
- JAMF – IOS Management

## DISTRICT REQUIREMENTS

The District is looking for solutions for the following needs:

### OPERATIONAL SUPPORT

The District needs to maintain a computer network for students and staff to utilize for their daily work. Computing resources must be available for all end users and in good working order. Students and employees must be able to access District software and online resources. Document storage and retrieval must be simple and quick. All network equipment, including servers, routers and switches, need to be kept in good working condition and updated as necessary. Information regarding the status of the District network as well as a proposed replacement plan must be delivered to the District at least annually. Network equipment needs to be monitored and appropriate personnel notified in case of an issue.

The District requires executive level management for oversight of the District's IT department and service delivery of all technology services. Bi-Weekly meetings with the District's Director of Technology for status updates and project planning are required. Executive level management must pay for and carry a cellular phone that includes but not limited to email and texting capabilities on his/her person(s) and be responsive to requests and inquiries during each school/work day. Emergency calls on nights/weekends/holidays must be responded to within six hours.

The District's IT department will be responsible for keeping inventories of all equipment including but not limited to: desktops, laptops, iPads, netbooks, printers and scanners.

### SUPPORT SERVICES

End user support is required between the hours of 7:30 a.m. and 4:30 p.m. Monday through Friday, except Federal Holidays. Help services include logging and tracking help requests, prioritizing requests, resolving requests in a timely manner and documenting resolutions. Users must be able to easily report network issues which must be addressed within a reasonable amount of time.

### PROJECT IMPLEMENTATION

Technology is an ever changing environment, as indicated below, the District is currently working on and exploring possibilities of a variety of system/software changes or upgrades. The organization selected to provide the District's technology support services will play an instrumental role in implementing these potential changes and upgrades. Additional work hours are anticipated and expected beyond the regular work day to fully implement projects on an on-going and as needed basis.

### REPORTING/PLANNING

The District requires assistance in the long and short term planning for technology. All network issues must be accurately recorded and tracked. Regular analysis of issues must be run with the resulting data used to propose improvements to address recurring issues. Assistance with maintaining the District's hardware and software inventory is required. Procedural manuals need to be created and maintained. Disaster recovery documentation needs to be updated annually, and disaster recovery plans must be tested at least annually. Assistance must be provided to the District for long term technology plan and budget development. Suggestions for using technology to make educational and administrative processes more efficient are needed.

### WIRE MANAGEMENT/SAFETY:

The Contractor is responsible for maintaining all wires and cables connected to all equipment. Any cable or wire that is not neatly secured inside a wire molding, cable organizer, or cable protection

cord is considered a safety hazard. Careful consideration should be given to ensure neat and proper organization of any wires that need to run through the workspace. The terms of the contract must ensure wires will be organized according to the district's standards. Upon request, any issue that the district determines to be a safety issue will be fixed within 48 hours at no additional cost.

## NETWORK DESIGN AND INFRASTRUCTURE

The vendor is required, at all times, to keep appropriate network design and infrastructure documentation. This includes, but is not limited to, a network map, a data map for any databases, and a log of any updates made to the district's technological infrastructure. The vendor will ensure the district has appropriate administrative access at all times.

Recommendations for Improvement: After completing the walk-through and assessment of the current technology, the district is looking for a vendor that can provide recommendations of appropriate updates to improve operating efficiency. This should include estimated costs. This plan should meet the long term vision of the district.

## SCOPE OF SERVICES

The scope of services contained in this agreement includes but is not limited to the following. Each area listed below should be itemized separately to allow the district to potentially award any or all sections to a specific vendor.

### ON-SITE ANNUAL SERVICES

On-Site - The contractor will provide two full time System Engineers (technicians) 5 days per week for 52 weeks to provide front line support as indicated below.

All technicians will be regularly assigned to the District and will report to the Director of Technology. Technicians must meet all NYS requirements for employment in a school district setting (fingerprinting, etc.)

In addition, high level backup support will be provided to this technician, on an "as needed basis" by an Operations Manager.

### FRONT LINE SUPPORT INCLUDES BUT IS NOT LIMITED TO:

- Installation, management and maintenance of all core infrastructure components, such as servers (both physical and virtual), firewalls, routers, SAN units, NAS units, wifi controllers, and other applicable devices.
- Install and support computers (PC's)
- Troubleshoot operating system and computer hardware issues.
- Maintain current cloned drive image library for machine duplication.
- Install, configure and support printers.
- Install, configure and support ancillary computer hardware (i.e. scanners, LCD projectors, electronic whiteboards, keyboards, mice, probes and PDA's).
- Software support and troubleshooting for all applications.
  - Regularly scheduled patch and security software updates.
- Administration of the district's backup drives and tape rotation, if required.
- Maintain and manage Email, Web, Application, Data, HelpDesk, POS, Library and Print Servers.
- 24/7 monitoring and proactive alerting of all core infrastructure components
- Setup and manage user accounts.

- Management of active Directory and Google Apps environments
- Management of security policies (i.e. Student, Teacher & Administrative).
- Installation and configuration of servers, backup drives and network cards.
- Installation and maintenance of student application software and courseware.
- Setup and configure email accounts.
- Regularly deploy antivirus definition updates.
- Configure routers and switches.
- Manage anti-spyware solution.
- Asset inventory reporting, asset tagging, and software license compliance programs for any installed application.
- Termination of Cat 5/Cat 6 cabling.
- Regularly scheduled backup of infrastructure component configurations
- Administration of the District's backup and disaster recovery protocols and procedures.
- Oversee the wireless networking environment
- General Server diagramming and documentation.

**THE CONTRACTOR WILL PROVIDE ON-SITE OPERATIONS MANAGER SUPPORT SERVICES AS NEEDED TO ADDRESS THE FOLLOWING ISSUES WITH THE ORGANIZATION'S REPRESENTATIVES:**

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- Provide technical advice to assist in planning network upgrades and additions at all district sites.
  - Provide analysis of the Organization's networking needs (both hardware and software) for budget development.
  - Manage staff allocation for large projects such as email system migrations, large workstation deployments, and new technology installations
  - Assist in developing and maintaining the Organization's Technology Procedures & Policies manual
  - Comprehensive network and end user diagramming and documentation.
  - Consulting on technical issues regarding LAN, WAN and servers.
  - Advanced network administration, domain troubleshooting and advanced troubleshooting of operating system.
  - Blade server configurations.
  - Implementation and documentation of patch process for all server groups.
  - Annual security audit.

**THE CONTRACTOR WILL PROVIDE A HELPDESK/SUPPORT SYSTEM FOR THE DISTRICT. THIS HELPDESK SYSTEM MUST:**

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- Provide an online reporting help desk system that is simple to access and to use.
  - Access to district employees to submit a ticket through a web portal, app, email address or telephone call.
  - Employ a ticket review system where a highly qualified individual or team reviews tickets for technician assignment or escalation.



## REPORTING AND PLANNING

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The on-site technicians will provide to the Director of Technology on a monthly basis (at the end of each calendar month), a report or series of reports that cover, at a minimum, the following information regarding the performance of the System and Service:

- a) The monthly System Availability percentages
- b) The number of Service Calls received during the preceding month, summaries of the calls, average minimum and maximum response and resolution times, and a listing of all outstanding problems.
- c) A summary of actions taken or planned to remedy any failure by Supplier to meet any of the Service Levels set forth in this Exhibit.

For avoidance of doubt, the foregoing reports are in addition to any reports and analytics described elsewhere in this Agreement.

A project manager must be assigned to meet with the Director of Technology on a bi-monthly basis to review reports, discuss the status of current resources and projects, and to assist in the long term planning for technology in the District. In addition, the project manager will analyze trends in the help desk tickets and will discuss solutions with the Director of Technology. Meetings will include the discussion of the projected end of life of current equipment so as to be able to plan effectively.

The on-site technicians must also research and propose ways to make internal processes more efficient with technology. Assistance with long term technology plan and budget development is required. The technicians must be willing to present findings and recommendations to the appropriate committee, Board of Education or community.

## ADDITIONAL SERVICES

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The on-site technicians will provide on-site Installation Services for 24 days per year to address the following issues:

- Minor Cat 5/Cat 6 cabling including new runs and repairs
- Minor fiber cabling including new runs and repairs
- Mounting and wiring Audio/Video equipment (i.e. electronic whiteboards, projectors, etc.)

## ONE TIME SUMMER 2017 SERVICES

THE CONTRACTOR WILL PROVIDE THE FOLLOWING SERVICES AND ADDRESS THE FOLLOWING ISSUES FROM JULY 1ST, 2017 THROUGH AUGUST 31ST, 2017:

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Reimage all district desktops and laptops

Fix broken keyboards, screens and general maintenance of all devices

Move students forward in Active Directory and G-Suite

Import new students from eSchoolData into network and set up network accounts

Update all building Distribution lists

Reconfiguration of Wireless Network

Replacement of all Access Points for Wireless Network

Training of building level computer aides introductory skill base in device imaging & set up, account creation, help desk services and troubleshooting.

## EVALUATION FACTORS FOR AWARD

### CRITERIA

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Any award to be made pursuant to this RFP will be based upon the proposal with appropriate consideration given to functional, technical, business, cost, and management requirements. Evaluation of offers will be based upon the Contractor's responsiveness to the RFP and the total price quoted for all items covered by the RFP.

The following elements will be the primary considerations in evaluating all submitted proposals and in the selection of a Contractor:

1. Completion of all required responses in the correct format.
2. The extent to which Contractor's proposed solution fulfills Croton-Harmon School District's stated requirements as set out in this RFP.
3. An assessment of the Contractor's ability to deliver the indicated service in accordance with the specifications set out in this RFP.
4. The Contractor's stability, experiences and record of past performance in delivering such services in a K-12 environment.

5. Availability of sufficient high quality Contractor personnel with the required skills and experience for the specific approach proposed.
6. Contractor's acceptance of Croton-Harmon School District's contractual terms and conditions, if applicable.
7. Overall cost of Contractor's proposal.

The contract award will be based on a weighted formula. Proposals will be evaluated and rated based on the following weightings:

- Educational Technology experience 25%
- Qualification and ability to meet service requirements 30%
- Cost for Services 20%
- Completeness of RFP and response & presentation 10%
- Comprehensiveness of Transition plan 15%

Croton-Harmon School District may, at their discretion and without explanation to the prospective Contractors, at any time choose to discontinue this RFP without obligation to such prospective Contractors.

## GUIDELINES

### PROPOSAL SUBMISSION

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Award of the contract resulting from this RFP will be based upon the most responsive Contractor whose offer will be the most advantageous to Croton-Harmon School District in terms of cost, functionality and other factors as specified elsewhere in this RFP.

- Croton-Harmon School District reserves the right to:
  - Reject any or all offers and discontinue this RFP process without obligation or liability to any potential Contractor,
- Accept other than the lowest priced offer,
- Award a contract on the basis of initial offers received, without discussions or requests for best and final offers, and
- Award more than one contract.

The Croton-Harmon School District further reserves the right to request additional information from the Contractors after the closing date. If necessary, a short-list of contractor(s) may be invited to attend an interview and make a presentation of 60 minutes maximum duration based on the proposal and to answer any questions. The nominated support personnel should be among those making the presentation.

The Contractor will confine its submission to those matters sufficient to define its proposal, and to provide an adequate basis for Croton-Harmon School District's evaluation of the Contractor's proposal.

Contractor's proposal in response to this RFP will be incorporated into the final agreement between Croton-Harmon School District and the selected Contractor.

## DETAILED RESPONSE REQUIREMENTS

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### EXECUTIVE SUMMARY

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This section will present a high-level synopsis of the Contractor's responses to the RFP. The Executive Summary should be a brief overview of the engagement, and should identify the main features and benefits of your solution.

### COMPANY OVERVIEW

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Official registered name, address, main telephone number, toll-free numbers, fax numbers and web address.

Please provide the name and all appropriate contact information for the person authorized to contractually bind the organization for any proposal submitted in response to this RFP.

Brief history, including year established and number of years your company has been offering the proposed solution.

Discussion of your organization's financial stability including previous two year's financial overview. Please include your Dun & Bradstreet Number, if applicable.

List all relevant experience in the K-12 sector.

### TRANSITION PLAN

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In this section address how the contractor will transition from the current staff to the new staff. Include a time schedule and specific transition objectives.

### CONTRACTOR MANAGEMENT APPROACH

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Include the method and approach used to manage the overall relationship once a contract is signed. Briefly describe how the engagement proceeds from beginning to end.

### CONTRACTOR TEAM STAFFING

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Please include a list of team members and their credentials for your organization for the entire life-cycle of the relationship. Include the procedure for evaluating and replacing staff if requested.

### THIRD PARTY RELATIONSHIPS

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Please include a list of established relationships with third party contractors, including but not limited to Microsoft, Dell, Google, Adobe, Apple, Lenovo, HP and Cisco. Include your certification or partner level, if appropriate, and experiences in working with these contractors.

### EMPLOYEE SCHEDULE

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Include a detailed annual schedule including all holidays, length of work day, procedure for covering daily absences and vacations.

### PRICING

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Please include itemized pricing including all costs associated with this contract. Itemization includes daily staffing, Installation Services, Programming Services, Website & Signage Management Services, and project executive services.

Include pricing options for overtime, non-contractual and “extra” work assignments.

### REFERENCES

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Please provide three (3) current K-12 references, including district name, contact name, title, address, telephone number, email address and client relationship synopsis.

### FUNCTIONAL ASSUMPTIONS

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- The district will provide the necessary hardware and software.
- The district will provide the technology consultant with all necessary rights/passwords to administer the entire district’s network.
- Services requested that cannot be completed within time allotted by this contract will be negotiated for separately and will be billed as additional services.
- The district will not responsible for any employee benefits.
- The district will provide a viable technology budget for the project and our services, which shall include contingencies for changes during implementation and other costs which are the responsibility of the district.
- The district will make the worksite available 24 hours per day, 7 days a week, once a contract is signed. This includes school vacation periods.

RFP TIMELINE

Proposed Calendar for receipt & evaluation of proposals

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REQUEST FOR PROPOSAL ISSUED: **FEBRUARY 14, 2017**

DEADLINE FOR RECEIPT OF PROPOSALS: **MARCH 6, 2017 AT 10:00 AM**

NOTIFICATION OF AWARD: **MARCH 15, 2017**

AWARD DATE: **APRIL 6, 2017**

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## SERVICE RELATED REQUIREMENTS

- Vendors must provide a company profile that includes an organizational overview and financial records.
- Vendors must explain how they will keep the District informed of personnel usage, project status and potential issues.
- Vendors must explain what staff will be needed and what each staff member's role would be.
- All staff must meet full SED employment requirements, including but not limited to background checks and fingerprinting.
- The District reserves the right to interview all potential staff prior to placement.
- The District reserves the right to request staffing changes upon providing sufficient notice.
- Vendors must submit a cost structure for their proposed solution beginning with the 2017/18 school year, with the possibility for annual renewal for up to five (5) years upon approval and appointment by the Board of Education for each year. Annual renewal rates that exceed 2% will automatically be rejected as it exceeds NYS Tax Cap requirements.
- Fees for additional goods/services must be included and listed individually.
- The Vendor or the District may terminate services for good cause upon at least 30 days written notice to the other party. The Vendor shall continue to honor its obligations under this agreement until effective dates of termination and the District shall pay the Vendor for services rendered until effective date of termination.
- Vendors must include a proposed evaluation rubric for services provided such as acceptable service level percentages.
- Vendors must provide a minimum of three (3) current customers as references.
- Vendor must specify annual work calendar and daily hours of operation.
- Vendors must specify any additional costs that will not be covered under the terms of the contract. This includes, but is not limited to, installation of new hardware or software, repairs to hardware or software, or any off hour work. Any service related costs, not explicitly outlined and identified as additional costs will be considered to be covered under the terms and rate of the contract.

## ADDITIONAL REQUIREMENTS

### INSURANCE

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- I. Notwithstanding any terms, conditions or provisions, in any other writing between the parties, the contractor hereby agrees to effectuate the naming of the district as an additional insured on the contractor's insurance policies, with the exception of workers' compensation and N.Y. State disability insurance.
  
- II. The policy naming the district as an additional insured shall:
  - Be an insurance policy from an A.M. Best rated "secured" or better insurer, authorized to conduct business in New York State. A New York licensed insurer is preferred. The decision to accept specific insurers lies exclusively with the district.
  - State that the organization's coverage shall be primary and non-contributory coverage for the district, its Board, employees and volunteers.
  - The district shall be listed as an additional insured by using endorsement CG 20 10 11 85 or equivalent. Examples of equivalent ISO additional insured endorsements include using both CG 20 33 10 01 and CG 20 37 10 01 together. A completed copy of the endorsement must be attached to the certificate of insurance.
  - The certificate of insurance must describe the specific services provided by the contractor (e.g., elevator repair and service) that are covered by the commercial general liability policy and the umbrella policy.
  - At the District's request, the contractor shall provide a copy of the declaration page of the liability and umbrella policies with a list of endorsements and forms. If so requested, the contractor will provide a copy of the policy endorsements and forms.
  
- III. The contractor agrees to indemnify the district for any applicable deductibles and self-insured retentions.
  
- IV. Required Insurance:
  - Commercial General Liability Insurance  
\$1,000,000 per occurrence/ \$2,000,000 general and products/completed operations aggregates. The general aggregate shall apply on a per-project basis.
  - Automobile Liability



\$1,000,000 combined single limit for owned, hired and borrowed and non-owned motor vehicles.

- Workers' Compensation, Employers Liability and NYS Disability Insurance Statutory Workers' Compensation, Employers' Liability Insurance and NYS Disability Insurance for all employees. Proof of coverage must be on the approved specific form, as required by the New York State Workers' Compensation Board. ACORD certificates are not acceptable.
- Excess Insurance  
On a "follow-form" basis with limits of \$3,000,000 each occurrence and in the aggregate.

V. Contractor acknowledges that failure to obtain such insurance on behalf of the district constitutes a material breach of contract and subjects it to liability for damages, indemnification and all other legal remedies available to the district. The contractor is to provide the district with a certificate of insurance, evidencing the above requirements have been met, prior to the commencement of work or use of facilities.

VI. The district is a member/owner of the NY Schools Insurance Reciprocal (NYSIR). The contractor further acknowledges that the procurement of such insurance as required herein is intended to benefit not only the district but also NYSIR, as the district's insurer.

HOLD HARMLESS AGREEMENT

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**CROTON-HARMON SCHOOL DISTRICT**

**HOLD HARMLESS AGREEMENT**

The undersigned hereby agrees to defend, indemnify, and save harmless the Croton-Harmon School District from and against any and all liability, loss, damages, claims for bodily injury and/or property damages, cost and expense, including counsel fees, as a result of, that may occur or that may be alleged to have occurred in the course of the performance of this agreement by the Contractor and its personnel, whether such claims shall be made by an employee of the Contractor or by a third party. The Contractor covenants and agrees that he will pay all costs and expenses arising therefrom and in connection therewith, and if any judgment shall be rendered against the Owner, in any such litigation, the Contractor shall at this own expense satisfy and discharge the same.

**By:** \_\_\_\_\_  
(Signature of Authorized Representative of Corporation)

Print Name & Title: \_\_\_\_\_

\_\_\_\_\_

Company Name: \_\_\_\_\_

Date: \_\_\_\_\_

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## TERMS

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### RFP INQUIRIES/ADDENDA

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Any questions submitted by an individual or agency regarding the RFP should be directed to Deborah August, Director of Technology Voice: 914-271-4713, x4213, e-mail: [Deborah.August@chufsd.org](mailto:Deborah.August@chufsd.org).

### SURVEY OF BUILDINGS

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Site visits can be scheduled by contacting Deborah August using the information above.

### DISTRICT'S RIGHT TO WORK AND/OR COMPLETE THIS CONTRACT

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The Croton-Harmon School District reserves the right to complete this contract or have it completed by others after delivery of a three-day notice to the Contractor, when in the opinion of the authorized district representative, the Contractor does not staff the job or causes undue delay of work. The cost to the District to complete the project will be deducted from monies otherwise due the Contractor.

### SPECIFIC OPERATIONAL PROCEDURE

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The Croton-Harmon School District reserves the right to deny entrance to the work site to any of the contractor's employee's not carrying identification.

The contractor will keep an accurate time record of the staff working on a specific job, and that record shall be available on demand by the Assistant Superintendent for Business who will verify the billing.

Any sub-contractor that the contractor uses must be approved by the School district and must comply in full with this specification including insurance and references and fingerprint clearance.

Liability for damage caused either by commission or omission of acts shall lie with the contractor and will be his obligation to correct under the terms of the contract.

## OBLIGATION OF CONTRACTOR

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At the time of the opening of proposals, each contractor will be presumed to have read and be familiar with the Contract Documents including all addenda. The failure or omission of any contractor to receive or examine any form, instrument or document shall in no way relieve any contractor from any obligation in respect to his RFP. These instructions are to be considered an integral part of all proposals.

## CANCELLATION OF CONTRACT

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The Croton-Harmon School District reserves the right to cancel this contract for unsatisfactory service by providing thirty days (30) written notice. The district representative shall be the sole judge of what constitutes satisfactory or unsatisfactory service on the part of the contractor.

## REVIEW OF QUALITY OF SERVICES PERFORMED

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There will be certain categories of significance of quality upon which the Director of Technology will rate the quality of the work performed by the contractor. This rating will be based primarily on the District's past experience in having similar work performed by various contractors.

The categories of significance to be considered are:

- Daily contact with the Director of Technology or his/her designee.
- Timeliness and attendance.
- Cooperation in scheduling and performing work
- Contractor's ability to work with students and staff to complete the assignment.
- Neatness and appropriate professional appearance and demeanor.
- Cooperation at the site in timing the work and coordination with educational schedules.
- Promptness and completeness of submission of invoice in accordance with specifications.
- Adequacy of staff, skills and certifications
- Technology and integration competency
- Price and identified costs
- Contractor's overall related work experience
- Verified references

Any inadequacies in these areas will be brought to the attention of the contractor. If, in the opinion of the Board of Education, the contractor fails to correct inadequate service, the contract will be terminated immediately.

## SUBMITTAL OF INVOICE

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- A. Contractor shall render invoices to the School District by the 15th day of each month for all work completed during the previous calendar month. Invoices shall be made in duplicate on the standard form of the Contractor. Each invoice shall indicate the date on which work was performed and a brief description of the work.
- B. Overtime must be approved by an authorized representative of the District prior to such work. Claim of contractor will reflect the name of person authorizing the overtime work.



Proposal submitted:

By: \_\_\_\_\_  
(Signature of authorized representative of corporation)

Print Name & Title: \_\_\_\_\_

Company: \_\_\_\_\_

Date: \_\_\_\_\_

\* A contract, renewable annually (July 1 – June 30), is proposed, subject to annual review and concurrence of the Board of Education of the Croton-Harmon School District, and the annual availability of an appropriation.

Year 2 onward (July 1, 2018—June 30, 2019) Vendor Agrees to extend price for one year based on (a negotiated adjustment up to the amount of) the Consumer Price Index. The CPI to be used is the figure published by the NYS Education Department for School Districts for use in determining budget modifications, school property tax report card and calculation of contingent budget caps.

## PROPOSAL SUBMISSION

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Proposals will be accepted until **March 6, 2017 at 10:00 AM**

Proposals must be addressed to:

Diane Chaissan, Purchasing Agent  
Croton-Harmon UFSD  
10 Gerstein St.  
Croton-on-Hudson, NY 10520

Re: ***On-Site Information Technology Support Services***

Proposals submitted after that time and date above will not be considered and will be returned to the submitter unopened.

There is no expressed or implied obligation for the School District to reimburse responding individuals or agencies for any expenses incurred in preparing quotations, attending pre-quotation conferences, or interviews in responding to this request.



NON-COLLUSIVE PROPOSAL CERTIFICATION

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**NON-COLLUSIVE/BID PROPOSAL CERTIFICATIONS**

Company Name: \_\_\_\_\_

Business Address: \_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_

Fax: \_\_\_\_\_

Date of Bid: \_\_\_\_\_

**I. GENERAL BID CERTIFICATION**

The bidder certifies that he/she will furnish, in strict accordance with the contract, and at the prices herein quoted, the materials, equipment, and/or services as proposed on this bid.

**II. NON-COLLUSIVE BIDDING CERTIFICATION**

The following statement is made pursuant to Section 103-d of the General Municipal Law.

By submission of this bid proposal, the bidder certifies that he/she is complying with Section 103-d of the General Municipal Law as follows:

Statement of non-collusion in bids and proposals to political subdivisions of the state:  
Every bid or proposal hereafter made to a political subdivision of the state of any public department, agency or official thereof where competitive bidding is required by statute, rule, regulation, or local law for work or services performed or to be performed or goods sold or to be sold, shall contain the following statement subscribed by the bidder and affirmed by such bidder as true under the penalties of perjury:

Non-Collusive Bidding Certification:

- a. By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid, each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief:
  - 1) The prices in this bid have been arrived at independently without collusion, consultation, communication or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other bidder or with any competitor.
  - 2) Unless otherwise required by law, the prices which have been quoted in this bid have not been knowingly disclosed by the bidder and will not knowingly be disclosed by the bidder prior to opening, directly or indirectly, to any other bidder or to any competitor; and
  - 3) No attempt has been made or will be made by the bidder to induce any other person, partnership, or corporation to submit or not to submit a bid for the purpose of restricting competition.
  
- b. A bid shall not be considered for award nor shall any award be made where (a) (1) (2) and (3) above have not been complied with, provided however, that if in any case the Bidder cannot make the forgoing certification, the Bidder shall so state and shall furnish with the bid a signed statement which sets forth in detail the reason therefor. Where (a) (1) (2) and (3) have not been complied with, the bid shall not be considered for award nor shall any award be made unless the head of the purchasing unit of the political subdivision, public department, agency or official thereof to which the bid is made, or his/her designee, determines that such disclosure was not made for the purpose of restricting competition.

The fact that a Bidder has (a) published price lists, rates or tariffs covering items being procured, (b) informed prospective customers of proposed or pending publications of revised price lists for such items or (c) sold the same items to other customers at the same prices being bid, does not constitute, without more, a disclosure within the meaning of subparagraph one (a).

Any bid hereafter made to any political subdivision of the state or any public department, agency or official thereof by a corporate bidder for work or services performed or goods sold or to be sold, where competitive bidding is required by statute, rule, regulation or local law, and where such bid contains the certification referred to in subdivision II of this section, shall be deemed to have authorized by the board of directors of the bidder, and such authorization shall be deemed to include the signing and submission of the bid and the inclusion therein of the certificate as to non-collusion as the act and deed of the corporation.

IRANIAN ENERGY SECTOR DIVESTMENT CERTIFICATION

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**IRANIAN ENERGY SECTOR DIVESTMENT CERTIFICATION**

Pursuant to State Finance Law § 165-a, the Commissioner of General Services is required to develop a list of persons it determines engage in investment activities in Iran, which is defined as provision of goods, services or credit of \$20,000,000 or more, relating to the energy sector.

General Municipal Law § 103-g (4) states as follows:

Every bid or proposal hereafter made to a political subdivision of the state or any public department, agency or official thereof where competitive bidding is required by statute, rule, regulation or local law, for work or services performed or to be performed or good sold or to be sold, shall contain the following statement subscribed by the bidder and affirmed by such bidder as true under penalties of perjury:

“By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each bidder is not on the list created pursuant to paragraph (b) of subdivision 3 of Section 165-a of the state finance law.

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The below signed bidder affirms the following as true under penalties of perjury:

By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury that to the best of its knowledge and belief that each bidder is not on the list created pursuant to paragraph (b) of subdivision 3 of Section 165-a of the state finance law.

Corporate or Company Name

By: Sworn to before me this

Signature \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_

Title \_\_\_\_\_ Notary Public

## REFERENCES

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(Submit this form with your RFP)

Contractors must include with their proposal, a minimum of three (3) current K-12 references where the contractor provides similar services to the services described herein. References must include contact names and telephone numbers. Contractors must also demonstrate that the firm or at least one principal in the firm has been providing the necessary services for a minimum of three (3) years. Failure to include this information with your RFP may result in the RFP's rejection.

Reference (Name & Company) Telephone Number

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

## DETAILS OF MANAGEMENT AND KEY PERSONNEL

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(Submit this form with your RFP)

Contractors shall provide details, including curriculum vitae, of all personnel who will be engaged in the provision and management of the services required by this Request for Proposal.

Specifically, contractors shall provide:

- Identity of the key personnel who will be responsible for performing each services/task.
- Technical knowledge of the personnel who will be responsible for performing each service/task.
- Qualifications of the personnel responsible for each service/task.
- Relevant qualifications and training.
- Length of time with the Contractor's organization.
- Position now held with the Contractor and length of time in this position.
- Experience (and role) in providing similar services over the past three years
- Provide a detailed resume for each team member. (attach to this sheet)

Name	Qualification	Experience

**REQUEST TO ADD NEW VENDOR OR CHANGE EXISTING VENDOR**

(ALL INFORMATION REQUIRED)

NEW: \_\_\_\_\_ REQUESTING LOCATION: CET \_\_\_\_\_  
PVC \_\_\_\_\_  
CHANGE: \_\_\_\_\_ CHHS \_\_\_\_\_  
D.O. \_\_\_\_\_  
VENDOR # \_\_\_\_\_ REQUESTOR NAME: \_\_\_\_\_

THE ABOVE INFORMATION IS TO BE COMPLETED BY THE REQUESTING LOCATION ONCE W-9 FORM IS RECEIVED

Reviewed by: \_\_\_\_\_  
(Please print name)

Signature of reviewer: \_\_\_\_\_

Date: \_\_\_\_\_

THE ABOVE INFORMATION IS TO BE COMPLETED BY THE DISTRICT OFFICE ONCE FORM AND W-9 FORM ARE RECEIVED

**To the vendor: Please complete this form and submit a W-9 form with EIN or Social Security #.**

DATE: \_\_\_\_\_

VENDOR NAME: \_\_\_\_\_

VENDOR ADDRESS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

REMIT TO ADDRESS (IF DIFFERENT): \_\_\_\_\_  
\_\_\_\_\_

VENDOR PHONE: \_\_\_\_\_ VENDOR FAX: \_\_\_\_\_

VENDOR EMAIL: \_\_\_\_\_ VENDOR WEBSITE: \_\_\_\_\_

VENDOR IS: CORP./INC. \_\_\_\_ PC \_\_\_\_ LLC \_\_\_\_ INDIVIDUAL \_\_\_\_ PARTNERSHIP \_\_\_\_

VENDOR SERVICE/PRODUCT: \_\_\_\_\_

(Please continue on next page)

3/21/16

Please answer all questions completely. If the answer to any question is "Yes", please identify all of the entities and individuals involved by name, as well as their addresses, phone #, and email address. Also identify the bullet or bullets in the related question.

- 1) Have you or any related party of yours had a material interest, direct or indirect, in any of the following transactions or pending transactions to which the Croton-Harmon School District was, or is to be, a party?

	YES	NO
Sale, purchase, exchange, or leasing of property?	___	___
Receiving or furnishing foods, services, or facilities?	___	___
Transfer or receipt of income or assets?	___	___
Maintenance of bank balances as compensating balances for the benefit of another?	___	___
Other transactions?	___	___

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- 2) Have you or a related party of yours been indebted to or had a receivable from the Croton-Harmon School District at any time. Please exclude amounts due for ordinary travel and expense advances?

Yes \_\_\_\_\_ No \_\_\_\_\_

- 3) Have you or any related party of yours had any material interest, direct or indirect, in any transactions or in any pending or incomplete transactions, to which any pension, retirement, savings, or similar plan provided by the Croton-Harmon School District was, or is to be, a party? Do not include payments to a plan or payments by the plan made pursuant to the terms of the plan.

Yes \_\_\_\_\_ No \_\_\_\_\_

The answers to the foregoing questions are correctly stated to the best of my knowledge and belief.

Date: \_\_\_\_\_

Name: \_\_\_\_\_

(Please print)

Signature: \_\_\_\_\_

Title: \_\_\_\_\_

Form	<b>W-9</b>	<b>Request for Taxpayer Identification Number and Certification</b>	Give Form to the requester. Do not send to the IRS.
	(Rev. January 2011) Department of the Treasury Internal Revenue Service		
Print or type See Specific Instructions on page 2.	Name (as shown on your income tax return)		
	Business name/disregarded entity name, if different from above		
	Check appropriate box for federal tax classification (required): <input type="checkbox"/> Individual/sole proprietor <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P partnership) ▶ _____ <input type="checkbox"/> Exempt payee <input type="checkbox"/> Other (see instructions) ▶ _____		
	Address (number, street, and apt. or suite no.)		Requester's name and address (optional)
	City, state, and ZIP code		
List account number(s) here (optional)			

<b>Part I Taxpayer Identification Number (TIN)</b>					
Enter your TIN in the appropriate box. The TIN provided must match the name given on the "Name" line to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see <i>How to get a TIN</i> on page 3.	Social security number <table border="1" style="width:100%; height: 20px; border-collapse: collapse;"> <tr> <td style="width:25%;"></td> <td style="width:25%;"></td> <td style="width:25%;"></td> <td style="width:25%;"></td> </tr> </table>				
<b>Note.</b> If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.	Employer identification number <table border="1" style="width:100%; height: 20px; border-collapse: collapse;"> <tr> <td style="width:25%;"></td> <td style="width:25%;"></td> <td style="width:25%;"></td> <td style="width:25%;"></td> </tr> </table>				

<b>Part II Certification</b>	
Under penalties of perjury, I certify that:	
1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and	
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and	
3. I am a U.S. citizen or other U.S. person (defined below).	
<b>Certification instructions.</b> You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 4.	
<b>Sign Here</b>	Signature of U.S. person ▶ _____ Date ▶ _____

**General Instructions**  
Section references are to the Internal Revenue Code unless otherwise noted.

**Purpose of Form**  
A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued).
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

**Note.** If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

**Definition of a U.S. person.** For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

**Special rules for partnerships.** Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.