



North East Independent School District

8961 TESORO DRIVE – SAN ANTONIO, TEXAS 78217

Department of Procurement
& eCommerce

November 6, 2009

Dear Proposer:

North East Independent School District, San Antonio, Texas, is requesting sealed proposals for **Consulting Services for Computer Service Center, RFP #52-10**. Various types of consulting services are needed by NEISD. Individuals/Companies may submit proposals for individual services or all consulting services. North East ISD will consider and evaluate all proposals meeting specifications.

Interested companies/individuals are invited to submit sealed proposals to be received not later than **4:00 p.m. Central Standard Time, Tuesday, December 8, 2009**, to the Office of Procurement & eCommerce in accordance with this Request for Proposal and the following attachments which are incorporated herein and made a part thereof:

- A. Proposal Requirements
- B. Requirements and Features
- C. Company Support and Service
- D. Time Requirements
- E. Evaluation Criteria
- F. RFP Submission
- G. Request for Clarification and/or Modification to the RFP
- H. Right to Reject
- I. Extension of Contract
- J. Non-appropriation of Funds
- K. Right To Terminate Contract
- L. References
- M. Conflict of Interest Disclosure
- N. Criminal History Record Check
- O. Vendor Spin Number (if applicable)
- P. Signature Page

RFP #52-10 is a request for Consulting Services for Computer Service Center. The contract will be awarded to the company(ies)/individual(s) who, based on all responses, applying all criteria and oral interviews if necessary, is determined to be the best-qualified company to provide the required support and service. It is anticipated that this proposal will be awarded to multiple proposers. **This service will be on an as needed basis only.**

Sealed proposals must be submitted to North East Independent School District **on or before 4:00 P.M. Central Standard Time on Tuesday, December 8, 2009, without exception**, at the following Address:

ATTN: David Bohannon, Senior Director of Procurement & eCommerce
NEISD
8961 Tesoro Drive, Ste. 317
San Antonio, TX 78217

To assure that your sealed proposal arrives at the proper place on time and to prevent opening by unauthorized individuals, your proposal must be identified on the envelope or wrapper as follows:

RFP #52-10 – Consulting Services for Computer Service Center

DUE DATE: 4:00 P.M. Central Standard Time, Tuesday, December 8, 2009

ATTN: David Bohannon, Director of Procurement & eCommerce

Your response to information requested in the enclosed Sealed Request for Proposal, including related cost data and any supporting documentation, will be used to make the final selection. Your written proposal will be the primary communication of your qualification to serve us.

Please e-mail your intent to bid on this proposal. This will ensure you are e-mailed the questions/answers received regarding this proposal. **If you have any questions regarding this RFP, or require additional information not contained in the proposal specifications, please direct inquires in writing by U.S. mail, e-mail or facsimile to:**

David Bohannon – Senior Director of Procurement & eCommerce
North East Independent School District
8961 Tesoro Drive, Suite 317
San Antonio, TX 78217
E-mail: procure@neisd.net
Facsimile: 210.804.7105
Phone: 210.804.7100 ext. 396

Questions must be received no later than 12:00 p.m., Tuesday, November 17, 2009.

Questions received after the deadline will not be addressed.

SECTION A - PROPOSAL REQUIREMENTS

The successful proposal will be attached and made part of the contract. The technical presentation of the proposal should be specific and complete in every detail. To enhance comparability and to facilitate evaluation, all proposals must be organized and submitted in the format exhibited below:

1. Section 1 - Letter of Transmittal

The letter of transmittal may be tailored to fit individual preferences, but must contain the following information:

- a. A brief understanding of consulting services for Computer Service Center
- b. A positive commitment to provide the support services
- c. The names of persons authorized to represent the Company, their title, address and telephone number

2. Section 2 - Table of Contents

The Table of Contents of the proposal must include a clear and complete identification of the materials submitted by section and page number.

3. Section 3 - Introduction

This section will contain an introduction of the proposer and will not exceed three pages.

4. Section 4 - Services and Support

This section will contain detailed descriptions and examples of consulting services for Computer Service Center being offered by the proposer. All North East ISD requirements and features listed in Sections B and C should be addressed and clarified in this section. All options should be included in this section. If there are other types of Computer Service Center services offered by proposer which are not covered in the proposal, please submit the types of services and certifications of personnel on an additional page.

5. Section 5 - Experience in Similar Projects

This section will describe experience in similar projects and specifically in the public education field. It should include references with names, addresses and telephone numbers of school districts or governmental entities for which the proposer has provided consulting services for Computer Service Center.

6. Section 6 - Pricing

This section will provide a detailed list of all costs associated with consulting services for Computer Service Center. Because contracts will be made throughout the 2009-2010 school year, prices must be firm for one year from the date of board approval, if required.

SECTION B – SERVICE REQUIREMENTS AND FEATURES

North East Independent School District is seeking sealed proposals from interested companies/individuals for consulting services for Computer Service Center. There are various types of consulting services in this proposal. **Company/individual may submit a proposal on all services or individual services.** However, the District guarantees no dollar amounts or a specified number of hours and the NEISD reserves the right to reject any and all proposals submitted and re-solicit as necessary. NEISD reserves the right to terminate the services of the selected vendor at any time if not satisfied with the vendor's performance. The District will not pay a fee if a full time position becomes available and a contracted person is hired. North East ISD will consider and evaluate all proposals meeting specifications.

GENERAL PROPOSAL REQUIREMENTS:

Consulting Services will be contracted on an as needed basis, call-out basis. Proposed price for services is to include all costs to the District. Proposal price should be listed by fee per hour or a range of fees for a specific contracted time. Final price will be negotiated at the time of contract when consulting services are finalized between NEISD and proposer. **Official certification of consultants must be included in proposal.**

Proposal Requirements for Consultants:

1. **IBM Firewall Support**
 - IBM Certified Advanced Technical Expert (CATE) RS/6000 AIX
 - IBM Firewall Certified Solutions Expert
 - IBM Certified Specialist AIX System Administration
 - IBM Certified Specialist AIX Support

2. **General Computer Service Center Consulting** (to include, but not limited to, Microsoft Official Curriculum - high-end Microsoft.net courses with ASP.net and Visual Basic.net and Oracle, HTML – Levels I and II, XML I)
 - Certified Trainers to train staff members in courses listed
 - Include additional courses not listed, but taught by proposer/individual

3. **Consultant to Write Software Program and Assist in Implementation**
 - Certified consultant to write programs for software and assist in implementation of program within NEISD departments.

SECTION C – COMPANY SUPPORT AND SERVICE

Companies should submit information defining company support and services under the following specifications:

- Experience with other public education or governmental entities
- Customer support – personal account representative. The company must provide support, training, and service either directly or through third-party resellers or support companies/organizations
- Ability to provide unlimited toll free phone support
- **Any deviations from specifications must be listed in this section.**
- Pricing - All quoted prices for consulting services for Computer Service Center will remain firm for one year from the proposal approval date. **Companies/individuals should include prices for all services. Pricing for optional services not listed in the proposal specifications should be included in an optional price list. The pricing for optional services will remain firm for one year from the proposal board approval date.**

SECTION D – TIME REQUIREMENTS

Time For Sealed Proposal Submission:

↵ On or before 4:00 P.M., Central Standard Time

Date For Sealed Proposal Submission:

↵ Not later than Tuesday, December 8, 2009

Date and Place for Selected Proposer Interview if Necessary:

↵ Date: To be determined

↵ Place: 8961 Tesoro Drive, San Antonio, Texas 78217

Proposed Date of Contract Award:

↵ January 2010

SECTION E - EVALUATION CRITERIA

The Computer Service Center Department and the Office of Procurement & eCommerce will independently evaluate proposals. The company(ies)/individual(s) determined to best meet the selection criteria outlined below will be awarded the contract.

It is not the policy of the North East Independent School District to purchase on the basis of low proposals alone. Quality and suitability to purpose being controlling factors, it is understood that the purchaser reserves the right to arrive at such by whatever means may be determined. The following criteria shall be used to evaluate each proposal:

- (1) Purchase price
- (2) Reputation of vendor and of the vendor's goods or services
- (3) Quality of vendor's goods or services
- (4) Extent to which the goods or services meet the district's needs
- (5) Vendor's past relationship with the district
- (6) Impact on the ability of the district to comply with laws and rules relating to historically underutilized businesses
- (7) Total long-term cost to the district to acquire the vendor's goods and services
- (8) Any other relevant factor specifically listed in the request for bids or proposals

SECTION F - RFP SUBMISSION

Submit an original and two (2) copies in a sealed envelope or box labeled RFP #52-10, CONSULTING SERVICES FOR COMPUTER SERVICE CENTER. ORIGINAL AND COPIES SHOULD BE LABELED AS SUCH.

SECTION G - REQUEST FOR CLARIFICATION AND/OR MODIFICATION OF THE RFP

The sealed "Request for Proposal" document can only be modified in writing. Proposers may submit requests for clarifications and/or modifications to the proposal document until 12:00p.m., Tuesday, November 17, 2009.

SECTION H - RIGHT TO REJECT

North East Independent School District of San Antonio, Texas, reserves the right to reject any and all proposals submitted and to request additional information from all proposers. The contract award will be made to the company who, based on the evaluation of all responses, applying all selection criteria and oral interviews, if necessary, is determined to be the best qualified to provide consulting services for Computer Service Center included in this RFP.

SECTION I - CONTRACT EXTENSION

North East Independent School District reserves the right to extend this contract under the same requirements, duties and responsibilities, with the approval of the successful proposer(s), for two (2) additional one-year contracts. Any requests for price adjustments will be negotiated on the contract extension date and will be based on the increase/decrease of the Consumer Price Index.

SECTION J – NONAPPROPRIATION OF FUNDS

In the event funds are not appropriated by the North East Independent School District's governing body in any fiscal period for payments due under **RFP #52-10, CONSULTING SERVICES FOR COMPUTER SERVICE CENTER**, then the Director of Procurement & eCommerce, or their designee, will immediately notify the successful proposer(s) of such occurrence and this contract shall terminate on the last day of the fiscal period for which appropriations were received without penalty or expense to North East ISD of any kind whatsoever, except as to the portions of the contract or other payments herein agreed upon for which funds shall have been appropriated and budgeted or are otherwise available.

SECTION K - RIGHT TO TERMINATE CONTRACT

Either party may terminate this contract **with thirty (30) days written notice** for failure to fulfill the terms of the contract or non-compliance with the terms of the contract.

SECTION L - REFERENCES

References:

<u>Company</u>	<u>Contact Person</u>	<u>Phone Number</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____

SECTION M - CONFLICT OF INTEREST DISCLOSURE

THIS FORM MUST BE COMPLETED AND RETURNED WITH PROPOSAL

CONFLICT OF INTEREST QUESTIONNAIRE FORM CIQ	
For vendor or other person doing business with local governmental entity	
This questionnaire reflects changes made to the law by H.B. 1491, 80th Leg., Regular Session. This questionnaire is being filed in accordance with Chapter 176, Local Government Code by a person who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the person meets requirements under Section 176.006(a). By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the person becomes aware of facts that require the statement to be filed. See Section 176.006, Local Government Code. A person commits an offense if the person knowingly violates Section 176.006, Local Government Code. An offense under this section is a Class C misdemeanor.	OFFICE USE ONLY Date Reviewed
1 Name of person who has a business relationship with local governmental entity.	
2 <input type="checkbox"/> Check this box If you are filing an update to a previously filed questionnaire. (The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date the originally filed questionnaire becomes incomplete or inaccurate.)	
3 Name of local government officer with whom filer has employment or business relationship.	
_____ Name of Officer	
This section (item 3 including subparts A, B, C & D) must be completed for each officer with whom the filer has an employment or other business relationship as defined by Section 176.001(1-a), Local Government Code. Attach additional pages to this Form CIQ as necessary.	
A. Is the local government officer named in this section receiving or likely to receive taxable income, other than investment income, from the filer of the questionnaire? <div style="text-align: center;"> <input type="checkbox"/> Yes <input type="checkbox"/> No </div>	
B. Is the filer of the questionnaire receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer named in this section AND the taxable income is not received from the local governmental entity? <div style="text-align: center;"> <input type="checkbox"/> Yes <input type="checkbox"/> No </div>	
C. Is the filer of this questionnaire employed by a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership of 10 percent or more? <div style="text-align: center;"> <input type="checkbox"/> Yes <input type="checkbox"/> No </div>	
D. Describe each employment or business relationship with the local government officer named in this section.	
4	
_____ Signature of person doing business with the governmental entity	
_____ Date	

Adopted 06/29/2007

SECTION N – CRIMINAL HISTORY RECORD CHECK

THIS FORM SHOULD BE COMPLETED AND RETURNED WITH YOUR PROPOSAL

Dear Vendor:

In order to determine the suitability for **RFP #52-10, CONSULTING SERVICES FOR COMPUTER SERVICE CENTER**, with NEISD, I authorize the North East Independent School District, pursuant to Texas Education Code Section 22.083, to obtain any criminal history record information. I understand that this may include a search of local, state and/or federal law enforcement agency records, and hereby expressly release any and all information these agencies may provide.

If there is a need for clarification of my identity, I agree to provide additional information including, but not limited to, photographs and fingerprints.

PLEASE PRINT ALL INFORMATION (EXCEPT SIGNATURE)

NAME: _____
(First Name) (Middle Initial) (Last Name)

PRESENT ADDRESS: _____
(City) (State) (Zip Code)

DATE OF BIRTH: Month: _____ Day: _____ Year: _____

ETHNICITY: American Indian/Alaskan Native SEX: Male Female
 Asian/Pacific Islander
 Black (Non-Hispanic)
 Hispanic
 White
 Other _____

DRIVER'S LICENSE NUMBER: _____ STATE: _____

EXPIRATION DATE: _____ SOCIAL SECURITY NUMBER: _____

SIGNATURE: _____ DATE: _____

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*For North East Independent School District Use Only*

DATE CLEARED BY DPS: \_\_\_\_\_ BY: \_\_\_\_\_

**SECTION O - VENDOR SPIN NUMBER** (if applicable)

Vendor must provide a Service Provider Information Number Assigned by the Schools and Libraries Division (SLD) (if applicable). **If vendor does not have a spin number, please indicate on form and return with your proposal.**

Name of Firm: \_\_\_\_\_

Name of Company Representative: \_\_\_\_\_

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

City, State and Zip Code: \_\_\_\_\_

SPIN Number: \_\_\_\_\_

**NORTH EAST INDEPENDENT SCHOOL DISTRICT  
8961 Tesoro Drive  
San Antonio, Texas 78217**

**RFP #52-10 - CONSULTING SERVICES FOR COMPUTER SERVICE CENTER**

**SECTION P - SIGNATURE PAGE**

This proposal will be governed in accordance with all the right and remedies as set forth by the Uniform Commercial Code (UCC), and adopted by the State of Texas.

By submitting this offer, the undersigned acknowledges that the Conflict of Interest questionnaire, in accordance with HB914, has been received, that instructions have been read, and the questionnaire has been/is being submitted as necessary.

The undersigned certifies that the firm and/or principals of the firm **are \_\_\_/are not \_\_\_** (check one) currently debarred, suspended, or proposed for debarment by any federal entity. The undersigned agrees to notify the District of any change in this status, should one occur, until such time as an award has been made under this procurement action.

Also, pursuant to the State of Texas Legislative Senate Bill No. 1, Section 44.034, Notification of Criminal History, the undersigned affirms this firm **is \_\_\_/is not \_\_\_** owned or operated by anyone who has been convicted of a felony. This statement is not required of a publicly held corporation.

The undersigned affirms that they are duly authorized to execute this contract, that this company, corporation, firm, partnership or individual has not prepared this bid in collusion with any other bidder, and that the contents of this bid as to prices, terms or conditions of said bid have not been communicated by the undersigned nor by any employee or agent to any other person engaged in this type of business prior to the official opening to this bid.

**NAME OF COMPANY** \_\_\_\_\_

**NAME OF REPRESENTATIVE** \_\_\_\_\_  
(Type or Print)

**AUTHORIZED SIGNATURE** \_\_\_\_\_

**TITLE** \_\_\_\_\_

**ADDRESS** \_\_\_\_\_

**CITY** \_\_\_\_\_ **STATE** \_\_\_\_\_ **ZIP** \_\_\_\_\_

**PHONE** \_\_\_\_\_ **FAX** \_\_\_\_\_ **DATE** \_\_\_\_\_

**EMAIL** \_\_\_\_\_