



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-Computer & Printer Support

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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:** \$36 per hour, \$50 per hour over 40 hrs per week) \$449,280.00

**Contract or Agreement #:** RFP Renewal 2020-04-1274 (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 desktop and BOE application support on site and remote via Helpdesk
- 2. 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 2020-04-1274 (7/1/2021 – 6/30/2022)-NHPS PC Support
- 3. If this is a renewal with a current vendor, has the vendor's performance been satisfactory under the existing contract or agreement?** Yes
- 4. If this Contract/Agreement is a Renewal has cost increased? If yes, by how much?** No
- 5. If this Contractor is New has cost for service increased from previous years? If yes, by how much?** N/A
- 6. Is this a service existing staff could provide? Why or why not?**  
No, service supplies 6 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 a Computer & Printer Support Solution.

AOS understands and acknowledges this contract is for One (1) Budget Year: July 1, 2022 to June 30, 2023.

## Computer & Printer Support Resource Requirements

AOS understands it is to provide pricing per hour and per consultant resource, for an OnSite 40-hour position, which is classified as Consultant Computer & Printer Support, for up to six (6) Positions.

AOS understands it is to provide pricing per hour and per consultant resource, for extended hour contract support, primarily for Saturday Academy Sessions, from the hours of 8am-12pm. Provided and assigned resources are from the same resource pool as primary support, therefore, this above the OnSite 40-hour per week support.

- Extended Hour Support will be on a rotational schedule between the assigned consultant resources
- The number of consultant resources assigned per Saturday session will be determined by the NHPS IT Management

AOS understands the Consultant Computer & Printer Support position will have the following responsibilities:

- Provide hardware support for Intel/AMD based computers (PCS & Laptops)
- Provide hardware support for laser printers
- Provide Operating System support for Microsoft Computer Operating Systems
- Provide Application Support for Microsoft Office Software
- Application of securing patches on Microsoft Operating System and productivity software
- Move computers and printers to new locations during school and office moves
- Provide support for all computer based applications as needed
- Provide support for Apple Macintosh computers
- Provide support for Apple iPad Tablets
- Engage in basic troubleshooting for computer network connectivity related issued throughout the school district
- Provide remote computer problem support to NHPS staff using remote support tools
- Provide support for analog and wireless phone systems (including Blackberry server)
- Provide basic network router and switch related support
- Provide basic project management for any PC, Server, Network or VOIP related projects assigned by NHPS IT Management
- Log all work related activities using the NHPS help desk system
- Provide basic PC repair training for site based technology support personnel
- Provide Computer & Printer related support for employees and consultants within the NHPS organization

## General Requirements

AOS understands and acknowledges the following:

- NHPS IT Management must be involved in any personnel changes on the account, including removing or adding personnel to the account, based upon the agreed bill rates submitted in this RFP response
- AOS understands that NHPS IT has consultants that are in the Computer Support positions currently
  - AOS would retain current consultants as part of the proposed solution
- Onsite Vendor Management is not required, NHPS IT Management will supervise the outsourced team
- NHPS is unable to pay overtime
- AOS understands that NHPS may appoint one of the consultants as Lead Network Administrator.
- NHPS central offices are open 5-days per week, until 8PM. In the event of an emergency, every effort to resolve the problem by the end of the work day will be made. AOS understands that compensation for hours worked past the 8-hour allocation will be time off to be scheduled on a future date, at the direction of the NHPS IT Manager
- Support issues unable to be resolved within 4-hours to the manufacturer will be escalated. NHPS will pay the standard rate for a support request to be opened.
- Full utilization of Vendor warranty support resources to replaced damaged server equipment
- Recommendations of replacements and lowest cost procurement for damaged, out of warranty hardware components
- Capable of providing a same skill set replacement consultant to cover extended vacation or sick time
  - AOS will work in conjunctions with the NHPS IT Manager to qualify such candidates and qualify when and if coverage is to take place
- AOS is prepared to present their solution in person if required
- Projected wage rate for the position requested is currently \$21.00 per hour. AOS also reimburses consultants for parking fees, mileage and other miscellaneous expenses.

## *PRICING*

*Submitted in a separate envelope per RFP Cover*

***Prior Experience***

AOS celebrated 41-years in business this past 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 12-years.

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

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

***Personnel Qualifications***

Any consultant assigned to this account has a minimum of 7-years experience supporting a combination of Microsoft Server, Microsoft Desktop OS and Microsoft Productivity Software.

Certifications and personnel resumes have been attached. Certifications include CCNA and MCSE.

***Quality of Service***



**AOS is currently the incumbent contract holder for this contract.**

***References***

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*

*Under 10  
miles from  
54 Meadow  
Street*

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

*Advanced Office Systems*

*RFP 2019-04-1214  
Computer & Printer Support for NHPS*

*Price*

<b>Computer &amp; Printer Support Consultant</b>	<b>\$36.00 per hour, per Consultant</b>
<b>Computer &amp; Printer Support Consultant, Extended Support (above 40-hours per week)</b>	<b>\$50.00 per hour, per Consultant</b>

*AOS is proposing this rate for the entire duration of the contract and all applicable extensions.*