



NEW HAVEN PUBLIC SCHOOLS
AGREEMENT COVER SHEET

Please Type

Contractor full name: Total Communications

Doing Business As, if applicable:

Business Address: 333 Burnham Street, E. Hartford, CT 06108

Business Phone: 800.300.0824, Direct 860.622.4132

Business email: info@totalcomm.com chrisgarlock@totalcomm.com

SS# OR Tax ID #: 06-102-0653

Funding Source & Acct # including location code: IT General budget, Other Contractual
Services: 1000-190-47200-56694

Principal or Supervisor: **Sabina Sitaru – Interim IT Director**

Agreement Effective Dates: From 07/01/2020. To 06/30/2021.

Description of Service: Please provide a one or two sentence description of the service.

Total Communications will address the continued business continuity support for the district wired and wireless network at the New Haven Public Schools (NHPS) by providing network maintenance and support services for the NHPS wide area network. Under RFP 2020-02-1318 Network Maintenance and Support.

The Total Communications PSP (Platinum Service Plan) LAN/WAN contract will work as basic maintenance of internal connections and to provide “On Call” support for troubleshooting and emergency repairs under the direction of the New Haven public school’s IT manager and their designees.

Submitted by: Sabina Sitaru Phone: 475-220-1694



NEW HAVEN PUBLIC SCHOOLS

Memorandum

To: New Haven Board of Education Finance and Operations Committee
From: Sabina Sitaru, Interim IT Director
Date: May 4, 2020
Re: F&O Agenda item Request/Approval for Contract Network Maintenance and Support

Executive Summary/ Statement:

The Total Communications PSP (Platinum Service Plan) LAN/WAN contract will work as basic maintenance of internal connections and to provide “On Call” support for troubleshooting and emergency repairs under the direction of the New Haven public school’s IT manager and their designees.

For consideration and approval

Amount of Agreement and the Daily, Hourly or per Session Cost:

Total cost not to exceed **\$50,000**

Funding Source & Account #: GB IT, Other Contractual Services: 1000-190-47200-56694

Key Questions:

1. Please describe how this service is strategically aligned to the District Continuous Improvement Plan? **Total Communications designs and provides support solutions for the New Haven Public Schools Cisco technology infrastructure. This infrastructure is the backbone delivering internet and telecommunication services to district buildings for all staff and students. Total Communications is providing ongoing maintenance support services for the NHPS Network, Data Management, Ransomware, Cisco Servers, File protection and recovery support and services through consistent review, measurement, and actions that will allow NHPS staff and students to continue daily operations.**
2. What specific need will this contractor address? **The ability to support and provide services as needed to support the district technology infrastructure including the Network and data delivery. The services, support and solution will deliver comprehensive IT support, Data network, data protection for the entire network on the LAN/WAN. Total Communications will provide routine maintenance on network**

hardware including routers, switches and voice over IP telephone equipment, as described in the NHPS list of all network equipment to be supported per RFP# 2020-02-1318

Total Communications will fully support the Cisco technology infrastructure with and for the NHPS Information Technology Department.

3. 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:

City of New Haven RFP# 2020-02-1318 – Total Communications was sole respondent

State of CT DAS Contract # 18PSX00202 for all Cisco Products and Services, Previous Vendor on LAN/WAN NHPS Support Contract.

4. If this is a continuation service, when was the last time the alternatives were sought? **February 2020 - RFP #2020-02-1318**
5. What specific skill set does this contractor bring to the project?

Total Communications is a Cisco® Gold Certified Partner (Cisco’s highest partner level held by less than 1% of the Partners). Total has the depth and breadth of experience to deliver sophisticated, large-scale Cisco® technology solution, qualified, experienced, local and committed to NHPS. Total employs 36 network engineers with over 350 Cisco Certifications, CCDE (highest level of certification for design, less than 200 worldwide), CCIE, CCNP, CCDP, CCNA, CCDA Certified engineers

6. How does this contractor fit into the project as a whole? (Please attach a copy of the contractor’s resume):

Total Communications provides services to nearly 40% of municipalities in Connecticut. Total has the knowledge and experience necessary to understand government agencies. local experts, facilities and the backing of a national corporation, Total offers what others a local relationship with NHPS over the past 10 years. Before, during, and after the installation, Total has proven to be there for NHPS on all past projects and network assistance. What sets Total Communications apart from others is their approach to meeting IT needs for NHPS within scope, time, and cost. Total has designed and maintained the district Local and Wide Area Network.

7. Is this a new or continuation service? **Continuation under a new contract for services under the City of New Haven RFP 2020-02-1318**

8. If this is a continuation service has cost increased? **No**

a) If yes, by how much?

b) What would an alternative contractor cost? **There were no other vendors who bid for RFP 2020-02-1318**

c) Is this a service existing staff could provide? Why or why not? **Total will supply the**

expertise on the CISCO infrastructure including all hardware and services. Support will be supplied by Total and Cisco for both hardware and software. Their engineers will work with internal technology staff and transfer knowledge when appropriate.

9. Evidence of Effectiveness: How will the contractor's performance be monitored and evaluated?

Under the direction of the IT Director and in alignment with Totals Service Level Agreement for the delivery of services within scope, time, and cost.

10. If a continuation service, attach a copy of the previous evaluations or archival data demonstrating effectiveness. (If archival data includes lengthy reports, syllabi, training materials, etc., please have a copy available for review)

Total Communications has supported this district for many years meeting scope, time, and cost. The company has also participated in many activities contributing resources for proof of concept projects at no cost to the district. Total Communications has served as a valued partner to the NHPS.

11. If the service is a professional development program, can the training be provided internally, by district staff?
- If not, why not?
 - How will the output of this Agreement contribute to building internal capabilities?
Why do you believe this Agreement is fiscally sound?

Total Communications is providing an affordable solution to provide basic maintenance of internal connections including "On Call" Network support under the direction of the New Haven public schools IT Director as vetted by the City of New Haven RFP 2020-02-1318. These same offerings and pricing can also be found under the State of Connecticut Contract Number 18PSX0202 for all Cisco Products and Services. Total Communications is a Cisco "Certified Gold Partner and Master in Collaboration the highest level a partner can attain. Total Communications is qualified, experienced, local and a committed partner with NHPS.

12. What are the implications of not approving this Agreement?

Working with state and local government agencies has given Total Communications an in-depth perspective on the IT needs and challenges. Total Comm understands how critical it is that NHPS systems function reliably, seamlessly and securely. Total Comm understand it's imperative to protect sensitive data and they understand that serving constituents – especially in times of emergencies or extreme weather events – is not simply a 9 to 5 job. Total Comm understands the continuing pressure.



NEW HAVEN PUBLIC SCHOOLS

AGREEMENT

By And Between

The New Haven Board of Education

AND

Total Communications

FOR DEPARTMENT/PROGRAM:

Department of Information Technologies/Network Maintenance and Support

This Agreement entered into on the 29th day of April 2020, effective (*start date no sooner than the day after Board of Education Approval*), on the 1st day of July, 2020, by and between the New Haven Board of Education (herein referred to as the “Board” and, Total Communications located at, 333 Burnham Street, E. Hartford, CT 06108 (herein referred to as the “Contractor”).

Compensation: The Board shall pay the contractor for satisfactory performance of services required in the amount of up to and not to exceed \$50,000

The maximum amount the contractor shall be paid under this agreement: (\$50,000). Compensation will be made upon submission of an itemized invoice which includes a detailed description of work performed and date of service.

Fiscal support for this Agreement shall be by 2021 IT Department General Budget of the New Haven Board of Education, **Account Number:** 1000-190-47200-5664 Other Contractual Services

This agreement shall remain in effect from July 1, 2020 to June 30th, 2021.

SCOPE OF SERVICE: *Please describe service deliverables, including, locations and costs for service, including travel and supplies, if applicable. A detailed Scope of Service with pricing must be attached as Exhibit A).*

Total Communications will provide basic maintenance of internal connections and “On Call” troubleshooting along with routine and emergency repairs of the New Haven Public Schools Wide Area Network, under the direction of the New Haven public schools IT Director per City of New Haven RFP 2020-02-1318 as well as the State of Connecticut Contract Number 18PSX0202 for all Cisco Products and Services.

See attached Exhibit A - RFP 2020-02-1318 & Response with itemized pricing.

Exhibit B: Student Data and Privacy Agreement: Attached

APPROVAL: This Agreement must be approved by the New Haven Board of Education ***prior to service start date***. Contactors may begin service no sooner than the day after Board of Education approval.

HOLD HARMLESS: The Contractor shall insure and/or indemnify the Board and its members, employees and agents against all claims, suits, and expenses, including reasonable attorney’s fees, in connection with loss of life, bodily injury or property damage arising from any neglect act or omission of the Contractor or its employees or agents. Further, the Contractor covenants and agrees that it shall hold the Board and its members, employees and agents harmless against any and all claims, suits judgments of any description whatsoever caused by the Contractor’ breach of this agreement or based upon the conduct of the Contractor, or its agents or its employees or arising out of in connection with their activities under this agreement.

TERMINATION: The Board may cancel this agreement for any reason upon thirty (30) days’ written notice sent to the Contractor by certified U.S. mail, return receipt requested; provided however, that the Board shall be responsible to the Contractor for all services rendered by the Contractor through the last day of thirty (30) day notice period, as long as the Agreement was approved by the Board prior to the start date of service.

Contractor Signature

President
New Haven Board of Education

Date

Date

Contractor Printed Name & Title



NEW HAVEN PUBLIC SCHOOLS

EXHIBIT B

STUDENT DATA PRIVACY AGREEMENT SPECIAL TERMS AND CONDITIONS

For the purposes of this Exhibit B "directory information," "de-identified student information," "school purposes," "student information," "student records," "student-generated content," and "targeted advertising" shall be as defined by Conn. Gen. Stat. § 10-234aa.

1. All student records, student information, and student-generated content (collectively, "student data") provided or accessed pursuant to this Agreement or any other services agreement between the Parties are not the property of, or under the control of, the Contractor.
2. The Board shall have access to and the ability to delete student data in the possession of the Contractor except in instances where such data is (A) otherwise prohibited from deletion or required to be retained under state or federal law, or (B) stored as a copy as part of a disaster recovery storage system and that is (i) inaccessible to the public, and (ii) unable to be used in the normal course of business by the Contractor. The Board may request the deletion of any such student information, student records or student-generated content if such copy has been used by the operator to repopulate accessible data following a disaster recovery. The Board may request the deletion of student data by the contractor within two (2) business days of receiving such a request and provide to the Board confirmation via electronic mail that the student data has been deleted in accordance with the request, the date of its deletion, and the manner in which it has been deleted. The confirmation shall contain a written assurance from the Contractor that proper disposal of the data has occurred in order to prevent the unauthorized access or use of student data and that deletion has occurred in accordance with industry standards/practices/protocols.
3. The Contractor shall not use student data for any purposes other than those authorized pursuant to this Agreement.
4. A student, parent or legal guardian of a student may review personally identifiable information contained in student data and correct any erroneous information, if any, in such student data. If the Contractor receives a request to review student data in the Contractor's possession directly from a student, parent, or guardian, the Contractor agrees to refer that individual to the Board and to notify the Board within two (2) business days of receiving such a request. The Contractor agrees to work cooperatively with the Board to permit a student, parent, or guardian to review personally identifiable information in student data that has been shared with the Contractor, and correct any erroneous information therein.

5. The Contractor shall take actions designed to ensure the security and confidentiality of student data.
6. The Contractor will notify the Board, in accordance with Conn. Gen. Stat. § 10-234dd, when there has been an unauthorized release, disclosure or acquisition of student data. Such notification will include the following steps:

Upon discovery by the Contractor of a breach of student data, the Contractor shall conduct an investigation and restore the integrity of its data systems and, without unreasonable delay, but not more than thirty (30) days after such discovery, shall provide the Board with a more detailed notice of the breach, including but not limited to the date and time of the breach; name(s) of the student(s) whose student data was released, disclosed or acquired; nature of and extent of the breach; and measures taken to ensure that such a breach does not occur in the future.

7. Student data shall not be retained or available to the Contractor upon expiration of the contract between the Contractor and Board, except a student, parent or legal guardian of a student may choose independently to establish or maintain an electronic account with the Contractor after the expiration of such contract for the purpose of storing student- generated content.
8. The Contractor and Board shall each ensure their own compliance with the Family Educational Rights and Privacy Act of 1974, 20 U.S.C. § 1232g, as amended from time to time.
9. The Contractor acknowledges and agrees to comply with the above and all other applicable aspects of Connecticut's Student Data Privacy law according to Connecticut General Statutes §§ 10-234aa through 10-234dd.
10. The Parties agree that this Agreement controls over any inconsistent terms or conditions contained within any other agreement entered into by the Parties concerning student data.



City of New Haven

Bureau of Purchases

200 Orange Street, Room 301

New Haven, CT 06510

Tel: 203-946-8201 Fax: 203-946-8206

The City of New Haven ("City") is accepting sealed
Request for Proposals (RFP) for the following:

| | |
|--------|--|
| TITLE: | Network Maintenance and Support Services |
|--------|--|

| | |
|--------|--------------|
| RFP #: | 2020-02-1318 |
|--------|--------------|

| |
|--------------------------|
| Honorable Justin Elicker |
|--------------------------|

| |
|-------------------------|
| Michael V. Fumiatti, Sr |
|-------------------------|

| |
|-------|
| Mayor |
|-------|

| |
|------------------|
| Purchasing Agent |
|------------------|

Responses must be submitted in the form and manner specified in this request. Solicitation details are outlined in the **Project Summary**.

Forms and specifications may be obtained and your digital submission through the Bureau of Purchases, website:

[https://newhavenct.bonfirehub.com/portal/?](https://newhavenct.bonfirehub.com/portal/)

City of New Haven
Bureau of Purchases
200 Orange Street, Room 301
New Haven, CT 06510

City of New Haven Table of Contents

| | | |
|--------|---|--|
| Item # | Cover Page | |
| | RFP Summary | |
| | Table of Contents | |
| | Instructions to Respondents | |
| 1 | RFP Documents | |
| 2 | Internet Access | |
| 3 | Solicitation Downloads | |
| 4 | Inquiries for Clarification | |
| 5 | Addendum to RFP Documents | |
| 6 | Contract Term | |
| 7 | Insurance Requirements | |
| 8 | Certification and Licenses | |
| 9 | Unit Prices, Bid Quantities and Tax-Exempt Status | |
| 10 | Local Preference | |
| 11 | Equal Employment Opportunities | |
| 12 | Alternates | |
| 13 | Pricing Sheet | |
| 14 | RFP Process and Submission | |
| 15 | RFP Protest | |
| 16 | Award of Contract | |
| 17 | Execution of Contract | |
| 18 | Notice to Proceed | |
| | | |
| | | |
| | RFP SPECIFICATIONS | |
| | | |
| | FORMS ARE A SEPARATE DOWNLOAD | |
| A | RFP SUBMISSION | |
| B | Statement of Qualifications | |
| C | Non-Collusion Affidavit of Prime Respondent | |
| D | Disclosure & Certification Form | |
| E | Equal Employment Opportunity Agreement | |
| F | Vendor "Ban the Box" Ordinance Compliance Agreement | |
| G | Priority Payment Program application | |
| H | Certificate of Non-Arrearage | |
| I | Current Workforce Certificate | |



City of New Haven
 Bureau of Purchases
 200 Orange Street Rm 301
 New Haven, CT 06510

<https://www.newhavenct.gov/gov/depts/purchasing/default.htm>

Telephone: (203) 946-8201 Fax: (203) 946-8206

RFP Summary

Responses must be submitted in the form and manner specified in this request

| | | | | |
|------------------------------|--|-------------------------------------|--------------------------|----|
| Request for Proposal: | Network Maintenance and Support Services | | | |
| Solicitation #: | 2020-02-1318 | | | |
| Solicitation/Advertise Date: | February 2, 2020 | | | |
| RFP Closing Date: | February 25, 2020 | RFP Opening Time: | 11:00 | AM |
| Pre-RFP Meeting Date: | NA | Pre-Bid Meeting Time: | | |
| Pre-RFP Meeting Location: | NA | | | |
| Department: | New Haven Public Schools | | | |
| Contract Term: | One year with | <input checked="" type="checkbox"/> | Renewals | |
| Projection Description: | to obtain an affordable solution to provide network maintenance and support services for the NHPS wide area network. | | | |
| Insurance Requirements: | | A | (This Rider is attached) | |
| Local Preference: | N/A | | | |
| Pricing Sheet: | Include in your proposal | | | |

INSTRUCTIONS TO RESPONDENTS

1 RFP Documents – the following documents are hereinafter collectively referred to as “RFP Documents” and each a RFP Document.

| | |
|--|--|
| RFP Cover Sheet | This document need not be returned with your submission |
| Invitation to RFP with RFP Summary | This document need not be returned with your submission |
| Instruction to Respondents | This document need not be returned with your submission |
| Specifications | This document need not be returned with your submission |
| Attachment to Specifications | This document need not be returned with your submission |
| | |
| | |
| RFP SUBMISSION | Required with your RFP Submission |
| Statement of Qualifications | Required with your RFP Submission |
| Non-Collusion Affidavit | Required with your RFP Submission |
| Disclosure & Certification Form | Required with your RFP Submission |
| Equal Opportunity Agreement | Required with your RFP Submission |
| Current Workforce Certificate | Required with your RFP Submission |
| Certificate of Non-Arrearage | Required with your RFP Submission |
| PPP – Priority Payment Program Application | Requested with your RFP Submission |
| Ban the Box Agreement | Required with your RFP Submission only if applicable per RFP Summary Above |
| Calculation Sheet (Separate Download) | Required with your RFP Submission only if applicable per RFP Summary Above |
| Local Preference | Required with your RFP Submission only if applicable per RFP Summary Above |

- (a) These RFP Documents include a complete set of forms.
- (b) Respondent may not qualify or alter the terms of the solicitation’s Bid Table.(if Applicable)
- (c) Bid/Responses to solicitation opportunities must be submit through web portal, no hardcopies accepted.

2. Internet Access

- (a) The City cannot guarantee that equipment involved in RFP Submission and/or solicitation technology will be available to provide information or receive transmittals. It is your responsibility to ensure that you have current information and that your Submission is received at the designated location complete and on time. The City is not responsible for the confidentiality of information transmitted over the Internet.
- (b) Downloading solicitations of any type does not obligate the City to send you future notifications of solicitations or addendum updates.
- (c) It is the Respondent’s responsibility to review your status on our website and update your contact information accordingly.

3. Solicitation Downloads

- (a) Any part of this document may be downloaded from our website at no cost to you. If you require a third party to print the specifications and/or drawings, that cost will be borne by you.
- (b) Drawing File Format: PDF



- (c) Click on the above link if you don't have Adobe Acrobat and you wish to view the files in PDF format.

- (d) **Drawings** - The following three local firms are examples of companies that can reproduce drawings and/or any portion of the documents. These suggestions are not to be considered endorsements in any way. Any other firm with the AutoCAD, DWG, DXF, DWF & CSF Viewers will also be able to reproduce the drawing files.

Service Point, @203-624-0049
85 Willow Street, New Haven

Tyco, @203-562-9723
262 Elm Street, New Haven

Joseph Merritt & Co. @203-562 -9885
60 Hamilton Street, New Haven

4. Inquiries for Clarification

- (a) The City will not respond to a Respondent's request(s) for oral interpretation and/or clarification of the RFP Specifications for any reason.
- (b) The City will respond to a Respondent's written request(s) for interpretation and/or clarification of the RFP Specifications.
- (1) Any written Inquiry for Clarification must be received seven (7) or more business days prior to the RFP Opening Date and Time. Any request received by the City after this deadline will not be given consideration.
 - (2) Every request for such an interpretation shall be made in writing via email to: <https://newhavenct.bonfirehub.com/portal>
 - (3) Please do not send questions or requests for clarification in a PDF format.
 - (4) Every interpretation made to a Respondent will be in the form of an Addendum to the RFP Documents.

5. Addendum to RFP Documents

- (a) All Addenda to the RFP Documents shall become part of the RFP. Respondents are required to check the Website for Addendum. Each Respondent shall be bound by such Addenda whether or not received/viewed by the Respondent.
- (b) Questions are submitted through your account and the selected solicitation Web Address: <https://newhavenct.bonfirehub.com/portal>, in the overview of Project details go to the "Opportunity Q&A" section" to submit your question(s)
- (c) Addendums regarding Inquires for Clarification will be posted on the City website, not less than five (5) calendar days prior to the RFP Opening Date and Time.
- (d) Addendums regarding extension of time will be posted on the City website, any time prior to the RFP Opening Date and Time.

6. Contract Term – (See RFP Summary for applicability)

- (a) The term of the contract as a result of this solicitation shall be as stated in the RFP Summary and/or the Specifications. If there are any options to renew, all renewals will be at the sole discretion of the City and pursuant to the same terms and conditions.

7. Insurance Requirements – see attached Rider

- (a) Insurance will be required for the entire term of the contract.

8. Certification and Licenses

- (a) If the service(s) that you are providing is a service for which a certification, license or other form of qualification is required, please provide documentation with your statement of qualifications.

9. Unit Prices, RFP Quantities and Tax-Exempt Status

- (a) The Unit Prices for each of the RFP items include its pro rata share of overhead so that the sum of the products obtained by multiplying the quantity shown for each item by the unit price represents the total RFP. Special attention is called to this section because in the event it is necessary to revise the quantities, increase or decrease thereof may be made without limit and adjustment and compensation shall be made on the basis of the Unit Prices for such items.
- (b) Unit Prices should not include federal excise or state sales taxes. State Sales Tax is exempt under Connecticut General State Statute Sec. 12-412. The City is also exempt from transportation taxes when goods are consigned to the City. Tax Exemption certificates will be furnished by the Supervisory Auditor - Accounts Payable upon satisfactory proof of delivery to the City.
- (c) It is understood and agreed that the Unit Prices shall control the Contract award.
- (d) The quantities noted in this RFP are approximate (estimated only for use in comparing RFPs); and that the sums obtained by multiplying the Unit Prices by the estimated quantities, and also the Total of these sums, are inserted for the purpose of checking this RFP and for the convenience of the Respondent. The Unit Prices paid are for the actual ordered quantities only.
- (e) Shipments should be consigned to the City in care of the Respondent.

10. Local Preference Ordinance – (See RFP Summary for applicability)

- (a) For the purpose of this section, "City Based Business" shall mean a business with a principal place of business located within the City of New Haven. A "City Based Business" shall maintain such status throughout the term of any Contract with the City. Failure to maintain such status shall be grounds for the City to terminate said Contract.
- (b) To be considered a City Based Business you must submit satisfactory proof to the Purchasing Agent of your current City of New Haven address. Some examples of proof include are, but not limited to:
 - (1) Proof of payment of City of New Haven Real Estate tax bill(s)
 - (2) A current, long term lease in the City of New Haven
 - (3) Proof of payment of City of New Haven Personal Property tax bill(s)
- (c) The Local Preference ordinance can be found in Section 2-483 of the City of New Haven's Code. Please review for further details.

11. Equal Employment Opportunity

The City will terminate any contract without accepting liability for any incomplete work if it is found that the Contractor has violated any of the provisions of Executive Orders 11246 and 11374, Connecticut Fair Employment Practice Act, and Chapter 12 ½ of the code of Ordinances of the City of New Haven, incorporated herein by reference. The City reserves the right to incorporate into the contract any additional provisions relating to Equal Employment, including an Affirmative Action Agreement

12. Alternate RFPs

- (a) No alternate RFPs will be considered, unless alternate RFPs are specifically requested by the City.

13. Pricing Sheet - (See RFP Summary for applicability)

- (a) Please provide your pricing matrix on a page or section of its own. The City of New Haven must be readily able to discern your pricing proposal at a quick glance.

14. RFP Process and Submission

(a) RFP Process (Only Digital Responses Accepted)

- (1) Early Submittal of RFPs - RFPs received prior to the advertised hour of opening will be securely kept sealed and unopened.
- (2) RFP Opening - At the time and place fixed for the opening of RFPs, the City will open and publicly read aloud the name of every RFP respondent that received is by the submission deadline. Respondents and other interested parties may be present, in person or by representative.
- (3) Late Submittals - with the advent of complete digital bidding, no response will be accepted after the closing date and time
- (4) Withdrawal of RFPs - - Response may be withdrawn by you prior to the RFP Closing Date and Time by you retracting your digital bid submission.
- (5) RFP Rejections - The City reserves the right to reject any and all RFPs which do not meet the requirements of a lowest qualified responsible Respondent. Some reasons for rejection include but *are not limited to*: altered or qualified Calculation Sheet, a non-Web based Calculation Sheet, non-conforming Bid Bonds, incomplete or erroneous paperwork, late RFP Submission, Unbalanced High or Low Unit Pricing, and/or not habitually performing with the Respondent's own forces.
- (6) RFP Rejection Notification - Should the City reject a RFP for any reason, the Respondent shall be notified. In case of such rejection, the City will return any Bonds to the Respondent(s). No other part of a RFP Submission will be returned.

(b) RFP Submission

- (1) Electronic Submissions
 - a. Follow instruction on the portal for bid submission – all required forms are indicated as such.
- (2) Each RFP must be submitted in the prescribed format whether the submission is in an electronic format. All blank spaces must be filled in as noted. RFP responses must give the

prices in numerical figures when requested. When submitting your response electronically through our web site, changes are allowed up until your final RFP Submission.

- (3) The Respondent shall sign their RFP in the blank space provided for this purpose. If the RFP is made by a partnership or corporation, the name and address of the partnership or corporation shall be indicated and the RFP Submission and must be acknowledged by a corporate officer as applicable. Any partner of corporate stockholder owning 25% or more of the business shall also be disclosed.
- (4) The City may consider any RFP not prepared and submitted in accordance with the provisions hereof, and may, at its option, waive any informalities.
- (5) No Respondent may withdraw a RFP within one hundred twenty (120) days after the actual date of the opening thereof.

15. RFP Protest

- (a) Any RFP protest must be submitted in writing. Respondents may file a written protest of the RFP results with the City's Purchasing Agent, within 48 hours of the posting of the RFP results on the City Website.
- (b) A protest must be submitted via email, purchasing@newhavenct.gov, or Fax, 203-946-8206.
- (c) The City will acknowledge receipt of written protest. If the Purchasing Agent or representative has not acknowledged receipt of the protest by the close of business on the following day, please contact the Bureau of Purchases at 203-946-8201 or by Fax at 203-946-8206.

16. Award of Agreement

- (a) The City will endeavor to award a contract for this RFP within one hundred and twenty (120) days after the date of the RFP opening. All Respondents acknowledge their RFP submittal will be valid for the duration of the one hundred and twenty (120) days timeframe.
- (b) The City reserves the right to separately RFP or secure pricing from additional contractors that may relate to the goods and/or services in the instant RFP, whether such goods and/or services are additional to the quantities stated in the instant RFP.
- (c) The City will not award to any contractor who is ineligible under any of applicable regulations issued by the Secretary of Labor and United States Department of Labor.
- (d) The City will not award to any contractor who is not qualified under applicable State and local laws and regulations.
- (e) Without limiting the generalities of the foregoing, a contractor will be deemed ineligible if they are not current with any taxes or other outstanding obligations to the City of New Haven.
- (f) Should a Contract be awarded, it will be awarded based upon the committees scoring of the review criterion. The requesting department will convene a committee to review the RFP and provide a recommendation to award or reject all proposals.
- (g) Availability of funds – The awarding of all contracts is contingent upon availability of appropriate funds. If funding is not available at the time of award and/or execution of the contract the City reserves the right to cancel the RFP.
- (h) All Bid Bonds (if required) will be returned to all Respondents upon the execution of the contract documents to the awarded Respondent.

17. Execution of Agreement

- (a) In executing the Agreement, the Awardee will be required to reaffirm and restate any and all representations made in its RFP Submission.
- (b) Subsequent to the notice of award and within ten (10) days after the prescribed forms are presented for signature, the Awardee shall execute and deliver to the City the Agreement in the form included in the Contract Documents, in such number of copies as the City shall require.
- (c) The failure of the Awardee to execute such Agreement, pay any taxes due, to supply the required bonds or submit the Certificate of Insurance, all within ten (10) days after the prescribed forms are presented for signature, or within such extended period as the City grants based upon reasons determined sufficient by the City, shall constitute a default and the City reserves the right to any remedies available at law or in equity including pursuit of RFP Bond. The City may either award the Contract to the next lowest responsible Respondent or re-advertise for RFPs.
- (d) Performance Labor and Material Bonds - (see RFP Summary for applicability)
Having satisfied all conditions of award as set forth elsewhere in these documents, the successful Respondent shall, within the period specified in paragraph "A" above, furnish a bond in a penal sum not less than the amount of the Contract as awarded, as security for the faithful performance of the Contract, and a labor and material bond for payment of all persons, firms or corporations to whom the Contractor may become legally indebted for labor, materials, tools, equipment, or services of any nature including utility and transportation services, employed or used by him in performing the work. Such bonds shall be in the same form as those included in the RFP Documents and shall bear the same date, or a date subsequent to that of the Agreement. These bonds shall be signed and issued by a guaranty or surety company satisfactory to the City, authorized and qualified to do business in the State of Connecticut, and listed in the latest issue of the U.S. Treasury Circular 570, and the penal sum of any such bond shall be within the maximum specified for such company in said Circular 570. The current power of attorney for the person who signs for any surety company shall be attached to such bonds.

18. Notice to Proceed

Once a contract is executed the City department responsible for requesting the work will issue a Notice to Proceed.

19. No Purchase Order – No Payment Policy (see Website for more Details)

The City of New Haven has implemented a 'No Purchase Order, No Payment Policy' effective July 1, 2019 to reduce cost overruns, unauthorized work, while automating the steps for payment of invoices. This means that without an official Purchase Order number and/or enough unencumbered funds available, payment of supplier invoices will be rejected or significantly delayed until the change order or adjustments can be processed and approved.

This policy aims to ensure that:

- a) All spend shall be supported by an authorized PO prior to requesting the provision of goods/services;
- b) Efficient processes are implemented so that goods are delivered when required;
- c) The recipient of the goods shall receipt in Munis as soon as the goods are delivered/services performed (i.e. not upon receipt of the invoice);
- d) Cost control is effective and therefore:
 - i. all expenditure incurred by the City of New Haven is valid and appropriately authorized; and
 - ii. minimizing transactional costs associated with payment for goods and services;

20. **Electronic Invoice Submission and Payment Policy** (see Website for more Details)

(a) **Invoices**

The City of New Haven processes invoices using the information provided on the Purchase Order. The Purchase Order is a legal binding agreement between 3rd party suppliers and the City of New Haven. Any invoice submitted for payment will be rejected if it does not comply with the published Invoice Requirements outlined below.

Effective July 1, 2019, all Invoices must comply with the following guidelines to qualify to be paid. A properly submitted invoice is eligible to be paid after the latest of:

- The date the City/department receives the goods/services under the contract; or
- The date the vendor completed performing its services for the City/Department; or
- The date the finance department receives an invoice for the goods or services

(b) **Invoice Requirements**

A valid invoice consists of the following:

- a. Supplier name
- b. Supplier address
- c. Invoice number: DO NOT re-use invoice numbers – each invoice must have a unique #
- d. Invoice date
- e. Purchase Order number: Must provide all 8 digits of the PO#
- f. Ship to location
- g. Requesting department
- h. Requestor's name (optional)
- i. Complete payment terms
- j. Quantity
- k. Unit price
- l. Description of goods/service provided: MUST MATCH the identical line item language in the PO when provided
- m. Extended price
- n. Freight (as applicable)
- o. Other charges (as applicable)
- p. Total amount

(c) **Invoice Submission**

All invoices should be electronically submitted to the City of New Haven's Accounts Payable department, the ship to department should be referenced on the invoice.

Please submit your invoice to NHInvoice@newhavenct.gov

Documents required for payment to be made are

- Supplier Invoice
- Attach any supporting documents to your email that are required by the department, PO/Contract (such as receipts, work logs, timesheets, etc) to approve your invoice

Payments

The City of New Haven will endeavor to pay invoices within 45 days of receipt of a verified accurate invoice. See Priority Payment info for quick pay. City of New Haven's preferred method for making payments to suppliers, and for issuing reimbursements to employees is by electronic payment (i.e. Automated Clearing House (ACH)). This method of payment is more secure, timely and cost effective. At this time, paper check distribution is also available although subject to restrictions and extra delays due to the manpower and cost.

- Electronic Payment "Preferred Payment Option": supplier can invoice 1 time per week, per PO
- Paper Check "Alternative Payment Option": Supplier can invoice 1 time between the 1st – 15th, and a second time between 16th – end of the month, per PO

Electronic payments to suppliers made through EFT, will be deposited directly into the supplier's account within 1-3 days after payment has been initiated from finance.

Specifications

Request for Proposals

Brief Overview of Project:

This RFP is only for the New Haven Board of Education (NH BoE), there are no services under this RFP being requested for other departments of the City of New Haven.

This project will address the need at the New Haven Public Schools (NHPS) to obtain an affordable solution to provide network maintenance and support services for the NHPS wide area network.

The desired solution will work as basic maintenance of internal connections and on call support under the direction of the New Haven public schools IT manager and their designees.

This contract is for one budget year July 1, 2020 through June, 30 2021, there is an option to renew at the sole discretion of NHPS at the end of the contract. This option can be exercised four times under this agreement.

1. Provide routine maintenance on network hardware including routers, switches and voice over IP telephone equipment, a list of all network equipment to be supported is included for this RFP and the attached spreadsheet,
2. Vendor must have a toll free hotline number that will be used by BoE IT Department to report network maintenance items.
3. Response time for all reported items must be within four hours.
4. Vendor is expected to complete hardware repairs on all supported equipment.
5. Vendor must be capable of executing replacement of damaged supported equipment as required. Replacements will come out of an NHPS spare equipment store or be procured as needed by NHPS IT management with recommendations made by the vendor.
6. Vendor must keep all supported equipment up to date in regards to software updates. This includes security patches and iOS version updates. Vendor must keep up to date on software changes made by network hardware manufacturers and understand how this will affect the supported network hardware inventory at the NHPS. The vendor must not rely on BoE IT to alert them to required patches or iOS version updates.
7. Vendor must maintain the supported network hardware inventory list.
8. Provide on call consultancy services with pricing per hour for each of the following service classifications:
 - a. Network design: For both new and existing connected sites, in addition to redesign for the central network hub as required. Design requests must always be complete with an actual document handoff to NHPS IT that illustrates the design details.
 - b. Network hardware and software related installations and upgrades: This may include installations of: Wi-Fi systems and access points, routers, switches, network monitoring systems, network security appliances and devices, and firewalls.

- c. The IP phone system installations: This includes installation of phones, call manager programming related to new users, and unity server programming related to new users.
9. Provide recommendations in regard to network hardware procurement. While solution design work is built per hour BoE IT may seek options on hardware brands during hardware bid development. These option questions should not be charged as billable time, but rather be an included service.
10. Provide up to four (4) comprehensive network operations and security reviews, timing to be decided upon by BoE IT manager. The primary goals of these reviews are to identify areas of network security vulnerability and operational weakness and then recommend affordable solutions. The secondary goal of these reviews are to provide detailed network documentation including diagrams that illustrate all components of the New Haven public schools network. All documentation generated by each review must be provided to the BoE IT manager and will be the property of the New Haven public schools. Pricing per review must be provided in RFP responses.

RFP purpose: To find an affordable solution to provide basic maintenance of internal connections and on call Network support under the direction of the New Haven public schools IT manager.

RFP review criteria and scoring method:

1. **(30) Price:** Overall total cost of submitted solution. This includes all specifications and all associated costs. Overall cost is determined by a total of the entire life of the contract. **Scoring process:** RFP responses will receive points as follows:
 - a. 20-30 points = Lowest overall cost
 - b. 10-19 points = Middle range for cost
 - c. 0-9 points = Highest overall cost
2. **(20) Quality of service:** Based both Connecticut customer references and NHPS IT Department experience. **Scoring process:** Committee will be looking for overall: Network maintenance request response time in resolution time, quality of network design, supported system uptime, customer service and consistency, all of these items over time.
 - a. 15-20 points = exceptional
 - b. 5-14 points = acceptable
 - c. 0-4 points = unacceptable
3. **(15) Personal qualifications:** Technical certifications of vendor staff that will be involved with the project (Certifications to work with Cisco equipment). **Scoring process:** RFP responses will receive points as follows:
 - a. 15 points = 2 or more CCIE certified engineer assigned to project solution that have concentrations of experience in network design system design and have worked on multi-site fiber based WANs, 2 or more CCNA certified engineers assigned project solution.
 - b. 10-14 points = 1 CCIE certified engineer assigned to project solution that have concentrations or experience in network systems design and have worked on multi-site fiber based WAN's, 2 or more CCNA certified engineers assigned to project solution.
 - c. 5-9 points = 2 or more CCNA certified engineers assigned to project solution.

- d. 0-4 points = no formally certified engineers assigned to the project solution.
4. **(15) Prior experience:** Amount of total experience in years at the vendor has in providing network maintenance solutions for school districts at least the size of New Haven public schools or greater. Scoring process: RFP responses will receive points as follows:
- a. 15 points = 7 or more years experience providing network maintenance solutions for school districts of 10,000 or more students or organizations with 2000 or more employees.
 - b. 10-14 points = 5 or more years experience providing network main solutions for school districts of 7000 or more students or organizations with 100,000 or more employees.
 - c. 5-9 points = 3 or more years experience providing network maintenance for school districts of 4000 or more students organizations with 500 or more employees.
 - d. 0-4 points = 1 or more years of experience, providing network maintenance solutions for school districts of 4000 or more students or organizations with 500 or more employees.
5. **(10) Proximity:** physical location of vendor offices and distances from New Haven VoIP offices at 54 Meadow Street, New Haven CT. **Scoring process:** RFP responses will receive points as follows:
- a. 7-10 points = less than 24 miles, full point for vendors located in New Haven.
 - b. 4-7 points = 25 or more miles
 - c. 0-3 points = 50 or more miles
6. **(10) Responsiveness to RFP:** How well the vendor responded to and their response met the requirements of the RFP, the scope of the project outlined in the RFP. **Scoring process:** RFP responses will receive points as follows:
- a. 7-10 points = fully responsive
 - b. 4-6 points = responsive
 - c. 1-3 points = less responsive.

RIDER A - Agreement for Professional and/or Technical Services, Commodities and Construction under \$200,000 (non-Architect)

INDEMNIFICATION

Contractor shall defend, indemnify and hold harmless the City of New Haven, and its officers, agents, servants and employees, from and against any and all actions, lawsuits, claims, damages, losses, judgements, liens, costs, expenses and reasonable counsel and consultant fees sustained by any person or entity (“Claims”), to the extent such Claims are caused by the acts, errors or omissions of the Contractor, including its employees, agents or subcontractors, directly or indirectly arising out of, or in any way in connection with, the obligations of the Contractor pursuant to this Agreement.

INSURANCE

A. Contractor shall purchase from and maintain in a company or companies with an A- or greater A.M. Best & Co. rating, acceptable to City and lawfully authorized to do business in Connecticut, such insurance, including Commercial General, Automobile, Workers’ Compensation, and such other forms of liability insurance as will protect the City and Contractor from claims which may arise out of or result from Contractor's operations under this Agreement and for which Contractor may be legally liable, whether such operations be by the Contractor, a subcontractor or a sub-tier contractor or by anyone directly or indirectly employed by any of them, or by anyone for whose acts any of them may be liable.

B. The following Commercial General Liability coverage is particularly required:

(1) Commercial General Liability with a combined Bodily Injury and Property Damage Limit of not less than One Million Dollars (\$1,000,000) per occurrence and Two Million Dollars (\$2,000,000) in the General Aggregate.

(2) Products/Completed Operations Limit of not less than Two Million Dollars (\$2,000,000) per occurrence, with coverage maintained for two (2) years after final acceptance of the project.

(3) Personal & Advertising Liability Limit of not less than One Million Dollars (\$1,000,000)

(4) Fire Damage Legal Liability Limit of no less than One Hundred Thousand Dollars (\$100,000)

(5) Medical Payments Liability Limit of not less than Ten Thousand Dollars (\$10,000)

C. The Contractor shall carry Business Automobile Liability insurance covering the use of all owned, non-owned and/or hired vehicles with a combined Bodily Injury and Property Damage Limit not less than the following:

| | |
|------------------|--|
| 1. Bodily Injury | One Million Dollars (\$1,000,000) Each Person One Million Dollars (\$1,000,000) Each Accident |
|------------------|--|

| | |
|--------------------|---|
| 2. Property Damage | One Million Dollars (\$1,000,000) Each Accident |
|--------------------|---|

D. The Contractors must carry Workers’ Compensation insurance as follows:

Coverage A – Statutory Benefits Liability imposed by the Workers’ Compensation and/or Occupational disease statute of the State of Connecticut and any other governmental authority having jurisdiction for the work performed at the project.

Coverage B – Employer’s Liability – Limits of not less than One Hundred Thousand Dollars (\$100,000) per accident; One Hundred Thousand Dollars (\$100,000) bodily injury per disease/employee; Five Hundred Thousand Dollars (\$500,000) policy by disease.

Extensions of Coverage

Other States Endorsement

Voluntary Compensation (included if exposure exists)

United States Longshoreman’s & Harbor Worker’s Act (included if exposure exists)

Jones Act (included if exposure exists)
Amendment of the Notice of Occurrence
Thirty (30) day written notice of cancellation, non-renewal

E. Contractors shall also carry the following in the event that exposure exists: The Contractor shall carry Professional Liability or Errors & Omissions Insurance with respect to any damage caused by an error, omission or any negligent act of the Contractor with minimum coverage limits of One Million Dollars and No Cents (\$1,000,000.00) per claim for any wrongful act to cover work performed under this contract/One Million Dollars and No Cents (\$1,000,000) aggregate.

F. The insurance required herein shall be written for not less than limits of liability specified herein or as required by law, whichever coverage is greater. Insurance coverage written on an occurrence basis shall be maintained without interruption from date of commencement of the work until date of final payment or, as required by the contract documents, termination of any coverage required to be maintained after final payment and, with respect to the Contractor's Completed Operations coverage, until the expiration of the period for correction of the work and for such other period for maintenance of Completed Operations coverage as specified in the contract documents. If liability coverage is written on a claims-made basis, "tail" or "extended reporting period" coverage will be required at the completion of the project for a duration of twenty four (24) months, or the maximum time period reasonably available in the marketplace. Contractor shall furnish certification of "tail" coverage as described or continuous "claims-made" liability coverage for twenty four (24) months following the project completion. Continuous claims-made coverage will be acceptable in lieu of "tail" coverage, provided its retroactive date is on or before the effective date of this Agreement. If continuous claims-made coverage is used, Contractor shall be required to keep the coverage in effect for the duration of not less than twenty four (24) months from the date of final completion of the project.

G. Contractor, Sub-Contractors and, if applicable, Sub-tier Contractors shall also carry the following in the event that exposure exists:

1. Aviation or Marine Insurance: In the event any fixed wing or rotary aircraft are used in connection with this contract, or if any vessel or barge is used, or if a crane is over or nearby waterway, Contractor shall advise the City of the same and separate insurance requirements provided by the City shall be set forth in a separate agreement between the parties.

2. Railroad Protective Liability – The Contractor shall purchase a railroad protective liability policy when the work is on or within fifty (50) feet of a railroad or affects any railroad property including, but not limited to, tracks, bridges, tunnels, and switches. The limit of coverage shall not be less than Two Million Dollars (\$2,000,000) per occurrence with an annual aggregate of Four Million Dollars (\$4,000,000) for bodily injury and property damage including physical damage to Railroad's property and property of others. In addition to the foregoing, the Contractor shall comply with all insurance requirements of the railroad company.

3. Environmental Insurance (Contractor's Pollution Liability) – If an environmental exposure is potentially involved, the limit of such exposure shall not be less than Two Million Dollars (\$2,000,000) each claim/Two Million Dollars (\$2,000,000) general aggregate.

H. Coverage for Contractors must include the following endorsements: 1) Blanket Contractual Liability for liability assumed under this Agreement and all other agreements relative to the project; 2) Severability of Interests; and 3) Coverage is to be endorsed to reflect the insurance provided is to be primary for the City, and all other indemnities named in this Contract.

I. For all policies required hereunder the Contractor, Subcontractors and Sub-tier Contractors each (i) except for professional liability and/or errors and omissions coverage, hereby waive subrogation against the City, City's Agent and any and all other indemnitees pursuant to the contract documents and (ii) shall name the City

of New Haven as Certificate Holder and, except for Worker's Compensation and professional liability and/or errors and omissions policies, an Additional Insured. Further, each such policy shall provide that the insurance company will endeavor to give a minimum of thirty (30) days written notice to the City prior to any modification or cancellation (except for reason of non-payment of premium which shall be ten (10) days' notice) of any such insurance coverage and such notice shall be directed to the City of New Haven in accordance with the notice provisions of the Agreement. The Contractor shall furnish the City with the insurance policy (ies) and corresponding Certificate(s) of Insurance evidencing that it has complied with the obligations in this Rider, including, but not limited to, requirements for (1) waiver of subrogation, (2) additional insured (with the exception of Workers' Compensation coverage), (3) notice of cancellation; and, (4) Certificate Holder information. Certificates of Insurance acceptable to the City shall be filed with the City prior to commencement of the work and thereafter upon renewal or replacement of each required policy of insurance. If any of the insurance coverage required herein is to remain in force after final payment, an additional Certificate evidencing continuation of such coverage shall be submitted.

J. Aggregate Limits: Any aggregate limits must be declared to and be approved by the City. It is agreed that the Contractor shall notify the City whenever fifty percent (50%) of the aggregate limits are eroded during the required coverage period. If the aggregate limit is eroded for the full limit, the Contractor agrees to reinstate or purchase additional limits to meet the minimum limit requirements stated herein. Any premium for such shall be paid by the Contractor.

K. Waiver of Governmental Immunity: Unless requested otherwise by the City, the Contractor and its insurer shall waive governmental immunity as defense and shall not use the defense of governmental immunity in the adjustment of claims or in the defense of any suit brought against the City.

| | | |
|--------------|---|---------------------------|
| ACORD | CERTIFICATE OF LIABILITY INSURANCE | DATE (MM/DD/YY) |
|--------------|---|---------------------------|

| | |
|---|---|
| PRODUCER INSURANCE BROKER/AGENT | THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER, THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. |
| INSURERS AFFORDING COVERAGE | |

| | |
|--------------------------------------|------------|
| INSURED CONTRACTOR COMPANY | INSURER A: |
| | INSURER B: |
| | INSURER C: |
| | INSURER D: |
| | INSURER E: |

COVERAGES

THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED, NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

| INS R | TYPE OF INSURANCE | AD DL | SU BR | POLICY NUMBER | POLICY EFFECTIVE DATE(MM/DD/YY) | POLICY EXPIRATION DATE(MM/DD/YY) | LIMITS |
|----------------------------------|---|-------|-------|---------------|---------------------------------|----------------------------------|----------------------------------|
| A | GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> _____ <input type="checkbox"/> _____ GENERAL AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY PROJECT <input type="checkbox"/> LOC | X | X | | VALID DATE | VALID DATE | EACH OCCURRENCE \$1,000,000 |
| | FIRE DAMAGE \$100,000 | | | | | | |
| | MED EXP (Any) \$10,000 | | | | | | |
| | PERSONAL & ADV \$1,000,000 | | | | | | |
| | GENERAL \$2,000,000 | | | | | | |
| PRODUCTS-COMP/OP AGG \$2,000,000 | | | | | | | |
| B | AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS <input type="checkbox"/> _____ <input type="checkbox"/> _____ | X | X | | VALID DATE | VALID DATE | COMBINED SINGLE (Ea accident) \$ |
| | BODILY INJURY (Per person) \$1,000,000 | | | | | | |
| | BODILY INJURY (Per accident) \$1,000,000 | | | | | | |
| | PROPERTY DAMAGE (Per accident) \$1,000,000 | | | | | | |
| | | | | | | | |
| C | EXCESS LIABILITY <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS <input type="checkbox"/> DEDUCTIBLE <input type="checkbox"/> RETENTION \$ | | | | | | EACH OCCURRENCE \$ |
| | AGGREGATE \$ | | | | | | |
| | \$ | | | | | | |
| | \$ | | | | | | |
| | \$ | | | | | | |
| C | WORKERS COMPENSATION AND EMPLOYERS' LIABILITY THE PROPRIETOR/PARTNERS/EXECUTIVE OFFICERS ARE: <input type="checkbox"/> INCL <input type="checkbox"/> EXCL | NA | X | | VALID DATE | VALID DATE | WC STATU OTH-ER |
| | E.L. EACH \$100,000 | | | | | | |
| | E.L. DISEASE-EA \$100,000 | | | | | | |
| | E.L. DISEASE - POLICY LIMIT \$500,000 | | | | | | |
| C | OTHER PROFESSIONAL LIABILITY ERRORS & OMISSIONS | NA | | | VALID DATE | VALID DATE | PER CLAIM \$1,000,000 |
| | GENERAL AGGREGATE \$1,000,000 | | | | | | |

DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES/EXCLUSIONS ADDED BY ENDORSEMENT/SPECIAL PROVISIONS

City of New Haven shall be named as additional insured with respect to general liability and auto liability coverages per policy terms and conditions as their interests may appear. Waiver of Subrogation is included in favor of the City of New Haven on General Liability, Auto Liability, and Worker's Compensation policies.

| | |
|--|--|
| CERTIFICATE HOLDER City of New Haven <h2 style="text-align: center;">200 Orange Street</h2> <h2 style="text-align: center;">New Haven, CT 06519</h2> | CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING COMPANY WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OF REPRESENTATIONS AUTHORIZED REPRESENTATIVE |
|--|--|



Submissions

Network Maintenance and Support Services

Solicitation #: 2020-02-1318

Closed: 02/25/2020

| Supplier | Name | Email | Confirmation Code |
|-----------------------------------|---------------|----------------------------|-------------------|
| Total Communications, Inc. | Chris Garlock | chrisgarlock@totalcomm.com | NzlyNjc= |



Submitted By:

Chris Garlock
Major Account Consultant
860.622.4132
ChrisGarlock@totalcomm.com



TOTAL
COMMUNICATIONS

Summary of Provided Services

Total Communications will address the need at the New Haven Public Schools (NHPS) to obtain an affordable solution to provide network maintenance and support services for the NHPS wide area network as we have in the past 6 years.

The Total Communications PSP (Platinum Service Plan) LAN/WAN contract will work as basic maintenance of internal connections and an on call support under the direction of the New Haven public school's IT manager and their designees.

This contract is for one budget year July 1, 2020 through June, 30 2021, there is an option to renew at the sole discretion of NHPS at the end of the contract. This option can be exercised four times under this agreement.

1. The Total Communications PSP will provide routine maintenance on network hardware including routers, switches and voice over IP telephone equipment, as described in the NHPS list of all network equipment to be supported.
2. The Total Communications toll-free hotline number that will be used by BoE IT Department to report network maintenance items is **800.300.0824**.
3. Response time for all reported items will be within four hours of the reporting to the Total Communications Service department.
4. Total Communications will complete hardware repairs on all supported equipment.
5. Total Communications will be capable of executing the replacement of damaged supported equipment as required. Replacements will come out of an NHPS spare equipment store or be procured as needed by NHPS IT management with recommendations made by Total Communications.
6. Total Communications will work with NHPS IT Dept. and keep all the supported equipment up to date in regard to software updates. This includes security patches and iOS version updates. Total Communications will keep up to date on software changes made by the network hardware manufacturers and understands how this will affect the supported network hardware inventory at the NHPS. Total Communications will not rely on BoE IT to alert them to required patches or iOS version updates.
7. Total Communications will maintain the supported network hardware inventory list.
8. Total Communications will provided on call consultancy services. Pricing per hour for each of the following service classifications are listed below:
 - a. Network design: For both new and existing connected sites, in addition to redesign for the central network hub as required. Design requests will always be complete with an actual document handoff to NHPS IT that illustrates the design details. Priced accordingly \$0-\$125/HR depending on request. Most Network Designs provided at no charge

- b. Network hardware and software related installations and upgrades: This may include installations of: Wi-Fi systems and access points, routers, switches, network monitoring systems, network security appliances and devices, and firewalls.

All Installation of Network Hardware and Software is to be priced at State Contract Rates

| Hourly Rate for Time and Materials Service 8am –5pm Monday through Friday | |
|---|-----------------------|
| Hourly Rate for Time and Materials Service 8am –5pm Monday through Friday | |
| • Network Technician (basic installs)..... | \$ 110.00 /Hr. |
| • Senior Network Technician (basic installs)..... | \$ 110.00 /Hr. |
| • Cisco Certified Network Associate (CCNA)..... | \$ 120.00 /Hr. |
| • Cisco Certified Network Professional (CCDA)..... | \$ 120.00 /Hr. |
| • Cisco Certified Design Associate (CCNP)..... | \$ 120.00 /Hr. |
| • Cisco Certified Design Professional (CCDP)..... | \$ 120.00 /Hr. |
| • Project Coordinator..... | \$ 110.00 /Hr. |
| • Project Manager | \$ 110.00 /Hr. |
| • Senior Architect/Specialist (Design Services, Consulting, Network Modeling/Simulation/Performance Review Cloud, Security, IoT, DC)..... | \$ 120.00 /Hr. |

List Additional Value Added Services

| | | |
|---|--|--------------------------------------|
| 1 | Four Hours Response – Onsite Describe Services: <ul style="list-style-type: none"> • Home Office Headquarters in East Hartford, CT • Staff five (5) CCIE's in Connecticut • Staff CCDE in Connecticut • Over 145 Technical Certified Staff in Connecticut • Maintain \$3M in Cisco Inventory in East Hartford, CT • Provide customers multiple ways to contact support and track orders | Value Added Services Included |
| 2 | Two Hours Response – Onsite Describe Services: <ul style="list-style-type: none"> • Home Office Headquarters in East Hartford, CT • Staff five (5) CCIE's in Connecticut • Staff CCDE in Connecticut • Over 145 Technical Certified Staff in Connecticut • Maintain \$3M in Cisco Inventory in East Hartford, CT • Provide customers multiple ways to contact support and track orders | Value Added Services Included |

VAR Parts & Service Locations Listing

| | |
|---|---|
| 1 | Total Communications Headquarters, 333 Burnham Street, East Hartford, CT (This location maintains \$3M in Cisco parts inventory) |
| 2 | 20 Church Street, Hartford, CT |
| 3 | 500 Bic Drive, Milford, CT |
| 4 | 3 High Ridge Park, Stamford, CT |
| 5 | 40 Brainard Road, Hartford, CT |
| 6 | 555 Lakewood Road, Waterbury, CT |
| 7 | 310 Orange Street, New Haven, CT |
| 8 | 401 Merritt 7, Norwalk, CT |
| 9 | 114 New Park Avenue, North Franklin, CT |

Additional Warehouse Locations for Parts

| | |
|---|---|
| 1 | BR10, 12510 Micro Drive Suite R, Mira Loma, CA 91752 |
| 2 | BR80, 82 Micro Drive, Jonestown, PA 17038 |
| 3 | BR30, 3820 Micro Drive, Millington, TN 38053 |
| 4 | BR20, 1809 W. Frankfort Road, Suite 100, Carrollton, TX 75007 |
| 5 | BR40, 415 E. Lies Road, Carol Stream, IL 60188 |

- a. The IP phone system installations: This includes installation of phones, call manager programming related to new users, and unity server programming related to new users.
9. Total Communications will provide recommendations regarding network hardware procurement. While solution design work can be built and billed per hour BoE IT may seek options on hardware brands during hardware bid development. These option questions will not be charged as billable time, but will be an included service as valued Platinum Service Plan or PSP LAN/WAN Contract owner with Total Communications.
10. Total Communications will provide quarterly comprehensive network operations and security reviews, timing to be decided upon by BoE IT manager. The primary goals of these reviews will be to identify areas of network security vulnerability and operational weakness. Total Communications will recommend affordable solutions after review. Along with these reviews Total Communications will provide detailed network documentation including diagrams that illustrate all components of the New Haven public schools network. All documentation generated by each review will be provided to the BoE IT manager and will be the property of the New Haven public schools.

Total Communications is providing an affordable solution to provide basic maintenance of internal connections and on call Network support under the direction of the New Haven public schools IT manager as well vetted by the State of CT under Contract Number 18PSX0202 for all Cisco Products and Services

Why Total Communications?

Helping business connect, communicate, and collaborate since 1980



When your organization needs to connect, communicate, or collaborate, turn to Total Communications. For nearly 40 years, we've been dedicated to helping organizations use technology to increase productivity and enhance services. We are a trusted advisor for all your IT / Telecommunications needs, including telephone systems, carrier services, voice/video/data networks, Internet services, structured cabling and IT services.

1980 to 2020: Continually Evolving

Founded in 1980, Total Communications entered the newly opened telecommunications market selling hospital call systems, paging equipment and an electronic key telephone. From a small 5-person operation, Total has grown to be a dynamic enterprise with 4 locations and 6 divisions. We have continually expanded services in response to customer needs, starting with becoming an Authorized SNET Agent in 1989 to adding comprehensive IT Support in 2011. Total Communications has been based in East Hartford, Connecticut for almost 40 years.

Experience

Today, Total Communications serves 12,000 customers and has almost 40 years of experience in voice, 25 years in data and 20 years in VoIP/unified communications. Dealing with leading the public and private sector clients throughout New England over the years has given us an in-depth perspective on your requirements and challenges. We have designed, implemented and maintained communication solutions for leading public and private entities including:

- Hartford Public Schools
- Greenwich Public Schools
- City of Waterbury & BOE
- Jobs for the Future
- City of Norwalk
- New Haven Public Schools
- Choate Rosemary Hall
- Holyoke Medical Center
- Westfield Gas & Electric
- City of Middletown

Total & Cisco: Converging Voice & Data

Total Communications is a Cisco Gold Partner. With experience in telephony and data, Total was selected by Cisco Systems in the late 1990s to work on their Selsius IP Telephony product prior to its release. In 1999 and 2000 Total Communications designed and installed a Cisco Unified Communications System for the Hartford, Connecticut Public Schools, which was one of the largest installations worldwide at the time. Today, we are a Cisco Master Collaboration Specialized Partner, a specialization held by less than 1% of Cisco VARs in the United States. This is the highest level of specialization Cisco offers, and recognizes Total as having the ability to provide sophisticated, value-added Cisco Collaboration solutions through their in-depth sales capabilities, technology skills and service offerings.

Technology

We have invested in advanced technology to offer small-to-mid-size organizations enterprise-level services, giving them a technological edge. We've also made a major investment in physical resources. Total Communications manages customer networks from 2 secure, environmentally controlled Network Operating Centers (NOCs). Both NOCs feature high-speed Internet connections, multi-layer security, sophisticated software, and uninterruptible power supplies. The NOC at our corporate headquarters is backed by a 150 KW hard wired electrical generator, assuring business continuity for our customers.

- 1000 sq. ft. Network Operations / Co-location Center
- Redundant Network Monitoring Center at corporate headquarters
- Technology Demonstration Center
- 2 Million dollar inventory of parts & equipment

Staff

Our key network engineers have been deeply involved with Cisco IP Telephony since 1999. In addition to many local engineers with the CCNP-V certification and the CCNA-V certification, we have two CCIEs employed full time at our corporate headquarters in East Hartford, Connecticut and three (3) additional CCIE's throughout of our footprint. Three CCIE's each hold a certification in Collaboration, a certification held by less than 2,400 worldwide. Another CCIE is specialized in routing and switching and also holds the elite Cisco Certified Design Expert (CCDE) certification. All of these employees have participated in the design, implementation and support of Cisco Collaboration and Data projects. This group also collaborates with our on-staff Project Management Professional (PMP) and Microsoft and VMware certified staff members. Total is deeply committed to continual improvement by significantly investing in continuing education and technology upgrades annually.

Certifications

Total has extended their commitment to Cisco technology by earning these further specializations:

- Cisco Gold Partner
- Cisco Master Collaboration Partner
- Cisco Advanced Collaboration Architecture
- Cisco Advanced Security Architecture
- Cisco Advanced Data Center Architecture
- Cisco Advanced Enterprise Network Arch.
- Cisco NASPO Authorized Reseller in CT
- State of Connecticut DAS Contract Cisco Reseller
- State of Massachusetts ITT50 Qualified Contractor



Small Enough to Value Each Customer, Large Enough to Support THOUSANDS OF USERS

Few IT / communications companies can offer their customers a comprehensive platform that includes everything from circuits and Internet access, to telephone hardware, structured cabling and IT support. When you have one company with a global understanding of your IT / communications systems and how they work together, you only need to make a single call when you have an issue.

In an industry where technology companies rise and fall overnight, Total Communications has been locally owned with a consistent management team for 35 years. With deep roots in Connecticut, we have built our business by maintaining strong customer relationships. In fact, Total Communications has been recognized by both AT&T and Cisco for customer satisfaction. Total Communications is small enough to value each customer, but large enough to have the resources to support complex installations for thousands of users.



| | | | |
|-------------------------|---------------------------------|---------------------------|----------------------|
| Customer: | New Haven Public Schools | Date Order Taken: | |
| Contact 1: | Bill Zesner | Install/Ship Date: | ASAP |
| Contact 2: | Robert Cussan | Tel.#: | |
| Install Address: | 54 Meadow St | Customer P.O. No.: | |
| Street 2: | | | |
| City: | New Haven | Sales Rep: | Chris Garlock |
| State: | CT | | |
| Zip: | | | |

| Quantity | Item | Unit Price | Extension |
|----------|-------------|------------------------|--------------------|
| 1 | PSP LAN/WAN | \$50,000.00 | \$50,000.00 |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | Sub-Total Parts | \$50,000.00 |
| | | Labor | |
| | | TOTAL | \$50,000.00 |

A signed copy of this Sales Order should be returned within 30 days of the date of this form. After 30 days, all prices are subject to change. The Purchase Price does not include any sales, use, excise, property, trip charge, freight charges, fuel surcharges, or other taxes.
 A 30% Deposit of the Purchase Price is due upon execution of this agreement.
 The 30% deposit will be applied to the equipment sell price and the balance of the equipment will be invoiced upon equipment delivered to site or stored at Total's facilities.
 Professional services to be invoiced on a monthly basis until the installation has been completed.
All invoices are Due Upon Receipt.

If Customer is T&M, our current telephony labor rate is: _____ (Minimum per Tech/onsite 1 Hour/Remote 1/2 Hour)
 If Customer is under service agreement, our current telephony labor rate is: _____ (Minimum per Tech/onsite 1 Hour/Remote 1/2 Hour)
 plus a Vehicle Charge of : \$75.00 On Site where applicable
 plus a Technician Travel Charge of : _____
 After hours work will be billed at the Time & 1/2 rate, Sunday is Double Time.

NOTES:
 as per contract with NHPS all rates are under ST of CT Contract # 18PSX0202

Customer hereby orders the equipment set forth above under the terms and conditions set forth on the reverse side or Page 2 of this document.

X
Authorized Signature

Name: _____
Title: _____

rev 11.05.15

TERMS & CONDITIONS

1. GENERAL:

All work described herein shall be performed during regular business hours unless otherwise specified. Customer agrees that special circumstances requiring overtime will be charged to Customer at TCI's then applicable rates and will be authorized in writing by a signed change order or additional work order.

2. TIME OF PERFORMANCE:

- a. TCI shall complete the installation services with TCI's standard practices within a reasonable time. Customer agrees to give TCI access to the Premises during non-business hours to the extent necessary to have all work completed promptly and within a reasonable time. TCI shall perform its standard acceptance testing on the installed Equipment, and Customer agrees to monitor said testing. Upon successful completion thereof, TCI shall notify Customer that Equipment has been installed and operates in accordance with applicable test and performance specifications. The date of such notification shall be the Installation Complete Date.
- b. When the Equipment is purchased, TCI shall use its best efforts to make timely delivery and installation. However, all stated delivery or installation dates are approximate and TCI SHALL UNDER NO CIRCUMSTANCES, EXCEPT FOR TCI'S WILLFUL MISCONDUCT, BE LIABLE FOR ANY DAMAGES, WHETHER SPECIAL, CONSEQUENTIAL OR OTHERWISE FOR ANY DELAYS IN DELIVERY OR INSTALLATION.

3. WARRANTY:

a. Subject to the provisions of this paragraph and Paragraph 7, when the Equipment is purchased, TCI warrants for a period of ninety (90) days from the Installation Completion Date, that as of the Installation Completion Date the Equipment will be free from defects in material and workmanship. If any defects covered by this Warranty appear within the above stated ninety (90) day period, TCI shall have the option of repairing or replacing the Equipment at its expense during routine business hours. Such repair or replacement shall be Customer's exclusive remedy for TCI's breach of warranty, or for willful misconduct or gross negligence and Customer willingly, knowingly and voluntarily waives all other remedies. In cases where TCI does not install the Equipment, TCI warrants that the equipment only, if properly installed and maintained, shall be free from defects for a period of ninety (90) days.

b. TCI will not be obligated to service, repair or replace any Equipment which has been repaired or serviced by others, abused or improperly handled, stored, altered or used or otherwise intermingled with third party material or equipment. No warranties shall apply to, and TCI shall not be obligated to service, repair or replace any equipment which has been installed, repaired or serviced by others without the express prior written consent of TCI.

c. WHEN THE EQUIPMENT IS PURCHASED, THE WARRANTY STATED ABOVE SHALL BE IN LIEU OF AND EXCLUDES ALL OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION AND WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

4. LIMITATIONS ON TCI'S OBLIGATION AND LIABILITY:

a. When the Equipment is purchased all obligations and warranties of TCI hereunder, including warranty obligations, shall be subject to and relieved by any force majeure, Act of God, war, riot, fire, explosion, lightning, power surge, accident, flood, sabotage, inability to obtain fuel or power, governmental laws, regulations or strikes, lockouts or injunctions (whether or not such labor event is within the reasonable control of TCI). Customer acknowledges that in order to provide the Equipment to the Customer, TCI and the Customer must rely on third parties beyond the control of TCI and the customer, including, without limitation, the Customer's local telephone utility. TCI's maintenance responsibilities do not extend to Equipment of the public telephone network, nor is TCI responsible for malfunctions in the communication system or Equipment caused by malfunctions in the public telephone network, or caused by abuse or misuse of the communication system or Equipment by other than TCI. TCI shall not be responsible for the failure to fulfill any obligation hereunder, including, without limitation any warranty obligations, when such third parties have not provided or maintained the service or products to Customer which are necessary for TCI to fulfill its obligations under this Agreement.

b. WHEN THE EQUIPMENT IS PURCHASED, TCI SHALL NOT BE LIABLE FOR ANY SPECIAL OR CONSEQUENTIAL DAMAGES OR FOR LOSS, DAMAGE OR EXPENSE DIRECTLY OR INDIRECTLY ARISING FROM THE USE OF EQUIPMENT SOLD OR LEASED HEREUNDER OR ARISING FROM CUSTOMER'S INABILITY TO USE THE EQUIPMENT EITHER SEPARATELY OR IN COMBINATION WITH ANY OTHER EQUIPMENT OR FROM ANY OTHER CAUSE.

5. DEFAULT:

If any of Customer's obligations to TCI shall not be paid when due, or if Customer shall be in default hereunder, and all sums and obligations hereunder shall, at TCI's option, become immediately due and payable. Upon Customer's default, in addition to the rights and remedies specified herein, TCI shall have all the rights and remedies under the Uniform Commercial Code and any other laws, including the right to any delinquent payments for which the Customer shall remain fully liable. Additionally, upon Customer's default, TCI shall have the right, in its sole discretion and without any liability to, or recourse by, Customer whatsoever for any damages, whether actual, special or consequential including without limitation any damages for lost business, to terminate or suspend any and all Warranties with respect to the Equipment and any and all obligations TCI may have to service, repair or replace the Equipment, whether arising under this Agreement or otherwise. No remedy of TCI hereunder shall be exclusive of any other remedy herein or provided by law, but such remedies shall be cumulative and in addition to every other remedy.

6. **REPOSSESSION:** Customer agrees that upon its failure to pay any sum hereunder or within forty-five (45) days thereof. TCI shall have the complete right to enter the Premise at any reasonable time for purposes of repossessing the Equipment. Customer agrees to cooperate fully with TCI in such repossession. TCI shall use reasonable care in removing the Equipment but shall not be liable to restore the Premises after the Equipment is so removed. Other than the obligation to use due care in removing the Equipment, TCI shall have no liability to, and Customer shall have no recourse against TCI whatsoever for, any damages resulting from such repossession, whether actual, special or consequential, including without limitation, any damages for lost business.

7. COMMERCIAL TRANSACTION:

THE CUSTOMER ACKNOWLEDGES THAT THE TRANSACTION OF WHICH THIS AGREEMENT IS A PART IS A COMMERCIAL TRANSACTION, AND HEREBY WAIVES ITS RIGHT TO NOTICE AND HEARING UNDER CHAPTER 903a OF THE CONNECTICUT GENERALS STATUTES, OR AS OTHERWISE ALLOWED BY ANY STATE OR FEDERAL LAW, WITH RESPECT TO ANY PREJUDGEMENT REMEDY WHICH TCI, ITS SUCCESSORS OR ASSIGNEES MAY DESIRE TO USE.

8. TITLES; FILINGS; POWER OF ATTORNEY:

Customer agrees that TCI shall retain title to the equipment until all sums due TCI from Customer shall have been paid in full. Customer hereby appoints TCI as its attorney in fact, coupled with as interest, to file UCC financing statements and other such documents, and to do such other acts, as may be reasonably necessary to give notice of TCI's retention of title to the Equipment and other provisions of this Agreement.

9. INDEMNIFICATION:

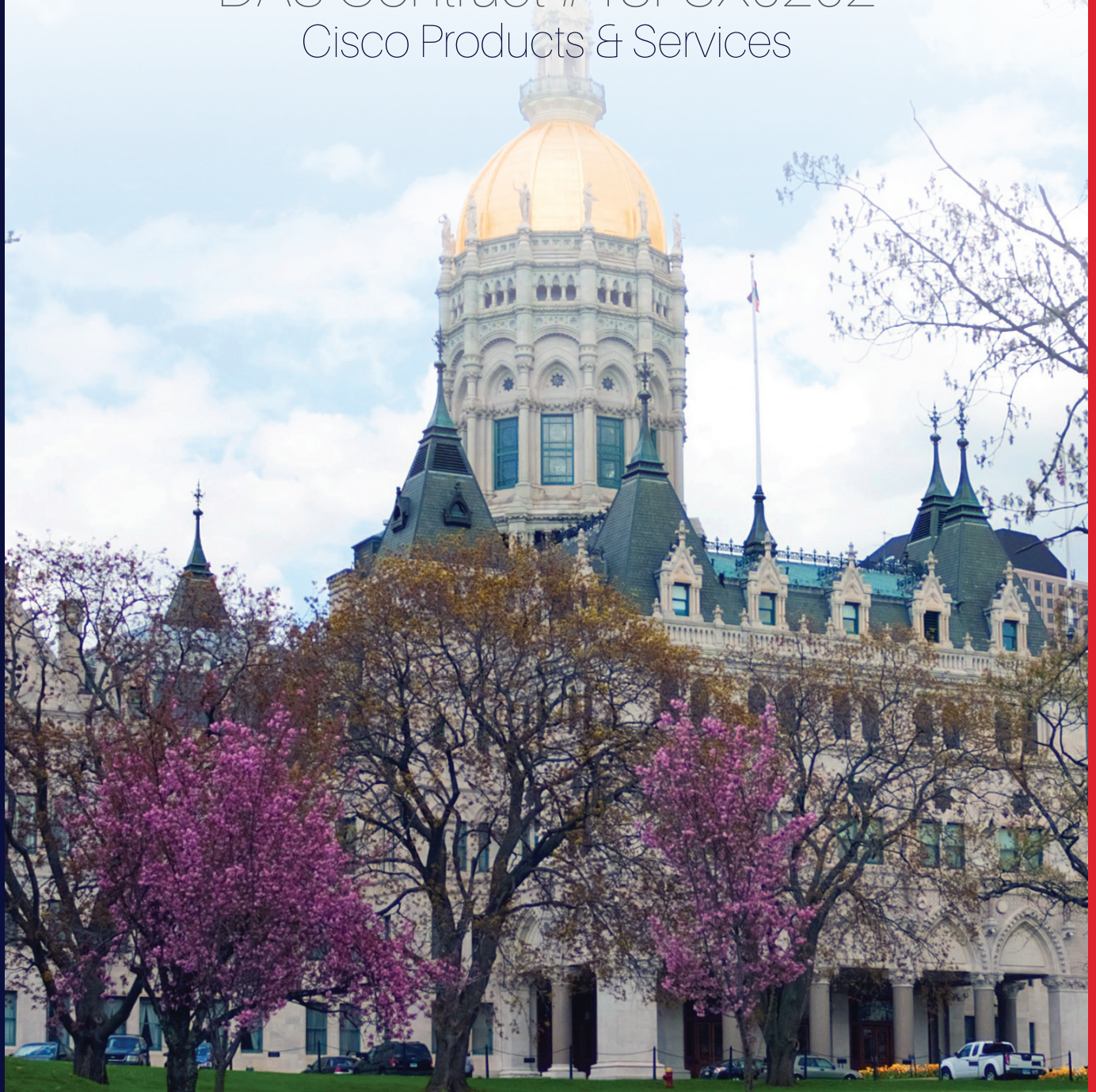
Customer agrees to indemnify and save harmless TCI from all suits, loss, damages, actions or claims of any character, including reasonable attorney's fees and legal costs incurred by TCI in collecting any amounts owed to it by Customer, in enforcing, its rights hereunder or brought on account of any injuries or damages received or sustained by any person, persons, or property by or from the Customer or Customer's contractor or sub-contractor or their employees, of by, or in consequence of any neglect in safeguarding the work, of by, or on account of any act of omission, neglect or misconduct of the Customer or his, agent, contractor, sub-contractor arising out of any law ordinance.

10. APPLICABLE LAW; JURISDICTION:

This Agreement and all transactions hereunder, and all the rights of the parties, shall be governed as to validity, construction, enforcement and in all other respects by the laws of the State of Connecticut. Customer agrees that the Superior Court for Judicial District of Hartford or the United States District Court for the District of Connecticut shall have jurisdiction to hear and determine any claims or disputes pertaining to the financing transactions of which this Agreement is part and/or to any matter arising or in any way related to this Agreement or any other agreement between TCI and Customer and expressly submits and consents in advance to such jurisdiction in any action or proceeding.

Connecticut[®]

DAS Contract # 18PSX0202
Cisco Products & Services



TOTAL
COMMUNICATIONS

Frontier
COMMUNICATIONS



Master
Collaboration
Partner



Gold
Partner

TOTAL
COMMUNICATIONS

+ **Frontier**
COMMUNICATIONS

Frontier + Total: Be Confident.

Frontier is a publicly owned company delivering state of the art network technology to businesses in 28 states. Total Communications is a wholly-owned subsidiary of Frontier, with significant experience in Cisco® technology. Together, Frontier + Total can bring a powerful combination of global capabilities, local presence, and Cisco® expertise to your business. When you work with Frontier + Total, you can “Be Confident” they will make it easy to choose, deploy, and manage your IT, so you can focus on your business.

Local Experts.

When your organization needs to connect, communicate, or collaborate, turn to Total Communications! For over 39 years, Total has been dedicated to helping organizations use technology to increase productivity and enhance services. As a Cisco® Gold Certified Partner and Cisco® Master Collaboration Specialized Partner, Total has the depth and breadth of experience to deliver sophisticated, large-scale Cisco® technology solutions. Total Communications is qualified, experienced, local and committed to earning your trust.



Qualified

- Cisco® Gold Certified Partner
(Cisco's highest partner level held by less than 1% of US Cisco Partners)
- Cisco® Master Collaboration Specialized Partner
(Cisco's highest level of specialization, requiring demonstrated ability to deliver sophisticated, value-added collaboration solutions)
- Cisco® Advanced Collaboration Architecture
- Cisco® Advanced Data Center Architecture
- Cisco® Advanced Enterprise Network Architecture
- Cisco® Advanced Security Architecture

Staff Qualifications

- 37 network engineers with over 350 Cisco Certifications
- 1 Cisco® Certified Design Expert (CCDE)
(Cisco's highest level of certification for design, only ~200 worldwide)
- 5 Cisco® Certified Internetwork Experts (CCIE)
(Highest level of professional certification for planning, operating and troubleshooting infrastructures)
- 24 Professional Certifications (CCNP, CCDP)
- 42 Associate Certifications (CCNA, CCDA)

Experienced

- Founded in 1980
- Cisco® Partner Since 1998
- Implemented one of the earliest and largest successful Cisco VoIP projects in 1999.
- 39+ Years of Experience in Voice
- 24+ Years of Experience in Data
- 20+ Years of Experience in VoIP / UC
- Solutions for 50 to 7,500+ Users
- Cisco® Solutions for regional, national & international

Committed

- Six (6) Divisions
- Two (2) Network Operations Centers
- 24x7 Monitoring Capabilities
- Technology Demonstration Center
- Managed Services & Hybrid IT / Cloud Solutions

Experts in State & Local Government.

Working with state and local government agencies has given us an in-depth perspective on your needs and challenges. We understand how critical it is that your systems function reliably, seamlessly and securely. We understand it's imperative to protect sensitive data. We understand that serving constituents – especially in times of emergencies or extreme weather events – is not simply a 9 to 5 job. And we understand the continuing pressure to “do more with less.”

Safer Schools, Safer Workplaces

Education and workplaces are changing. Students and employees are no longer confined by traditional environments. They're accessing from anywhere, on any device, in ways that reimagine what's possible. You need a trusted partner with the expertise to manage this balance.

A current focus of Total Communications and Cisco, is emphasizing Safer Schools & Safer Workplaces through integrated IT and physical security solutions. From Cisco Optical Sensors and Informacast Emergency Notification to cyber security solutions, we offer strategic solutions to assist in making schools safer in both the physical and digital threatscape.

Local Government Experience

Providing services to nearly 40% of municipalities in Connecticut has given us the knowledge and experience necessary to understand government agencies. From the City of Hartford and Board of Education to the City of New Haven Public Schools, Total has a track record of working with some of the biggest public sector accounts in state. With local experts, facilities and the backing of a national corporation, Total offers what others can't - local relationships. Before, during, and after installation, we'll be here.





Services & Capabilities

What sets Total Communications apart from others is our approach to meeting customer needs. We design a system that meets the individual organization's requirements and then train employees how to use the system effectively. This approach, which we call "Human Engineering", begins in the design phase and continues throughout installation and beyond.

In an industry where technology companies rise and fall overnight, Total Communications has been locally owned with a consistent management team for 39 years. Deeply rooted in Connecticut, Total has built itself by maintaining strong customer relationships.

The Solutions

- Cisco Collaboration
- Cisco Videoconferencing / Telepresence
- Collaboration with Cisco WebEx & Teams
- Cisco Enterprise Networking
 - Wired & Wireless
- Cisco Security
- Cisco Meraki Cloud-Managed Networking
- Cisco Safer Schools Products
- Total360 Business Continuity / Disaster Recovery
- Flash Storage
- Structured Cabling
- Network Monitoring & Alert Notification

Technology Partners

- Cisco Gold Partner
- Frontier Authorized Sales Agent
- Windstream Channel Partner
- Mitel Platinum Solution Provider
- Comcast Gold Solution Provider
- AspectPro Cloud Partner
- AT&T Master Solution Provider
- Charter Business Partner
- EarthLink Business Partner
- Pure Storage Silver Partner
- Microsoft Silver MidMarket Solution Provider
- Microsoft Silver Small and Midmarket Cloud Solutions
- NEC Authorized Dealer
- VMware Professional Partner

Partial Client List

- New Haven Public Schools
- Hartford, City and Board of Education
- Meriden, City of
- Yale New Haven Health
- Mohegan Sun
- Reliant Medical Group
- Johnson Memorial Medical Center
- Holyoke Medical Center
- Cornell Scott Hill Health Center
- Athena Health



Sales Contact:

Christopher Garlock
 Major Account Consultant
 860.622.4132
 chrisgarlock@totalcomm.com

