

DELAWARE VALLEY CHARTER HIGH SCHOOL
5201 Old York Road
Philadelphia, PA 19141
BID #: YR150004

Sheet Number: 1 of 15

Sealed bids for the services listed herein will be received in the DELAWARE VALLEY CHARTER HIGH SCHOOL (DVCHS) Administration Office, located at 5201 Old York Road, Philadelphia, PA 19141 ATTN: MR. HOLIDAY until 10:00 A.M., March 12th, 2012 and will be opened at 10:30 A.M. the same day in the Administration Conference Room. Respondents are invited to attend the bid opening however no bid modifications will be permitted. Clarifications regarding an individual respondent's Bid response will be permitted.

1. Two (2) hard copies and two (2) CDs containing electronic signed copies of the submitted signed bid response (must be in Microsoft WORD or in .PDF format) for this bid inquiry is to be filled out, signed with original signatures where noted and returned to DVCHS within the date, time and via method(s) defined within this document.
2. All bids shall be returned in sealed envelopes and addressed to DVCHS at the address stated above. **Please show the bid number (BID #:YR150004) on the outside of the envelope.**
3. The Bidder is responsible for ensuring that the Bid document, inside a sealed envelope, is received **via registered mail, courier service** prior to 10:00 AM on the date of the Bid Opening stated above. Delivering that Bid document directly to a DVCHS employee via any other method, even if a signature is obtained, **is not** sufficient to meet the requirements of this Bid Condition. DVCHS is not responsible for the failure of any of its employees or any mail delivery service to receive this bid document prior to the time and date for the public opening of this Bid.
4. Bids shall be submitted on this Bid form which must be signed by a duly authorized agent or officer of the Company making the bid. Absence of original signature of person duly authorized to sign for the Company submitting this bid document will automatically leave this bid null and void.
5. Prices quoted must include all costs for delivery of requested services including any and all installation, support and engineering charges.
6. Not more than one alternate service may be quoted on any single item of the bid. Description and pricing for any such alternate/hybrid/migration solutions must be typed in on the back side of this document and be accompanied with a valid signature from the submitting vendor.
7. The Technology Support Staff /Resources group shall have full power and authority to reject any and all bids furnished which in their opinion, are not in strict compliance and conformity with the requirements of the specifications. The decision of said group shall be final, conclusive, and without challenge.
8. DVCHS reserves the right to reject any or all bids, and to accept or reject any item or group of items, for which bid is submitted.
9. Upon identification of the lowest bid for identified services and installations (if warranted) the successful bidder will be notified in writing. It should be noted that awarding of this bid will commit the respondent to their quoted pricing for the entire period of time required for the SLD to notify DVCHS of E-rate funding. Once notified of funding DVCHS will immediately commence with deploying said services.

The undersigned, as authorized representatives of the identified company listed below, hereby propose and agree to provide the originators of this Bid process any/all of the items/services to which a cost has been submitted. This proposal is subject to all terms of the specifications, bid conditions and instructions outlined herein, where we hereby agree to provide such item/s as awarded to us. This bid is only valid when completed with an original signature of a properly authorized representative of the submitting company.

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BID SPECIFICATIONS
FOR
TECHNICAL SUPPORT SERVICES

DVCHS IS SEEKING A MULTI-YEAR CONTRACT FOR INSTALLATION, CONFIGURATION AND MAINTENANCE SUPPORT SERVICES FOR E-RATE ELIGIBLE NETWORK AND TECHNOLOGY COMPONENTS SERVICING THE SCHOOL. THE SERVICE CONTRACT WILL EXTEND FROM A PERIOD RANGING FROM JULY 1ST, 2012 THROUGH JUNE 30TH, 2014. THE SERVICES WILL COMMENCE JULY 1ST, 2012 AND WILL BE GOVERNED BY ACTUAL DVCHS SERVICE NEEDS. IT SHOULD BE NOTED THAT ALL INVOICING FOR SUPPORT SERVICES WILL BE REQUIRED TO BE SEGREGATED INTO SEPARATE INVOICING PROCESSES WHICH WILL SEPARATE SUPPORT SERVICES FOR E-RATE ACQUIRED EQUIPMENT FROM ALL OTHER SUPPORT SERVICES. INVOICING TO BE APPLIED FOR E-RATE FUNDING WILL ONLY CONTAIN SERVICES ACTUALLY RENDERED ON ELIGIBLE EQUIPMENT/COMPONENTS.

ANY QUESTIONS PERTAINING TO PROCEDURES OR CLARIFICATIONS REGARDING THIS BID OR ANY TECHNICAL QUESTIONS OR CLARIFICATIONS SHOULD BE E-MAILED TO:

REMY BIBAUD
ERATESUPPORT2012@INTELAGENTRESOURCES.COM

NOTE: PLEASE REFERENCE “DVCHS- BID #YR150004” WITHIN THE SUBJECT AREA OF YOUR E-MAIL.

IT SHOULD BE NOTED THAT ORIGINAL SIGNATURES ARE REQUIRED AT THE BOTTOM OF EACH PAGE IN THIS BID WHEN THE APPROPRIATE SIGNATURE LINES ARE PROVIDED. FAILURE TO PROVIDE THESE SIGNATURES AS INSTRUCTED WILL VOID THE ENTIRE BID RESPONSE FOR THAT PARTICULAR RESPONDENT. THIS SIGNED BID RESPONSE ALONG WITH ANY FORTH-COMING LETTER OF ACCEPTANCE WILL CONSTITUTE THE ACTUAL SERVICES CONTRACT FOR THESE REQUESTED SERVICES

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**ITEM
NO.**

ITEM/SERVICE DESCRIPTION

3. **CABLE BREAK/FIX SERVICES:** INCLUDES THE TROUBLE-SHOOTING, FIXING AND TESTING OF ANY NETWORK CABLING ISSUES. DOES NOT INCLUDE RUNNING OF NEW CABLE DROPS.
- A.) CONTRACTOR COST/HR. _____
4. **TELEPHONY SERVICES:** INCLUDES THE INSTALLATION, CONFIGURATION, RELATED TESTING AND TROUBLE-SHOOTING, PATCH UPGRADES AND MAINTENANCE OF VOICE INFRASTRUCTURE PREMISIS EQUIPMENT (EXCLUDING HANDSETS).
- A.) LEVEL 1 ENGINEER COST/HR. _____
- B.) LEVEL 2 ENGINEER COST/HR. _____
- C.) LEVEL 3 ENGINEER COST/HR. _____
5. **ACCELERATED RESPONSE TIME:** ADDITIONAL COST LEVERAGED AGAINST CUSTOMER FOR ACCELERATED SUPPORT RESPONSE, AS DEFINED WITHIN THIS BID CONTRACT, FOR OCCURRENCES WHEREAS THE CUSTOMER DEEMS IMMEDIATE RESPONSE IS WARRANTED.
- A.) COST PER OCCURRENCE (IN ADDITION TO THE SERVICE LEVEL RATES LISTED ABOVE).
- COST/OCCURRENCE: _____

NOTE: THE FOLLOWING IS A LIST OF EQUIPMENT/ITEMS TO BE SUPPORTED...RESPONDENT IS TO FILL IN THE HOURLY COST PER ITEM ONTO THE LINES PROVIDED.

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Printed Name: _____

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DELAWARE VALLEY CHARTER HIGH SCHOOL EQUIPMENT LIST FOR BASIC MAINTENANCE SERVICES

MANUFACTURER:	CISCO	ALLIED TELESIS	ALLIED TELESIS	ALLIED TELESIS	ALLIED TELESIS	DELL	N/A - CABLING	
PART #:	Part #: AIR-AP1231G-A-K9	Part #: AT-RP24I-10	Part #: AT-8624POE-10	Part #: AT-G8-T	Part #: AT-9924SP-10	E-Mail System Server	NETWORK CABLING SUPPORT	
DESCRIPTION:	Description: Cisco 1200 Series IOS AP 802.11G	Description: 24 port 10/100TX Intelligent Layer 3 Switch + 2 expansion bays and 1 WAN Network Service Module Bay, AC power	Description: Layer 3 Switch with 24-10/100TX ports plus 2 expansion slots	Description: Copper 1000T Gigabit Interface Converter	Description: 24 x 10/100/1000BT Plus 4 SFP Slots Advanced L3 IPV6 Ready	Description: Server system components as identified below (original attached equipment quote #343894062)	Break/fix for network components including required patching, re-termination, walljack repair, etc.	
QUANTITY:	20	17	4	27	1	1	450+ CAT. 5e NETWORK DROPS AND 4 NETWORK CLOSETS w FIBER BACKBONE	
ESTIMATED NUMBER OF SUPPORT HRS. FOR YEAR:	60	102	48	7	16	80	100	
<u>TO BE ENTERED BY BID RESPONDENT</u> - ENTER EXTENDED COST PER SUPPORT ITEM LEVERAGING SERVICES PRICING SUBMITTED BY VENDOR WITHIN THIS BID AND THE NUMBER OF HOUR IDENTIFIED FOR EACH ITEM:	_____	_____	_____	_____	_____	_____	_____	BID RESPONDENT TO TALLY TOTALS FOR THIS ROW: _____

TOTAL ESTIMATED YRLY HOURS: 413

NOTE: SERVER DETAILS REGARDING THE SERVER REQUIRING SUPPORT VIA THIS CONTRACT ARE ON THE FOLLOWING TWO PAGES.

DELL**QUOTATION**

QUOTE #: 531446755

Customer #: 45999049

Contract #: 9914865

Customer Agreement #: PEPPM

Quote Date: 3/2/10

Date: 3/2/10 1:14:31 PM

Customer Name: DELAWARE VALLEY CHARTER HS

TOTAL QUOTE AMOUNT:	\$14,269.53		
Product Subtotal:	\$14,269.53		
Tax:	\$0.00		
Shipping & Handling:	\$0.00		
Shipping Method:	Ground	Total Number of System Groups:	1

GROUP: 1	QUANTITY: 1	SYSTEM PRICE: \$12,194.08	GROUP TOTAL: \$12,194.08
Base Unit:	T710 Rack Chassis for Up to Eight 3.5-Inch Hard Drives (3Gbps) (224-5944)		
Memory:	12GB Memory (6x2GB), 1333Mhz Dual Ranked RDIMMs for 2 Processors (317-1288)		
Keyboard:	Keyboard, USB, Black (310-8360)		
Keyboard:	Optical Mouse, Two Buttons USB, Black (310-9638)		
Keyboard:	Dell E Series E170S, Standard, 17in Viewable Image Size, VGA Only, CLIENT/ENT (320-8083)		
Monitor:	Embedded Broadcom, GB Ethernet NICS with TOE and iSCSI Offload Enabled (430-2970)		
Video Card:	E5520 Xeon Processor, 2.26GHz 8M Cache, Turbo, HT, 1066MHz Max Mem (317-0259)		
Video Memory:	E5520 Xeon Processor, 2.26GHz 8M Cache, Turbo, HT, 1066MHz Max Mem (317-1218)		
Video Memory:	PowerEdge T610/T710 Heat Sinks for 2 Processors (317-0265)		
Hard Drive:	250GB 7.2K RPM SATA 3.5" Hot Plug Hard Drive (341-8727)		
Hard Drive Controller:	PERC 6/i SAS RAID Controller (341-9393)		
Floppy Disk Drive:	Power Saving BIOS Setting (330-3491)		
Operating System:	Windows Server 2003 EnterpriseEdition Includes 25 CALs, 2008Media (421-0042)		
NIC:	Broadcom 5709 Dual Port 1GbE NIC w/TOE iSCSI, PCIe-4 (430-3260)		
Modem:	iDRAC6 Enterprise (467-8648)		
TBU:	PowerVault 100T Half Height DAT72 Tape Backup w/Controller Internal (341-8791)		
CD-ROM or DVD-ROM Drive:	Optical SATA for PowerEdge T610/T710 (330-4219)		
CD-ROM or DVD-ROM Drive:	DVD+-RW, SATA, INTERNAL (313-9097)		
Documentation Diskette:	Dell Management Console (330-5280)		
Documentation Diskette:	Electronic System Documentation and OpenManage DVD Kit (330-4332)		
Additional Storage Products:	250GB 7.2K RPM SATA 3.5" Hot Plug Hard Drive (341-8727)		
Factory Installed Software:	Symantec Backup Exec 2010 Server Suite 1yr (410-6199)		
Feature	RAID 5 for PERC 6/i or H700 Cntrl (Non-Mixed Drives) (341-9373)		
Feature	No Rails (330-4120)		
Service:	Dell Hardware Limited Warranty Plus On Site Service Extended Year (994-9248)		
Service:	Dell Hardware Limited Warranty Plus On Site Service Initial Year (994-9247)		
Service:	Mission Critical Package: 4-Hour 7x24 On-Site Service with Emergency Dispatch, 3 Year Extended (990-6163)		
Service:	Mission Critical Package: 4-Hour 7x24 On-Site Service with Emergency Dispatch, Initial Year (994-5920)		
Service:	MISSION CRITICAL PACKAGE: Enhanced Services, 4 Year (994-9289)		
Service:	ProSupport for IT: 7x24 HW / SW Tech Support and Assistance for Certified IT Staff, 4 Year (990-6353)		
Service:	Thank you choosing Dell ProSupport. For tech support, visit http://support.dell.com/ProSupport or call 1-800-945-33 (989-3439)		
Installation:	On-Site Installation Declined (900-9997)		
Misc:	1100 Watt Redundant Power Supply (330-4331)		
Misc:	250GB 7.2K RPM SATA 3.5" Hot Plug Hard Drive (341-8727)		
Misc:	Power Cord, NEMA 5-15P to C13, 15 amp, wall plug, 10 feet / 3 meter (310-8509)		

Misc:	Power Cord, NEMA 5-15P to C13, 15 amp, wall plug, 10 feet / 3 meter (310-8509)
Misc:	250GB 7.2K RPM SATA 3.5" Hot Plug Hard Drive (341-8727)
Misc:	Dell UPS, Tower, 1920W, 120V, with 5-20P to C19, 3m input cord (330-7503)
Misc:	Symantec Backup Exec 2010 Database Server Suite 1yr (410-6107)

SOFTWARE & ACCESSORIES			
Product	Quantity	Unit Price	Total
OLP WIN SVR CAL 2008 ALL LNG NL AE STUDENT ONLY USER CAL (A1533525)	25	\$0.68	\$17.00
SQL Server Wrkgrou Edtn 2008 Sngl OLP NL AE 5 Cit Qualified (A1892342)	1	\$185.95	\$185.95
SQL Workgroup CAL 2008 Sngl OLP NL AE User CAL (A1892275)	50	\$37.45	\$1,872.50
Number of S & A Items: 3		S&A Total Amount: \$2,075.45	

SALES REP:	Stephen Sherman	PHONE:	512-7280513
Email Address:	s_sherman@dell.com	Phone Ext:	72-80513

Please review this quote carefully. If complete and accurate, you may place your order online at www.dell.com/qto (use quote number above). POs and payments should be made to *Dell Marketing L.P.*

If you do not have a separate agreement with Dell that applies to your order, please refer to www.dell.com/terms as follows:

If purchasing for your internal use, your order will be subject to *Dell's Terms and Conditions of Sale-Direct* including Dell's U.S. Return Policy, at www.dell.com/returnpolicy#total. If purchasing for resale, your order will be subject to *Dell's Terms and Condition of Sale for Persons or Entities Purchasing to Resell*, and other terms of Dell's PartnerDirect program at www.dell.com/partner. If your order includes services, visit www.dell.com/servicecontracts for service descriptions and terms.

Quote information is valid for U.S. customers and U.S. addresses only, and is subject to change. Sales tax on products shipped is based on "Ship To" address, and for downloads is based on "Bill To" address. Please indicate any tax-exempt status on your PO, and fax your exemption certificate, with seller listed as *Dell Marketing L.P.*, to Dell's Tax Department at 800-433-9023. Please include your Customer Number.

For certain products shipped to end-users in California, a [State Environmental Fee](#) will be applied. For Asset Recovery/Recycling Services, visit www.dell.com/assetrecovery.

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ADDITIONAL BID CONDITIONS:

1. CONTRACT ITEMS/CONDITIONS:
 - A. IF THE BID RESPONDENT WOULD REQUIRE A RESPONDENT'S DOCUMENT TO BE SIGNED AND EXECUTED BY DVCHS UPON AWARD OF THIS BID THEN **TWO (2) HARD COPIES OF SAID DOCUMENT , WITH ALL REQUIRED RESPONDENT SIGNATURES, AND TWO (2) CDs CONTAINING ELECTRONIC COPIES OF THE SIGNED DOCUMENT (in either Word or .pdf format) MUST BE SUBMITTED WITH THIS BID DOCUMENT AND CORRESPONDING RESPONDENT PROPOSAL**

PLEASE NOTE THAT THIS SIGNED AND DATED BID CONTRACT DOCUMENT WHEN ACCOMPANIED BY THE SCHOOL'S SIGNED ACCEPTANCE LETTER WILL BE THE CONTRACT OF RECORD FOR THE IDENTIFIED SERVICES. NO VENDOR DOCUMENTS AND/OR ADDED LANGUAGE WILL SUPERCEDE THIS CONTRACT DOCUMENT PROCESS.
 - B. NO CONTRACT LANGUAGE MAY BE INSERTED OR CONTAINED WITHIN THE FORMAL CONTRACT DOCUMENT THAT REFERS TO ANY ISSUES, PROVISIONS OR ADDITIONAL ITEMS NOT SPECIFICALLY DETAILED WITHIN THIS BID DOCUMENT.
 - C. NO CONTRACT LANGUAGE MAY BE INSERTED INTO OR CONTAINED WITHIN THE FORMAL CONTRACT DOCUMENT THAT WOULD CONFLICT WITH THE FEDERAL E-RATE PROGRAM'S ELIGIBILITY REQUIREMENTS AND/OR GUIDELINES AS DEFINED BY THE SCHOOLS AND LIBRARIES DIVISION (SLD).
 - D. NO CONTRACT LANGUAGE MAY BE INSERTED INTO OR CONTAINED WITHIN THE FORMAL CONTRACT DOCUMENT THAT WOULD REPLACE OR MAKE INVALID ANY STATEMENT OR CONDITION OUTLINED WITHIN THIS BID DOCUMENT.
2. LIABILITY FOR TERMINATION OF SERVICES:
 - A. THERE SHALL BE NO LIABILITY LEVERAGED AGAINST DVCHS FOR TERMINATION OF SERVICES TO ANY BUILDING/S THAT IS CLOSED OR IN SITUATIONS WHERE THE BUILDING/S LEASES BECOMES NULL OR VOIDED.

The undersigned, as authorized representatives of the identified company listed below, hereby propose and agree to provide the originators of this Bid process any/all of the items/services to which a cost has been submitted. This proposal is subject to all terms of the specifications, bid conditions and instructions outlined herein, where we hereby agree to provide such item/s as awarded to us. This bid is only valid when completed with an original signature of a properly authorized representative of the submitting company.

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ADDITIONAL BID CONDITIONS:

- B. THERE WILL BE NO LIABILITY FOR TERMINATION OR REDUCTION OF SERVICE/S AT ANY FACILITY FOR ANY REASON. DVCHS IS ONLY REQUIRED TO PROVIDE FORMAL WRITTEN NOTIFICATION TO THE SERVICE PROVIDER/S 5 BUSINESS DAYS PRIOR TO ACTUAL DESIRED TERMINATION OF SERVICES.

- 3. ANY RESPONDENT WISHING TO SUBMIT A PROPOSAL TO THIS BID DOCUMENT MUST BE WILLING TO PARTICIPATE IN THE FEDERAL COMMUNICATIONS COMMISSION'S (FCC) UNIVERSAL SERVICE ORDER AS DETAILED IN THE TELECOMMUNICATIONS ACT OF 1996. DVCHS WILL BE SUBMITTING FUNDING REQUESTS FOR ALL ELIGIBLE SERVICES TO THE SLD AND UPON VERIFICATION OF FUNDING WILL EXPECT THE AWARDED RESPONDENT TO PARTICIPATE IN THE PROGRAM.
 - A. DVCHS IS NOT RESPONSIBLE FOR THE BALANCE FEE/S FOR ANY E-RATE ELIGIBLE PROJECT WHEREAS THE FUNDING COMMITMENT LETTER WAS RECEIVED AND CORRESPONDING SERVICES WERE LEVIED BUT IMPROPER PROCEDURES OR DELAYS FROM THE AWARDED SERVICE VENDOR DELAYS OR NEGATES E-RATE FUNDING.

- 4. THE LEVEL OF PARTICIPATION FROM THE RESPONDENT WILL INCLUDE THE FOLLOWING:
 - A. PROVIDE DISCOUNTED BILLING...WHEREAS DVCHS WILL BE INVOICED DIRECTLY FOR ITS "FAIR-SHARE" PORTION OF ELIGIBLE SERVICES WHILE THE RESPONDENT DIRECTLY INVOICES THE E-RATE PROGRAM FOR THE REMAINING PORTION (APPROXIMATELY 85-90%).

 - B. THE RESPONDENT MUST HAVE AN ACTIVE/VALID SPIN NUMBER AND PROVIDE IT BELOW. **FAILURE TO PROVIDE SPIN NUMBER WILL VOID THE RESPONDENT'S PROPOSAL.**

SPIN #: _____

- C. THE RESPONDENT MUST NOTE BELOW IF THEY ARE/WERE LISTED ON THE FCC "RED-LIGHT" STATUS LIST, SELECTIVE REVIEW LIST AND/OR PART OF ANY OTHER SLD INVESTIGATION(S). **FAILURE TO ANSWER THE QUESTION BELOW WILL VOID THE RESPONDENT'S PROPOSAL.**

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ADDITIONAL BID CONDITIONS:

RESPONDENT ON SLD FCC "RED-LIGHT" STATUS:

YES or **NO**

(Please indicate either "YES" or "NO")

RESPONDENT ON SELECTIVE REVIEW LIST:

YES or **NO**

(Please indicate either "YES" or "NO")

RESPONDENT ON PART OF ANY OTHER SLD INVESTIGATION(S) LIST:

YES or **NO**

(Please indicate either "YES" or "NO")

- D. THE RESPONDENT MUST NOTE BELOW IF THEY ARE CURRENTLY AWAITING E-RATE FUNDING DECISIONS REGARDING SERVICES FOR OTHER SCHOOLS FROM PREVIOUS E-RATE YEARS' APPLICATIONS. **FAILURE TO ANSWER THE QUESTION BELOW WILL VOID THE RESPONDENT'S PROPOSAL.**

YES or **NO**

(Please indicate either "YES" or "NO")

- E. SHOULD THE SUCCESSFUL VENDOR BECOME RED-LIGHTED BY THE FCC, DVCHS SHALL HAVE THE RIGHT TO TERMINATE THE CONTRACT AND SELECT ANOTHER VENDOR
- F. ALL INVOICING WILL ABIDE BY DVCHS STIPULATIONS AND BE DELIVERED IN A TIMELY MANNER. INVOICING WILL BE ACCEPTABLE IN ELECTRONIC FORMAT
- G. THROUGHOUT THE TERM OF THIS CONTRACT THERE MAY BE REQUESTS FROM DVCHS FOR QUOTES FROM THE AWARDED PROVIDER RELEVANT TO SPECIFIC E-RATE ELIGIBLE PROJECTS CONCERNING E-RATE ACQUIRED EQUIPMENT. SUCH QUOTES WILL CONTAIN ALL DVCHS IDENTIFIED INFORMATION AND WILL BE PRESENTED TO DVCHS WITHIN 3 BUSINESS DAYS OF REQUEST.

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ADDITIONAL BID CONDITIONS:

5. CONTRACT REDUCTION/MODIFICATION:
 - A. IF, DURING THE COURSE OF THE CONTRACT, CHANGES IN TECHNOLOGY, THE ECONOMY, OR ANY OTHER CONTRIBUTING FACTOR PROVIDE THE NEED FOR MORE COSTLY SERVICES THE SELECTED VENDOR WILL AND CANNOT LEVY THESE COST INCREASES UPON DVCHS.

6. UPON AWARD OF THIS CONTRACT TO THE SUCCESSFUL RESPONDENT IT WILL BE THE RESPONDENT'S IMMEDIATE RESPONSIBILITY TO PROCURE REQUIRED BACKGROUND CHECKS (PENNSYLVANIA STATE POLICE CRIMINAL RECORD CHECK [ACT 33/34] AND PENNSYLVANIA CHILD ABUSE HISTORY CLEARANCE [ACT 151]) FOR ALL EMPLOYEES THAT WILL BE WORKING ONSITE WITHIN THE SCHOOLS OR HAVING ACCESS, EITHER DIRECTLY OR REMOTELY, TO DVCHS DATA/INFORMATION STORED ON AND COMPUTER AND/OR NETWORK EQUIPMENT. COPIES OF ALL CLEARANCES AND A PHOTO STATIC COPY OF EACH SUPPORT STAFF WILL BE DELIVERED TO THE SCHOOL AT THE ADMINISTRATION BUILDING REFERENCING THIS BID DOCUMENT NUMBER.

7. DVCHS WILL CONSIDER BIDS THAT LEVERAGE SUBCONTRACTORS AS LONG AS THE IDENTIFIED SUBCONTRACTOR/S, THROUGH THE AWARDED VENDOR OF THIS BID CONTRACT, PROVIDES THE ABOVE DESCRIBED CLEARANCES AND ABIDES BY THE SAME GUIDELINES OUTLINED IN THIS BID. IT SHOULD BE NOTED THAT THE AWARDED VENDOR FOR THIS BID ACCEPTS ALL RESPONSIBILITIES AND LIABILITIES FOR ANY SUBCONTRACTORS THEY CHOSE TO LEVERAGE.

8. AS PART OF THE DELIVERABLE SERVICES OF THIS SERVICE CONTRACT THERE IS THE REQUIREMENT FOR ASSIGNMENT OF AN ACCOUNT MANAGER WITH TECHNICAL EXPERTISE IN PROJECT MANAGEMENT, DESIGN AND COORDINATION. THIS RESOURCE MAY BE REQUIRED TO PARTICIPATE IN MEETINGS WITH DVCHS STAFF TO IDENTIFY, PLAN, EVALUATE, COORDINATE AND PROVIDE STATUS REPORTS FOR ANY/ALL PROJECTS. THIS IS TO BE CONSIDERED A COLLABORATION MEETING BETWEEN SERVICE PROVIDER AND CUSTOMER AND WILL NOT BE BILLABLE. CORRESPONDINGLY, ANY ADDITIONAL STAFF RESOURCE/S THAT THE ACCOUNT MANAGER ELECTS TO BRING TO ANY GIVEN MEETING IS ALSO NOT BILLABLE.

9. CONTRACTOR SHALL MAINTAIN THROUGHOUT THE ENTIRE TERM OF THIS AGREEMENT, ADEQUATE GENERAL LIABILITY INSURANCE PROVIDING COVERAGE AGAINST LIABILITY FOR BODILY INJURY, DEATH, AND PROPERTY

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ADDITIONAL BID CONDITIONS:

DAMAGE THAT MAY ARISE OUT OF OR BE BASED UPON ANY ACT OR OMISSION OF CONSULTANTS OR ANY OF THEIR EMPLOYEES, AGENTS OR

10. SUBCONTRACTORS. PROOF OF SUCH COVERAGE MUST BE SUBMITTED WITH RESPONDENT'S PROPOSAL. PROOF SHALL INCLUDE CERTIFICATES FROM THEIR INSURERS INDICATING THE AMOUNT OF INSURANCE COVERAGE, THE NATURE OF SUCH COVERAGE, AND THE EXPIRATION DATE OF EACH APPLICABLE POLICY.
11. IT IS THE RESPONDENT'S RESPONSIBILITY TO ENSURE ANY/ALL SUB-CONTRACTORS UTILIZED BY THE RESPONDENT COMPLY WITH ALL STIPULATIONS WITHIN THIS BID CONTRACT.
12. CONTRACTOR AGREES TO ADHERE TO ALL OF DVCHS 'S POLICIES AND PROCEDURES CONCERNING CODE AND CONDUCT WHILE ON DVCHS 'S PREMISES.
13. CONTRACTOR SHALL ONLY UTILIZE, AND IS REQUIRED FOR SERVICE/SUPPORT PURPOSES, TO PROVIDE TECHNICIANS HOLDING CERTIFICATIONS FOR THE PROPER WORK BEING PERFORMED WHILE ON DVCHS 'S PREMISES. THE CERTIFICATIONS MUST BE FROM THE FOLLOWING INDUSTRY STANDARD VENDORS; MICROSOFT, COMPTIA, OR CISC

EACH RESPONDENT MUST INCLUDE A TECHNICAL PROPOSAL SIGNED BY A COMPANY OFFICIAL INCLUDING THE FOLLOWING:

- EXECUTIVE SUMMARY (INCLUDING ADMINISTRATIVE INFORMATION)
 - COMPANY BACKGROUND, EXPERIENCE, AND QUALIFICATION
 - APPROACH TO ACCOMPLISH SCOPE OF SERVICES TO BE DELIVERED
 - REFERENCES
14. SERVICE PROVIDER IS RESPONSIBLE FOR SUPPORTING ANY/ALL DVCHS SITES (EXISTING OR FUTURE) AS DIRECTED AND WILL INVOICE IN ACCORDANCE WITH THIS BID CONTRACT'S STIPULATIONS ACCORDINGLY.

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ADDITIONAL BID CONDITIONS:

15. IT IS A REQUIREMENT THAT ALL INVOICING FOR SUPPORT SERVICES BE SEGREGATED INTO SEPARATE INVOICING PROCESSES WHICH WILL SEPARATE SUPPORT SERVICES FOR E-RATE ACQUIRED EQUIPMENT FROM ALL OTHER SUPPORT SERVICES. ADDITIONALLY, IT IS ALSO A REQUIREMENT THAT THE SERVICE PROVIDER PROVIDE A QUARTERLY SERVICE REPORT TO DVCHS IN ELECTRONIC FORMAT THAT DETAILS THE SERVICE HOURS FOR THAT QUARTER BY CALL TYPE AND GROUPING (E-RATE VERSES NON-E-RATE)

16. SERVICE PROVIDER MUST SIGN AND RETURN (TWO HARD COPIES) OF THE ATTACHED "CONTRACT LETTER". CONTINGENT UPON AWARD OF THIS CONTRACT, THIS LETTER WILL BE RETURNED TO THE SELECTED VENDOR DUALY SIGNED BY DVCHS AND WILL SERVE IN CONJUNCTION WITH THE RESPONDENT'S SIGNED BID PROPOSAL AS THE OFFICIAL CONTRACT FOR SERVICES.

DEFINITION OF BID TERMS:

1. SERVICE LEVELS:

LEVEL ONE - SUPPORT IS DEFINED AS THE FIRST POINT OF CONTACT FOR A SERVICE REQUEST. LEVEL 1 TECHNICAL SUPPORT TYPICALLY INCLUDES THE FOLLOWING SUPPORT ACTIVITIES: ANSWERS TO 'HOW-TO' AND NAVIGATIONAL QUESTIONS, RESOLUTION OF SIMPLE PRODUCT PROBLEMS, TROUBLESHOOTING OF TECHNICAL PROBLEMS (INCLUDING CONNECTIVITY, CONFIGURATION, ETC.), ADMINISTRATION (PASSWORD RESETS, ETC.), DIAGNOSTIC PROCESSING AND GATHERING OF TECHNICAL TROUBLESHOOTING INFORMATION, ESCALATION TO LEVEL 2 FOR PROBLEMS WHICH CANNOT BE RESOLVED AT LEVEL 1, AND CASE OWNERSHIP TO RESOLUTION.

LEVEL TWO – SUPPORT IS DEFINED AS THE ESCALATION HANDLING FROM LEVEL 1 STANDARD FIELD SUPPORT TO A SENIOR FIELD LEVEL TROUBLESHOOTING/CONFIGURATION SUPPORT MECHANISM. ADDITIONALLY, THIS LEVEL TYPICALLY PROVIDES PROJECT MANAGEMENT AND COORDINATION RANGING FROM IDENTIFICATION, ACQUISITION AND INSTALLATION OF ALL REQUIRED COMPONENTS FOR A GIVEN PROJECT. INCLUDES INTERACTION WITH OTHER CUSTOMER VENDOR'S AND SERVICE PROVIDERS

The undersigned, as authorized representatives of the identified company listed below, hereby propose and agree to provide the originators of this Bid process any/all of the items/services to which a cost has been submitted. This proposal is subject to all terms of the specifications, bid conditions and instructions outlined herein, where we hereby agree to provide such item/s as awarded to us. This bid is only valid when completed with an original signature of a properly authorized representative of the submitting company.

Company Name: _____

Signature: _____

Printed Name: _____

Phone Number: _____

DELAWARE VALLEY CHARTER HIGH SCHOOL
5201 Old York Road
Philadelphia, PA 19141
BID #: YR150004

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DEFINITION OF BID TERMS:

LEVEL THREE - SUPPORT IS DEFINED AS THE ESCALATION HANDLING FROM LEVEL 2 TO AN ENGINEER LEVEL SUPPORT MECHANISM FOR ANY/ALL OPEN ISSUES AND NEW INITIATIVES.

2. RESPONSE TIMES:

STANDARD RESPONSE TIME – TWO HOURS FOR ALL REPORTED PROBLEMS TO CONTRACTOR, MONDAY – FRIDAY DURING NORMAL BUSINESS HOURS, 7:00 AM TO 5:00 PM. RESPONSE IS DEFINED AS E-MAIL AND/OR VOICE CONTACT WITH THE CUSTOMER.

STANDARD PROBLEM RESOLUTION TIME – NEXT BUSINESS DAY RESOLUTION FOR ALL REPORTED PROBLEMS UNLESS UNFORESEEN CIRCUMSTANCES NEED TO BE CONSIDERED, MONDAY – FRIDAY DURING NORMAL BUSINESS HOURS, 7:00 AM TO 5:00 PM

ELEVATED PROBLEM RESOLUTION TIME – FOURS HOURS FOR ANY REPORTED MISSION CRITICAL PROBLEM/S (AS DEFINED BY THE CUSTOMER). MONDAY – FRIDAY DURING NORMAL BUSINESS HOURS, 7:00 AM TO 5:00 PM

EXPECTATIONS & IDENTIFICATION OF SERVICES:

SERVICES TO BE PROVIDED INCLUDE, BUT ARE NOT LIMITED TO:

- INSTALL PATCHES, FIXES, AND UPDATES TO OPERATING SYSTEMS AND/OR SERVERS; INSTALL ADDITIONAL SOFTWARE PACKAGES TO THE OPERATING SYSTEM OR SERVER; INSTALL PATCHES, FIXES, AND UPDATES TO ADDITIONAL DESKTOP SOFTWARE PACKAGES.
- MAINTAIN ADEQUATE PROTECTION AND SAFEGUARD DVCHS AGAINST VIRUS, TROJAN, SPYWARE (THE “PROTECTIONS”) OR ANY OTHER UNAUTHORIZED INTRUSION DVCHS MAY SPECIFY.
- VIRUS/HACKING OCCURRENCE THE RESPONDENT WILL PROVIDE AND IMPLEMENT A SOLUTION STRATEGY

The undersigned, as authorized representatives of the identified company listed below, hereby propose and agree to provide the originators of this Bid process any/all of the items/services to which a cost has been submitted. This proposal is subject to all terms of the specifications, bid conditions and instructions outlined herein, where we hereby agree to provide such item/s as awarded to us. This bid is only valid when completed with an original signature of a properly authorized representative of the submitting company.

Company Name: _____

Signature: _____

Printed Name: _____

Phone Number: _____

DELAWARE VALLEY CHARTER HIGH SCHOOL
5201 Old York Road
Philadelphia, PA 19141
BID #: YR150004

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EXPECTATIONS & IDENTIFICATION OF SERVICES:

- DEVELOP POLICIES AND PROCEDURES FOR UPDATING PROTECTIONS ON ALL TECHNOLOGY DEVICES
- EVALUATE AND MAKE RECOMMENDATIONS TO DVCHS REGARDING NETWORK SECURITY, PROTECTIONS, OR ANY OTHER CONCERNS

CONTRACTOR MAY HAVE IN ORDER TO SAFEGUARD DVCHS NETWORK, WORKSTATIONS, COMPUTERS, OR OTHER RELATED SYSTEMS.

- PROVIDE CONSULTATION AND POSSIBLY PROVIDE INSTALLATION SERVICES FOR ANY NEW PROJECTS OR TASKS THAT DVCHS REQUESTS OF CONTRACTOR
- PROVIDE DISASTER RECOVERY FROM BACKUP AND MAINTAIN A CURRENT FILE LIBRARY OF ALL SOFTWARE, LICENSES, AND HARDWARE ASSETS. MAINTAIN A HISTORY LOG OR OTHER RECORD FOR DVCHS CONCERNING ALL INSTALLATIONS, UPGRADES, PATCHES, OR OTHER SERVICES PERFORMED FOR DVCHS
- OFFER GENERAL ADVICE AND GUIDANCE TO DVCHS EMPLOYEES OR END USERS, AND MAKE RECOMMENDATIONS TO DVCHS CONCERNING THEIR SYSTEMS AND SOFTWARE
- LIAISE WITH DVCHS SUPPORT, OR OTHER SERVICES OR ENTITIES RELATED TO THE MAINTENANCE, DESIGN AND UPKEEP OF DVCHS SYSTEMS, DOCUMENTATION (INCLUDING NETWORK DIAGRAMS), INVENTORY AND SOFTWARE
- PROVIDE AVAILABILITY TO DVCHS BEYOND STANDARD RESPONSE AND RESOLUTION TIMES FOR EMERGENCIES ON AN "AS-NEEDED" BASIS AT THE SAME HOURLY RATES, 24/7.

IMPORTANT NOTE: RESPONDENT MUST SIGN THE FOLLOWING CONTRACT ACCEPTANCE LETTER. THIS LETTER ONCE SIGNED BY THE SCHOOL IN COMBINATION WITH THE RESPONDENT'S SUBMITTED, SIGNED BID RESPONSE WILL BE THE SERVICE CONTRACT OF RECORD. RESPONDENT IS TO FILL IN INFORMATION AT THE "X".

The undersigned, as authorized representatives of the identified company listed below, hereby propose and agree to provide the originators of this Bid process any/all of the items/services to which a cost has been submitted. This proposal is subject to all terms of the specifications, bid conditions and instructions outlined herein, where we hereby agree to provide such item/s as awarded to us. This bid is only valid when completed with an original signature of a properly authorized representative of the submitting company.

Company Name: _____

Signature: _____

Printed Name: _____

Phone Number: _____

DELAWARE VALLEY CHARTER HIGH SCHOOL
5201 Old York Road
Philadelphia, PA 19141
BID #: YR150004

CONTRACT AGREEMENT

RESPONDENT: _____ **SPIN:** _____

CONTRACT #: **CONTRACT#:** YR150004-SITEMNT **CONTRACT AWARD DATE:** _____

RE: DVCHS SITE MNT CONTRACT

BID #: YR150004-SITEMNT

TERM: JULY 1, 2012 – JUNE 30, 2014

To Whom It May Concern:

This letter is to confirm with you the acceptance of your price quote/bid proposal for specific service items (as identified above) within your company's price quotation(s)/proposal in accordance with the school's Bid/Contract procedure referenced above. This dually signed letter along with your submitted quote response constitutes the contract of record for these items/services.

This purchase/service agreement is/may be contingent upon E-rate funding. Upon receiving such approval from the SLD the school will/may initiate service requests pursuant to the contract terms of the Bid and E-rate regulations. Awarding of funding from SLD does not guarantee the school will move forward with the acquisition of services and/or equipment bid items, whether in-whole or part. Please note that there may be numerous service requests leveraged against the pricing submitted within the accepted bid response to address various site/office requirements. Services will have E-rate ramifications and cannot be received before July 1st, of 2012 (beginning service contract date). Contract agreement covers a 2-year period to address any delays in e-rate funding award. Additionally, any and all issued invoices for equipment/services with E-rate ramifications will only reflect the school's "Fair-share" portion of said purchase when applicable. The Vendor is responsible for invoicing the E-rate program directly for the funded portion of the identified services (as specified within the Bid). Thus the school should receive discounted invoices reflecting its fair-share amount of the monthly invoices and/or one-time non-recurring costs. Your support in abiding by these SLD (E-Rate) and school imposed restrictions and procedures are required and greatly appreciated. Please note that the school has reserved the right to increase/decrease the quantities and/or levels of service items as specified within the Bid contract.

In acceptance of these terms and conditions, please sign below:

Authorized vendor representative confirmation:

[Printed Name]: _____

[Signature]: _____ **[Name & Title]:** _____

Authorized School representative:

[Signature]: _____ **[Name & Title]:** _____

The undersigned, as authorized representatives of the identified company listed below, hereby propose and agree to provide the originators of this Bid process any/all of the items/services to which a cost has been submitted. This proposal is subject to all terms of the specifications, bid conditions and instructions outlined herein, where we hereby agree to provide such item/s as awarded to us. This bid is only valid when completed with an original signature of a properly authorized representative of the submitting company.

Company Name: _____

Signature: _____

Printed Name: _____

Phone Number: _____