

INTEROFFICE MEMORANDUM

TO: ELIO LONGO
FROM: NATALIE CARRIGNAN
SUBJECT: RESULTS FOR 21-003-RFP
DATE: 10/9/2020
CC: MARY YOUNGLING

ELC 10/9/2020

Below is a summary of the results from RFP 21-003-RFP for a Distance Learning Service Desk. I recommend awarding the RFP to Custom Computer Specialists. They were the lowest, responsible respondent who met all of the requirements. Please contact me with any questions.

Vendor	Custom Computer Specialists	Ricoh	Southern Westchester BOCES LHRIC	Whittlesey
Cost for Original Contract Dates: 10/12/20-6/20/21	\$51,948 \$2,500 one-time setup fee	\$40,000	\$107,300	\$225,000
Cost for Extension Opt 1: 8/20/21-12/20/21	\$23,961.60	NA- Term is too short	\$53,650	\$100,000
Cost for Extension Opt 2: 12/20/21-6/20/22	\$36,129.60	NA- Term is too short	\$80,475	\$150,000
Cost for Extension Opt 3: 8/20/21-6/20/22	\$59,280.00	\$50,000 - 10 months	\$134,120	\$250,000
Provides 800 number, chat, & email	Yes to all	No chat, yes phone and email	No 800 number, chat, or email, only 914 number and ticketing system for parents	No chat, yes phone and email
Helpdesk hours M-F 7am- 8 pm	Yes (coverage hours can flex if student need determined)	Yes	7am - 7pm only	Yes
Uses ticketing system & WPS has view of system	Yes	Yes	Yes	Yes
Includes support for all items listed in RFP	Yes	Yes	Yes	Yes
Technician staff meets qualifications	Yes	Yes	Yes	Yes
Included SLA response times	Yes	Yes	Yes	Yes
Included 2 CT references	Yes	No	No	Yes