

**WESTPORT PUBLIC SCHOOLS  
REQUEST FOR PROPOSAL  
21-003-RFP  
DISTANCE LEARNING SERVICE DESK**

The Westport Public Schools (WPS) is seeking proposals for a Distance Learning Service Desk for our distance learning families and hybrid learning families on the days they are learning from home.

You are invited to submit a RFP for a Distance Learning Service Desk for Westport Public Schools for the 2020-2021 school year. The attached RFP specifications detail our requirements.

Proposals must be submitted on the schedule form attached hereto. Each proposal must be submitted with one (1) original, five (5) copies, and one (1) electronic copy (USB flash drive) to: Westport Public Schools, Business Office, 110 Myrtle Avenue, Westport, CT 06880. Questions regarding this RFP may be directed to Natalie Carrigan, Director of Technology, (203) 341-1217. Questions may be emailed to [ncarrigan@westportps.org](mailto:ncarrigan@westportps.org) but must be date stamped not later than noon, Friday, October 2, 2020.

RFP information is available for download by going to our website:  
<https://www.westportps.org/district/business-office/bids>

Proposers must submit proposals in a clear, concise and legible manner so as to permit proper evaluation of responsive proposals. Faxed proposals will not be accepted.

Due on or before **Wednesday, October 7, 2020, 1:00PM** at the office of:

Elio Longo, Jr.  
Chief Financial Officer  
Westport Board of Education  
110 Myrtle Avenue  
Westport, CT 06880

Sealed proposals will be received by the office of the Chief Financial Officer, Westport Board of Education, Town of Westport, Connecticut until 1:00PM on Wednesday, October 7, 2020.

**RFPs will be opened and read aloud via ZOOM on Thursday, October 8, 2020 at 11:00AM. Proposers interested in viewing the RFP opening must send an email request to: Elio Longo at [elongo@westportps.org](mailto:elongo@westportps.org) no later than the RFP due date.**

Each response should be in a sealed envelope that is clearly marked (example) "21-003-RFP – Distance Learning Service Desk". Specifications, instructions and Request for Proposal ("RFP") forms may be obtained at the above address. Only originals in a sealed envelope delivered to the office before the above date and time will be accepted.

Very truly yours,  
Elio Longo

Westport Public Schools  
Business Office – Room 300  
110 Myrtle Avenue  
Westport, Connecticut 06880

**DISTANCE LEARNING  
SERVICE DESK RFP**

**RFP DUE DATE:  
Wednesday, 10/7/2020, 1:00PM**

**ZOOM OPENING DATE  
BY INVITATION:  
Thursday, 10/8/2020, 11:00AM**

**RFP NUMBER: 21-003**

## 1. **PURPOSE**

The Westport Public Schools (District) is seeking proposals for a Distance Learning Service Desk for our distance learning families and hybrid learning families on the days they are learning from home.

## 2. **BACKGROUND**

The Town of Westport, CT, is located approximately 50 miles from New York City and has a population of approximately 26,000 people. Our 8 public schools have a current enrollment of 5,451 students and consist of 5 elementary schools (K-5), 2 middle schools (6-8), and one comprehensive high school (9-12). The district also offers Pre-K at Coleytown Elementary School with a current enrollment of 74. Employees for the system include approximately 600 certified staff and 340 classified staff.

## 3. **SCOPE**

### **21-003-RFP Distance Learning Service Desk Specifications**

The Westport Public Schools (WPS) is seeking proposals for a Distance Learning Service Desk for our distance learning families and hybrid learning families on the days they are learning from home.

### **Scope of Services Requested**

#### Service Desk Parameters

- Provides incident intake and remote support for students, parents, and/or caregivers who are engaged in distant learning activities via email, chat, and a toll-free 800 number Monday-Friday between 7:00 am -8:00 pm EST.
- Handles problem management intake, initiation, triage, and escalation
- Uses a ticketing system to track all calls via response incident number that WPS has view status of all tickets and ability to run reports
- Support to include
  - Google Classroom and G-Suite usage and access
  - Zoom usage, access, and audio/video troubleshooting
  - Password resets
  - Chromebook, iPad, Mac, and Windows device support including audio/video setting issues
  - Local internet connection troubleshooting to include restarting the local network hardware and verifying that there is a connection to the local LAN or wireless. For actual ISP latency or outages, students/parents should be referred to their ISP.

- Holds weekly meetings for first 6 weeks, then bi-weekly meetings with WPS to review
  - Average response times
  - Ticket type distribution
  - Ticket volume
  - Trending issues
  - Average time to resolve

**Service Desk Technician Qualifications**

- All technicians on the service desk should have experience with supporting K-12 users
- Service desk staff should include Service Desk Institute (HDI), Google and ITL certified support personnel and provide proof of certification prior to award of RFP

**Additional Information to Include in Proposal**

- References of at least 2 Connecticut districts vendor has provided technical support for
- Service level acknowledgement/answer speed and response speed per intake mode (phone, chat, email)
- Details on the vendor’s implementation process
- Minimum standards or requirements the vendor has of the Westport Public Schools for the Service Desk to operate, or any restrictions the vendor has on types of devices that will be supported (i.e. devices that are “jailbroken”)
- Excluded services

**Cost**

Please include an itemized breakdown of costs as applicable in the RFP response.

Timeframe	Total Cost
Oct 12, 2020 - June 20, 2021	

**Cost for Contract Extensions:**

The Westport Public Schools reserves the right to extend the contract 30 days prior to the end of the original contract agreement.

Extension	Timeframe	Total Cost
Option 1	August 20, 2021 - December 20, 2021	
Option 2	December 20, 2021 - June 20, 2022	
Option 3	Or August 20, 2021 - June 20, 2022	

#### 4. ACCEPTANCES

The Board will make determination of the acceptability of work. Work shall be completed in a responsive and professional manner and in accordance with the specifications.

#### 5. GENERAL TERMS AND CONDITIONS

- a. Sealed proposals must be received by the time and date below. RFPs will be opened and read aloud via ZOOM. Proposers interested in viewing the RFP opening must send an email request to: Elio Longo at [elongo@westportps.org](mailto:elongo@westportps.org) not later than the RFP due date. All envelopes should be clearly marked:

**DISTANCE LEARNING SERVICE DESK RFP**  
**ZOOM OPENING DATE: Thursday, 10/8/20**  
**ZOOM OPENING TIME: 11:00AM**  
**RFP NUMBER: 21-003**

- b. Proposers are urged to read all documents carefully and fill out all information requested. Proposals which are incomplete, obscure or conditional, and which contain irregularities of any kind, will be subject to rejection.
- c. Westport Public Schools reserves the right to reject any or all proposals or to accept any proposal, which appears to be in the best interest of the Board of Education. Any proposal may be withdrawn prior to the opening time and date. Any proposal received after the time and date as specified will not be accepted.
- d. If Westport Public Schools deems it necessary, the District may postpone the date for the opening of the proposals by notifying each proposer by telephone, mail or the issuing of an addendum.
- e. Westport Public Schools shall have the right to take such steps, as it deems necessary, to determine the ability of the proposer to perform the work and the proposer shall furnish Westport Public Schools with information and data for this purpose as requested. The District reserves the right to reject any proposal where, on investigation, the evidence or information submitted by such proposers does not satisfy Westport Public Schools and the proposer is not deemed qualified to carry out properly the terms of the contract.

- f. Sealed Proposals are due at the Westport Public Schools Business Office on date noted. NO proposals will be accepted after the date and time specified. Whether the proposal is sent by mail or commercial express services, the proposer shall be responsible for actual delivery of the proposal to the Westport Public Schools before the deadline time. Proposals received after the deadline time will not be considered. Please clearly indicate proposal number on the lower left-hand corner of the envelope.

## 6. **QUESTIONS**

All questions must be directed to Natalie Carrigan at [ncarrigan@westportps.org](mailto:ncarrigan@westportps.org). In the subject line of your e-mail, please put "RFP #21-003 Distance Learning Service Desk" in the subject line of the email. **All questions must be received no later than noon on October 2, 2020.** Failure to comply with these conditions will result in the proposer waiving his/her right to dispute the proposal specifications and conditions. It is the proposer's responsibility to check our website for all addenda up to the day before the opening date.

## 7. **TAX**

No amount shall be added for the Connecticut Sales Tax or Federal Tax. The Westport Public School system is exempt from the payment of taxes imposed by the Federal Government and/or State of Connecticut. Taxes must not be included in the proposal price.

## 8. **BACKGROUND CHECKS**

The bidder is required to do Employee Background Checks as imposed by Section 2 of Public Act 16-67, which amended Conn. Gen. Stat. 10-222c.

## **COLLUSION AMONG BIDDERS**

More than one offer from an individual, firm partnership, corporation or association under the same or different name will be rejected. Reasonable grounds for believing that a bidder is interested in more than one bid for the work contemplated will cause rejection of all bids in which the bidder is interested. Any or all bidders will be rejected if there is any reason for believing that collusion exists among the bidders.

Participants in such collusion may not be considered in the future for offers of the same work. Each bidder, by submitting a bid, certifies that it is not a part to any collusive action.

## **EMPLOYMENT DISCRIMINATION BY CONTRACTOR PROHIBITED**

The successful bidder will not discriminate against any employee, or applicant for employment on the basis of race, color, religion, age, sex, marital status, sexual orientation, national origin, ancestry, disability (including pregnancy), genetic information, veteran status or gender identity or expression, except in the case of a bona fide occupational qualification. The successful bidder agrees to post in a conspicuous place, available to employees and applicants for employment, notices setting forth the provision of this nondiscrimination clause. The successful bidder in all solicitation or advertisements for employees, placed by or on behalf of the contractor, will state that such successful bidder is an Equal Opportunity Employer. Employment discrimination by contractor prohibited.

Notices, advertisements, and solicitations placed in accordance with Federal Law, rules or regulation shall, be deemed sufficient for the purpose of meeting the requirements of this section.

**NON-COLLUSION AFFIDAVIT**

**WESTPORT PUBLIC SCHOOLS**

State of \_\_\_\_\_:

County of \_\_\_\_\_: s.s.

I state that I am the \_\_\_\_\_ of \_\_\_\_\_  
(TITLE) (NAME OF MY FIRM)

and that I am authorized to make this affidavit on behalf of my firm, and its owners, directors, and officers. I am the person responsible in my firm for the price(s) and the amount of this bid/RFP.

I state that:

- (1) The price(s) and amount of this bid/RFP have been arrived at independently and without consultation communication or agreement with any other contractor, bidder/proposer or potential bidder/proposer.
- (2) Neither the price(s) nor the amount of this bid/rfp, and neither the approximate price(s) nor approximate amount of this bid/rfp, have been disclosed to any other firm or person who is a bidder/proposer or potential bidder/proposer, and they will not be disclosed before bid/rfp opening.
- (3) No attempt has been made or will be made to induce any firm or person to refrain from bidding/proposing on this contract, or to submit a bid/proposal higher than this bid/rfp, or to submit any intentionally high or noncompetitive bid/rfp or other form of complementary bid/rfp.
- (4) I fully understand that more than one offer from an individual, firm partnership, corporation or association under the same or different name will be rejected. Reasonable grounds for believing that a bidder/proposer is interested in more than one bid/rfp for the work contemplated may cause rejection of all bids/rfps in which the bidder/proposer is interested. Any or all bidders/proposers will be rejected if there is any reason for believing that collusion exists among the bidders/proposers. Participants in such collusion may not be considered in the future offers for the same work. Each bidder/proposer by submitting a bid/proposal certifies that it is not a part to any collusive action.
- (5) The bid/rfp of my firm is made in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive bid/proposal.
- (6) \_\_\_\_\_ its affiliates, subsidiaries,  
(NAME OF MY FIRM)  
officers, directors and employees are not currently under investigation by any governmental agency and have not in the last four years been convicted or found liable for any act prohibited by State or Federal law in any jurisdiction,

involving conspiracy or collusion with respect to bidding/proposing on any public contract, except as follows:

I state that \_\_\_\_\_ understands and acknowledges that  
(NAME OF MY FIRM)

the above representations are material and important, and will be relied on by Westport Public Schools in awarding the bid/proposal for which this is submitted. I understand and my firm understands that any misstatement in this affidavit is and shall be treated as fraudulent concealment from Westport Public Schools of the true facts relating to the submission of bids/proposals for this contract.

- (7) I agree to furnish and deliver all services on the date and time agreed on by \_\_\_\_\_ and the Westport Board of Education at  
(NAME OF MY FIRM)  
the time the purchase order is placed. Furthermore, there will not be any cancellations to the Board of Education. If a bidder/proposer submits a bid/proposal on any item he/she will be responsible for delivering that item at the bid/proposal cost, in accordance with the attached above specifications, which were submitted with this bid/proposal and upon which the bid/proposal was made.
- (8) In submitting this bid/proposal, the undersigned declares that this is made without any connection with any persons making another bid/proposal on the same contract; that the bid/proposal is in all respects fair and without collusion, fraud or mental reservation; and that no official of the Town, or any person in the employ of the Town, is directly or indirectly interested in said bid/proposal or in the supplies or work to which it relates, or in any portion of the profits thereof.
- (9) The undersigned further understands that the above declarations are material representations to the Town of Westport made as a condition to the acceptance of the bid/proposal. If found to be false, the Town of Westport retains the right to reject said bid/proposal and rescind any resultant contract and/or purchase order and notify the undersigned accordingly, thereby declaring as void said bid/proposal and contract or purchase order.

**VENDOR INFORMATION.** (Please print the following)

\_\_\_\_\_  
VENDOR NAME

\_\_\_\_\_  
ADDRESS  
\_\_\_\_\_

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TELEPHONE

FAX #

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E-MAIL

WEB SITE

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PRINT NAME

TITLE

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- (10) By signing this bid/proposal the bidder/proposer understands and agrees to the attached terms, conditions, and specifications, including Collusion among Bidders/Proposers Employment Discrimination by the Contractor Prohibited.

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SIGNATURE

TOTAL COST FOR SERVICES

\$ \_\_\_\_\_

## REFERENCES

Please list up to five (5) school districts where your company has performed these or similar services in the past fifteen (15) years.

1. \_\_\_\_\_  
NAME AND ADDRESS

\_\_\_\_\_  
CONTACT PERSON AND TELEPHONE NUMBER

2. \_\_\_\_\_  
NAME AND ADDRESS

\_\_\_\_\_  
CONTACT PERSON AND TELEPHONE NUMBER

3. \_\_\_\_\_  
NAME AND ADDRESS

\_\_\_\_\_  
CONTACT PERSON AND TELEPHONE NUMBER

4. \_\_\_\_\_  
NAME AND ADDRESS

\_\_\_\_\_  
CONTACT PERSON AND TELEPHONE NUMBER

5. \_\_\_\_\_  
NAME AND ADDRESS

\_\_\_\_\_  
CONTACT PERSON AND TELEPHONE NUMBER

**Insurance Requirements:** Before starting and until final completion and acceptance of the work called for in the Contract and expiration of the guarantee period provided for in the Contract, the Contractor and its subcontractors, if any, shall procure and maintain insurance of the types and amounts checked in paragraphs A through F below for all Contract operations.

- A. General Liability, with minimum coverages for combined bodily injury and property damage liability of \$2,000,000 general aggregate, \$1,000,000 per occurrence including:
  - 1. Commercial General Liability.
  - 2. Town as additional insured.
  - 3. Owners and Contractors Protective Liability (separate policy in the name of the Town).
  
- B. Comprehensive Automobile Liability, with minimum coverages of \$1,000,000 combined single limit for bodily injury and property damage, including, where applicable, coverage for any vehicle, all owned vehicles, scheduled vehicles, hired vehicles, non-owned vehicles and garage liability.
  
- C. Excess Liability, with minimum coverage of \$5,000,000 in umbrella form, or such other form as approved by Town Department Head and Risk Management Director.
  
- D. Workers' Compensation and Employer's Liability, with minimum coverages as provided by Connecticut State Statutes.
  
- E. Professional Liability (for design and other professionals for Errors and Omissions), with minimum coverage of \$1,000,000. If the policy is on a claims-made basis, coverage shall be continually renewed or extended for three (3) years after work is completed under the Contract.
  
- F. Other (Builder's Risk, etc.):\_\_\_\_\_.
  
- G. CERTIFICATE HOLDER: TOWN OF WESTPORT AND WESTPORT BOARD OF EDUCATION, ATTN: BOARD OF EDUCATION – Room 300, 110 Myrtle Avenue, Westport, CT 06880.

A letter from the awarded vendor's agent/broker certifying that the Town of Westport and Westport Board of Education have been endorsed onto the general liability policy as an additional insured is also mandatory.