

THE SCHOOL BOARD OF MIAMI-DADE COUNTY, FLORIDA
SCHOOL BOARD ADMINISTRATION BUILDING

1450 Northeast Second Avenue
Miami, Florida 33132



Direct all inquiries to the
Bureau of Procurement and
Materials Management.

BUYER NAMED:
Linda Cantin

PHONE: (305) 995-1364

TDD PHONE (305) 995-2400

COMPLETE USING
TYPEWRITER
OR
BALL-POINT PEN
ONLY.

BIDDER QUALIFICATION FORM

BID NO. 087-CC04 BID TITLE COMPUTER EQUIPMENT SERVICE AND REPAIR (ON SITE)

BIDS WILL BE ACCEPTED UNTIL 2:00 P.M. ON FEBRUARY 13, 2003 IN ROOM 351,
SCHOOL BOARD ADMINISTRATION BUILDING, 1450 NE 2ND AVENUE, MIAMI, FL. 33132, AT WHICH TIME THEY WILL BE
PUBLICLY OPENED. BIDS MAY NOT BE WITHDRAWN FOR _____ DAYS AFTER OPENING. (REFER TO INSTRUCTIONS TO
BIDDERS, para.IV.B.)

THE SUBMISSION OF THE BID BY THE VENDOR, ACCEPTANCE AND AWARD OF THE BID BY THE SCHOOL BOARD OF
MIAMI-DADE COUNTY, FLORIDA, AND SUBSEQUENT PURCHASE ORDERS ISSUED AGAINST SAID AWARD SHALL
CONSTITUTE A BINDING, ENFORCEABLE CONTRACT. UNLESS OTHERWISE STIPULATED IN THE BID DOCUMENTS, NO
OTHER CONTRACT DOCUMENTS SHALL BE ISSUED.

I. A. BIDDER CERTIFICATION AND IDENTIFICATION. (SEE INSTRUCTIONS TO BIDDERS, para. I. A.2.)

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, or person
submitting a bid for the same materials, supplies, or equipment, and is in all respects fair and without collusion or fraud. I
agree to abide by all conditions of this bid; and I certify that I am authorized to sign this bid for the bidder.

B. Vendor certifies that it satisfies all necessary legal requirements as an entity to do business with the School Board of
Miami-Dade County, Florida.

II. INDEMNIFICATION

The Bidder shall hold harmless, indemnify and defend the indemnitees (as hereinafter defined) against any claim, action,
loss, damage, injury, liability, cost or expense of whatsoever kind or nature including, but not by way of limitation,
attorney's fees and court costs arising out of bodily injury to persons including death, or damage to tangible property
arising out of or incidental to the performance of this Contract (including goods and services provided thereto) by or on
behalf of the Bidder, whether or not due to or caused in part by the negligence or other culpability of the indemnitee,
excluding only the sole negligence or culpability of the indemnitee. The following shall be deemed to be indemnitees: The
School Board of Miami-Dade County, Florida and its members, officers and employees.

III. PERFORMANCE SECURITY. Refer to INSTRUCTIONS TO BIDDERS, para I.A.1., and VI., and check (x) below:

WHEN PERFORMANCE SECURITY IS REQUIRED I WILL FURNISH A:

Performance Bond _____ Check (Cashier's, Certified, or Equal) _____

PLEASE TYPE OR PRINT BELOW

LEGAL NAME OF VENDOR : _____

MAILING ADDRESS : _____

CITY, STATE, ZIP CODE : _____

TELEPHONE NUMBER : _____ FAX # _____

BY: SIGNATURE (ORIGINAL) : _____ DATE _____
OF AUTHORIZED REPRESENTATIVE

NAME (TYPED) : _____ TITLE _____
OF AUTHORIZED REPRESENTATIVE

INSTRUCTIONS TO BIDDERS

I. PREPARING OF BIDS

A. BIDDER QUALIFICATION FORM qualifies the bidder and the bid and must be completed and submitted as page 1 of the bid.

1. PERFORMANCE SECURITY. The form of performance security the bidder will submit, when required to do so, must be furnished. Performance security shall not be submitted with the bid.

2. BIDDER CERTIFICATION AND IDENTIFICATION. Bid must contain an original manual signature from an authorized representative. An unsigned bid will be considered non responsive.

B. INSTRUCTIONS TO BIDDERS define conditions of the bid.

1. ORDER OF PRECEDENCE. Any inconsistency in this bid shall be resolved by giving precedence in the following order:

- A. Specifications
- B. Special Conditions
- C. Instructions To Bidders

2. FOR MWBE designated bids. The SPECIAL CONDITIONS-Minority/Women owned and controlled Business Participation Statement and the MWBE Certification Application MUST be completed and SUBMITTED with the bid if the bidder is not certified by Miami-Dade County Public Schools. Failure to submit the completed application with the bid will be considered non responsive.

C. BID PROPOSAL FORM defines requirement of items to be purchased, and must be completed and submitted as page 2 and subsequent pages, if any, of the bid. The bidder should indicate his/her name in the appropriate space on each page.

1. ITEM SPECIFICATION. Specifying a certain brand, make or manufacturer is to denote the quality, type, and standard of the article desired. Articles offered must be new merchandise only, of equal or superior grade. On blank lines provided, the bidder is requested to insert the brand name, manufacturer's number and other information necessary to sufficiently identify article offered. Failure to do so may prevent consideration of the item. Also, refer to paragraph IX: Packaging.

2. PROTEST OF SPECIFICATIONS. Bidders and proposers may file letters of protest which shall serve as a notice of protest, with the School Board Clerk, and the Bureau of Procurement and Materials Management, within 72 hours prior to the date and hour specified in the Bidder Qualification Form for receipt of bids. The letters of protest will be reviewed by the Bureau of Procurement and Materials Management and will offer the protesting bidder the opportunity to meet and discuss the merits of the protest. If the protest is not resolved, the bidder may seek an administrative hearing pursuant to § 120.569 and 120.57, Fla. Stat., by filing a formal written protest within 10 days after filing the notice of protest. Petitions for hearing on protests pursuant to § 120.569 and 120.57, Fla. Stat., must be filed in accordance with School Board Rule 6Gxd3-8C.1.064. Failure to file a timely notice of protest or failure to file a timely formal written protest shall constitute a waiver of the proceedings. This provision supersedes and governs over any conflicting provision in this document.

3. PRICES. Prices are requested in units of quantity specified in the bid specifications. In case of a discrepancy in computing the total amount of bid, UNIT PRICE quoted will govern. All prices bid shall include delivery F.O.B. destination, freight prepaid (bidder pays and bears freight charges. Bidder owns goods in transit and files any claims) and shall include all cartage, dayage, packing, etc., delivered to and unloaded at the receiving station at the site designated in BID PROPOSAL FORMS and there received by the designated agent of the Board.

4. TAXES. The Board does not pay Federal Excise and State taxes on direct purchases of tangible personal property. The applicable tax exemption number is shown on the purchase order. This exemption does not apply to purchases of tangible personal property made by contractors who use the tangible personal property in the performance of contracts for the improvement of Board owned real property as defined in Chapter 192 of the Florida Statutes.

II. SUBMITTING OF BIDS

A. BID FORMS AND ENVELOPES. Bids must be submitted on forms furnished by the Board and in sealed envelopes. Envelopes must be clearly marked with bid number, bid file and bid opening.

B. ERASURES OR CORRECTIONS. When filling out the bid proposal form, bidders are required to use a typewriter or complete bid proposal in ink.

1. Use of pencil is prohibited.
2. Do not erase or use correction fluid to correct an error.
3. All changes must be crossed out and initialed in ink.

Those bids for individual items that do not comply with items 1, 2 and 3 above will be considered non-responsive for that item(s).

C. PLACE, DATE AND HOUR. Bids shall be submitted by U.S. Mail, Courier/Express Service, or deposited in the BID BOX located in Room 351, 800 A.M. to 4:30 P.M., Monday through Friday, SCHOOL BOARD ADMINISTRATION BUILDING, 1450 N.E. Second Avenue, Miami, Florida 33132. Bids received after the date and hour specified in the BIDDER QUALIFICATION FORM will not be considered.

D. PUBLIC ENTITY CRIMES. Section 287.133(2)(a) Florida Statute. A person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid on a contract to provide any goods or services to a public entity, may not submit a bid on a contract with a public entity for the construction or repair of a public building or public work, may not submit bids on leases of real property to a public entity, may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017, for CATEGORY TWO for a period of 36 months from the date of being placed on the convicted vendor list.

E. SUBMITTING A "NO BID." If not submitting a bid at this time, return the form entitled "NOTICE TO PROSPECTIVE BIDDERS." Failure to respond, either by submitting a bid or the "NOTICE TO PROSPECTIVE BIDDERS" form for three consecutive times may result in your company being removed from the School Board's bid list.

F. AVAILABILITY OF BID INFORMATION. Immediately following the public opening, bids will be read, upon request, and then compiled in a tabular form, a copy of which will be available for examination in Procurement Management and Materials Testing.

III. CANCELLATION OF BIDS OR REQUEST FOR PROPOSALS

An invitation for bids or Request For Proposals, or other solicitations may be canceled, in whole or in part, as may be specified in the solicitation, when it is in the best interest of the Board. The reasons shall be made a part of the master bid file.

A. Prior to opening, a solicitation may be canceled in whole or in part, prior to the date and hour specified in the Bidder Qualification Form for receipt of bids, when the Associate Superintendent, Bureau of Procurement and Materials Management, determines in writing that such action is in the best interest of the Board for reasons including, but not limited to:

1. The Board no longer requires the supplies, services, or construction;
2. The Board no longer can reasonably expect to fund the procurement;
3. A review of a valid protest filed by a bidder as may be determined by the administrative staff; and
4. Proposed amendments to the solicitation would be of such magnitude that a new solicitation is desirable.

B. When a solicitation is canceled prior to opening, notice of cancellation shall be sent to all businesses solicited, via facsimile or mail and bids or proposals returned to the vendor unopened.

C. The notice of cancellation shall:

1. Identify the solicitation;
2. Briefly explain the reason for cancellation; and
3. Where appropriate, explain that an opportunity will be given to compete on any re-solicitation on any future procurements of similar supplies, services, or construction.

IV. CHANGE OR WITHDRAWAL OF BIDS

A. PRIOR TO BID OPENING. Should the bidder desire to change or withdraw his/her bid he/she shall do so in writing. This communication is to be received by the District Director, Division of Procurement Management and Materials Testing, Room 364, School Board Administration Building, prior to date and hour of bid opening. The bidder's name, the bid number, the bid title and the date the bid is due must appear on the envelope.

B. AFTER BID OPENING. After bids are opened, they may not be changed, nor withdrawn for 90 days after the determined opening date unless otherwise specified on the "BIDDER QUALIFICATION FORM."

C. FAILURE TO ACCEPT BID AWARD. Bidders who, prior to the Bid Award by The School Board of Miami-Dade County, Florida, indicate that they are unable to accept the bid award shall either:

1. Pay to the Board, as liquidated damages an amount equal to 5% of the unit price bid times the quantity, or \$10, whichever amount is larger, or
2. Lose eligibility to transact new business with the Board for a period of 14 months from the date the Board acts on the withdrawn bid.

V. AWARDS

A. RESERVATION FOR REJECTION OR AWARD. The Board reserves the right to reject any or all bids, to waive irregularities or technicalities, and to request rebids. The Board reserves the right to award on an individual item basis, any combination of items, total low bid or, if an alternate bid is accepted, on such terms as are specified for the alternate bid, whichever manner is in the best interest of the Board.

B. AWARD RECOMMENDATION. Bidder/Proposer information phone lines have been established in Procurement Management. Bidders/proposers may call 995-1375, each Friday, to be advised of the recommended bidders or proposers and the time it is contemplated that the recommendation will be made. This information will be provided by school system staff as available. In no case will information as to a recommended bidder/proposer be available later than the Friday preceding the week when the award is scheduled to be made by the School Board or the Superintendent.

Bidders and proposers may file letters of protests, with the School Board Clerk, within 72 hours after the posting of the bid tabulation or receipt of notice of the Board's decision or intended decision. The letters of protest will be reviewed by the Bureau of Procurement and Materials Management and will offer the protesting bidder the opportunity to meet and discuss the merits of the protest. If the bidder is not satisfied with the response to the protest, he/she may invoke the provisions of §§ 120.569 and 120.57, Fla. Stat. Petitions for hearings on protests pursuant to §§ 120.569 and 120.57, Fla. Stat., must be filed in accordance with School Board Rule 6Gx13-8C-1.064. Protests filed later than the date specified herein shall constitute a waiver of proceedings under Chapter 120 Florida Statutes. This provision supersedes and governs over any conflicting provision in this document.

C. OFFICIAL AWARD DATE. Awards become official when made unless otherwise specified in the award recommendation.

D. PURCHASE ORDERS. Purchase orders mailed to successful bidders are the official notification to deliver materials described therein; and the time allowed for delivery begins with the date of the purchase order. In the event that the successful bidder fails to deliver the materials in accordance with the terms and conditions of the bid and purchase order, the bidder shall be considered in default of the contract and subject to the default provisions stated in Instructions to Bidders, Section V. E.

E. DEFAULT. In the event of default, which may include, but is not limited to non-performance and/or poor performance, the awardee shall pay to the Board as liquidated damages an amount equal to 10% of the unit price of the item(s) awarded, times the quantity when no purchase order has been issued, 10 percent of the purchase order when a purchase order has been issued or \$100, whichever is greater. Where no performance bond or check has been required, each awardee who fails to pay the liquidated damages within 15 days after it is invoked shall lose eligibility to transact new business with the Board for a period of 14 months from date of termination of award by the Board.

Bidders who are determined ineligible may request a hearing pursuant to §120.569 Fla. Stat., and School Board Rule 6Gx13-8C-1.064.

The Board reserves the right to waive liquidated damages/loss of eligibility.

F. The intent of the bid documents is to include only the minimum requirements for materials, equipment, systems, standards and workmanship necessary for the proper execution and completion of the work by the Bidder. The bid documents shall not be construed to create an entitlement to any other scope of work except as specified herein.

VI. PERFORMANCE SECURITY (FOR SUCCESSFUL BIDDERS ONLY)

A. PURPOSE. A performance bond or check may be required to guarantee performance.

B. BONDING COMPANY. Performance Bonds shall be written through a reputable and responsible surety bond agency licensed to do business in the State of Florida and with a surety company or corporation meeting both of the following specifications:

1. Awards Greater than \$100,000

A minimum rating in the latest revision of Best's Insurance Reports of:

Contract Amount	Minimum Rating by A.M. Best
\$ 500,000.01 to \$2,500,000	None
\$2,500,000.01 to \$5,000,000	B + or NA-3
	No Minimum Class
\$5,000,000.01 to \$10,000,000	A- Class IV
\$10,000,000.01 or more	A- Class V

Current certificate of authority as acceptable surety on Federal Bonds in accordance with the latest edition of the United States Treasury Department Circular 570 entitled "Companies Holding Certificates of Authority as Acceptable Sureties on Federal Bonds and as Acceptable Reinsuring Companies" shall be accepted for an amount not exceeding the underwriting limitation thereon.

2. Awards of \$100,000 or Less

Bonds shall be written with a surety company or corporation meeting the qualifications as set forth in Paragraph VI.B. above or the qualifications set forth in section 287.0935, Florida Statutes.

C. AMOUNT. When required as defined therein, the firm or individual(s) to whom an award has been made shall execute and deliver to The School Board of Miami-Dade County, Florida, a Performance Bond, Cashier's/Certified Check, or equal.

1. Awards less than \$200,000 shall be exempt from performance security.

2. Performance security shall not be required unless otherwise defined in the bid specifications. If Performance security is required, it shall equal 100% of the award amount.

D. RELEASE OF PERFORMANCE SECURITY. Return to the Awardee of his/her cash security, or notification to the Awardee and the bonding company to cancel the performance bond, will be made when all goods/services have been accepted and invoices have been approved for payment.

VII. SAMPLES

When bid samples are required, the buyer will notify bidder to submit samples of the items bid in accordance with the following procedures.

A. All samples must be identified with the bidder's name, bid number, item number, and product name and number. Where non-compliance with this requirement is noted, said item may be considered as being unidentifiable and may not be eligible for consideration in the award recommendation.

B. All samples are to be delivered within 7 calendar days after receipt of notification from buyer, unless otherwise stated in the Special Conditions of the bid. If the bidder does not submit samples by the date and time indicated by the buyer, the bid submitted for that item may not be considered for award.

C. Bidder must obtain, from Materials Testing and Evaluation, a signed receipt acknowledging delivery of samples. Bidder shall include a self-addressed, stamped envelope for return of sample receipt when submitting samples by mail or delivery service. The bidder will receive the original copy of the receipt and the duplicate copy will remain with the Miami-Dade County Public Schools receiving department as the file copy. Bidder shall be solely responsible for delivery of samples and for retaining sample delivery receipts, which must be presented in any dispute regarding receipt of bid samples.

Revised February 2001

D. Samples should be delivered to the following address:

MIAMI-DADE COUNTY PUBLIC SCHOOLS
MATERIALS TESTING AND EVALUATION
7040 West Flagler Street
Miami, Florida 33144
Telephone Number: (305) 995-3290

Miami-Dade County Public Schools will not be responsible for samples sent to a location other than the location mentioned in the Bid.

E. PAYMENT FOR SAMPLES. The Board will buy no samples and will assume no cost incidental thereto.

F. RETURN OF SAMPLES. Samples not destroyed in testing may be claimed by unsuccessful bidders 14 days after bid award date and by successful bidders 14 days after final payment; but the Board will assume no responsibility for samples not claimed within the time specified, and it will pay for no samples damaged in testing.

G. EVALUATION AND TEST RESULTS. Interested bidders should contact the buyer, prior to the recommendation for award, to determine whether the item(s) submitted complies with the specifications requirements. If the item(s) does not comply, the buyer will advise the bidder to contact Materials Testing and Evaluation for further details.

VII. SUBSTITUTIONS. Should the bidder find it necessary to use a material, equipment, product or system other than specified, the bidder shall secure from the Board, through the Bureau of Procurement and Materials Management, written approval for the use of the alternate materials, equipment, product or system. The Board is not obligated to approve requests for substitutions and has the discretion to require the bidder to provide the materials as specified in the bid documents. In no case shall the bidder be entitled to additional time and/or money arising out of the Board's failure to approve requests for substitutions.

IX. PACKAGING

A. TYPE. If packaging is different from that specified, the bidder must note the manner and amounts in which packaging is to be made; otherwise the successful bidder shall furnish packaging as specified. All packaging, wrapping and bundling shall be adequate to insure that materials will be received in undamaged condition. The Board assumes no responsibility for damages of any kind incurred in transit.

B. CONTAINER IDENTIFICATION. The following identification shall be printed, stenciled or legibly written in a conspicuous location on each shipping container:

1. BID NUMBER AND/OR PURCHASE ORDER NUMBER
2. VENDORS NAME AND/OR TRADEMARK
3. NAME(S) OF ITEM(S) CONTAINED
4. ITEM NUMBER(S) WITH QUANTITY(ES)

X. PURCHASES BY OTHER PUBLIC AGENCIES.

With the consent and agreement of the successful bidder(s), purchases may be made under this bid by Metropolitan Dade County, Florida, and other governmental agencies or political subdivisions within the State of Florida. Such purchases shall be governed by the same terms and conditions stated herein. This agreement in no way restricts or interferes with the right of any State of Florida Agency or political subdivision to rebid any or all of these items.

XI. RECYCLING REQUIREMENTS.

Miami-Dade County Public Schools supports recycling and recommends the use of recycled products where possible. Vendors are requested to submit a letter, along with their bid, indicating whether each item bid and/or its packaging contain pre-consumer or post-consumer waste, and if the product and/or packaging may be recycled.

XI. ENVIRONMENTAL PRODUCTS.

Miami-Dade County Public Schools encourages the use of environmentally safe products.

XII. DELIVERY AND BILLING

A. DELIVERY. Saturdays, Sundays, and holidays excepted, deliveries shall be made as follows: Schools and Departments - 8:00 A.M. to 3:00 P.M. Merchandise shall be unloaded at the receiving station of the designated delivery point and received there by a designated agent of the Board. A delivery ticket, or one copy of the invoice, prepared as indicated below, shall accompany each delivery.

B. RECEIVING INSPECTION AND TESTING. Delivered items which do not fulfill all requirements will be rejected. Rejected items shall be removed and replaced promptly by the vendor at no cost to the purchaser.

C. INVOICES. Each invoice shall be issued by the successful bidder and shall be submitted in DUPLICATE to the Accounts Payable Section, P.O. Box 01-2570, Miami, Florida 33101. To be considered for payment each invoice must show the following information which appears on the Purchase Order:

- | | |
|--|----------------------|
| 1. Purchase Order Number | 2. Item Descriptions |
| 3. Quantities and Units | 4. Price Extensions |
| 5. Total Price of all items on the invoice | |

D. PAYMENT. Unless otherwise specified by Miami-Dade County Public Schools, payment will be made only after delivery, authorized inspection, and acceptance. Payment will be made only to the successful bidder unless otherwise requested in writing by the successful bidder and accepted by Miami-Dade County Public Schools Administration. When bidders are directed to send invoices to a school, the school will make direct payment to the bidder.

XIV. NO GRATUITY POLICY.

It is the policy of the Bureau of Procurement and Materials Management not to accept gifts, gratuities, or favors of any kind, or of any value whatsoever, from vendors, members of their staffs, or families.

XV. COMPLIANCE WITH FEDERAL REGULATIONS

A. All contracts involving Federal funds will contain certain provisions required by applicable sections of Title 34, Section 80.36(f) and Section 85.510 Code of Federal Regulations and are included by reference herein. The vendor certifies by signing the bid that the vendor and his/her principals are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in Federally funded transactions and may, in certain instances, be required to provide a separate written certification to this effect.

During the term of any contract with the Board, in the event of debarment, suspension, proposed debarment, declared ineligible or voluntarily excluded from participation in Federally funded transactions, the vendor shall immediately notify the Associate Superintendent, Bureau of Procurement and Materials Management, in writing.

Vendors will also be required to provide access to records which are directly pertinent to the contract and retain all required records for three years after the grantee (The Board), or subgrantee makes final payment.

B. For all contracts involving Federal funds in excess of \$10,000, the Board reserves the right to terminate the contract for cause, as well as for convenience by issuing a certified notice to the vendor.

XVI. DISCRIMINATION

An entity or affiliate who has been placed on the discriminatory vendor list may not submit a bid on a contract to provide goods or services to a public entity, may not submit a bid on a contract with a public entity for the construction or repair of a public building or public work, may not submit bids on leases of real property to a public entity, may not award or perform work as a contractor, supplier, subcontractor, or consultant under contract with any public entity, and may not transact business with any public entity.

ADDITIONAL INSTRUCTIONS TO BIDDERS FOR FOOD BIDS

I. PREPARING OF BIDS

A. BIDDERS RESPONSIBILITY. Each bidder shall carefully examine the Instructions to Bidders, specifications, Special Conditions listed and the number of schools to be served. It shall be the responsibility of the bidder to be fully informed as to the number and widespread locations of school. This will be of vital importance to assure the required schedule deliveries arrive on time.

II. AWARDS

A. BASIS FOR AWARDS. The awards of all items on this bid will be made on the basis of low bid meeting specifications, when the portion cost is within the acceptable cost range as determined by the Department of Food and Nutrition.

Award of items using USDA D/F Commodity are made conditional to the successful vendor submitting a current copy of either the commodity processing contract approved by the State of Florida HRS or National Commodity Processing, or a current copy of the signed agreement of their proposed contract that has been submitted and is pending approval.

B. AWARD OF FOREIGN PRODUCTS. Items and/or products grown, produced and processed in the United States or its territories will be considered for award purposes. Metal cans must be welded to insure no lead is utilized. Cans must be soldered. Foreign products will not be considered if a domestic supply is available. If product is not available as produced in the U.S.A., all foreign products must be submitted as an alternate and country of origin must be specified. All wholesomeness as well as grades and origins must be so noted on grade certificates.

All products of foreign origin accepted on the bid must have a pesticide analysis from a certified U.S. lab or Commodity Scientific Support Division (CSSD). If any pesticide residue is in excess of USDA or FDA recommendation, the product will not be considered acceptable. The pesticide analysis must accompany the grade certificate and must cover all shipments.

III. NEW FOOD ITEMS/BRANDS. Suppliers wishing to have new food items or new brands of existing food items approved for inclusion on our next bid must contact the below named for information concerning the submittal of samples: Department of Food and Nutrition c/o Planning and Production Coordinator, 7042 West Flagler Street, Miami, FL 33144, Telephone: (305) 995-3230.

IV. USAGE REPORTS. The successful vendor(s) shall submit a monthly usage report listing the total delivery quantities for each item delivered to each school location and a summary of monthly totals. This usage report must be submitted by the tenth day of the following month. This report shall be directed to: The Department of Food and Nutrition c/o Planning and Production Coordinator, 7042 West Flagler Street, Miami, FL 33144.

V. INSURANCE REQUIREMENTS. Successful vendor(s) are required to have coverage as specified in the indemnity and insurance form. The successful vendor(s) must submit completed certificates of insurance forms within 15 days from notification of award.

VI. USDA CERTIFICATION DOCUMENT. Each vendor is required to complete and submit with the bid the U.S. Department of Agriculture Certification form AD-1048 contained herein. Failure to do so may result in the vendor bid not being considered for award. Awards exceeding \$25,000 will not be made to vendors who have not submitted this form for each specific bid.

VII. NUTRIENT DATA SUBMISSION FORM. Successful vendors are requested to complete and submit a nutrient data submission form to assist in the gathering of nutrient information. Copies of nutrient data submission forms are included for vendor information.

VIII. DELIVERY AND BILLING

A. DELIVERY. Saturdays, Sundays, and holidays excepted, deliveries shall be made as follows: Schools and Departments - 8:00 A.M. to 3:00 P.M. Merchandise shall be unloaded at the receiving station of the designated delivery point and received there by a designated agent of the Board. A delivery ticket, or one copy of the invoice, prepared as indicated below, shall accompany each delivery.

B. DELIVERED PRODUCTS. All products delivered shall be identical to the samples submitted for evaluation, and as awarded to successful vendors.

C. UNAUTHORIZED DELIVERIES. The successful vendor(s) will not be authorized to sell and/or deliver any item not listed in this bid. Unauthorized deliveries may result in non-payment of invoices.

D. SUBCONTRACTING DELIVERY. The successful vendor(s) may not be permitted to subcontract for the delivery of any item listed in the awards(s) unless stipulated in writing at the time of bid submission, at no additional cost to the purchaser. In such instances, performance responsibility rests completely with the vendor(s) (awardees).

THE BOARD MAY REJECT ANY BID FOR FAILURE BY THE BIDDER TO COMPLY WITH ANY REQUIREMENT STATED ABOVE, IN THE BID PROPOSAL FORM OR IN ATTACHMENTS THEREOF (WHICH BECOMES PART OF THE BID).

THE SCHOOL BOARD OF MIAMI DADE COUNTY, FLORIDA



SUPERINTENDENT OF SCHOOLS

Revised February 2001

CONSIDERED
M1-1/00

INDEMNIFICATION AND INSURANCE

In consideration of this Contract, if awarded, the Vendor agrees without reservation to the indemnification and insurance clauses contained herein. These clauses are attached to and form a part of Bid# 087-CC04

INDEMNIFICATION

The Vendor shall hold harmless, indemnify and defend the indemnitees (as hereinafter defined) against any claim, action, loss, damage, injury, liability, cost or expense of whatsoever kind or nature including, but not by way of limitation, attorneys' fees and court costs arising out of bodily injury to persons including death, or damage to tangible property arising out of or incidental to the performance of this Contract (including goods and services provided thereto) by or on behalf of the Vendor, whether or not due to or caused in part by the negligence or other culpability of the indemnitee, excluding only the sole negligence or culpability of the indemnitee. The following shall be deemed to be indemnitees: The School Board of Miami-Dade County, Florida and its members, officers and employees.

INSURANCE

Prior to being recommended for award, the Vendor has five business days after notification to submit proof of insurance as required herein. Failure to submit a fully completed, original certificate of insurance signed by an authorized representative of the insurer providing such insurance coverages may cause the Vendor to be considered non-responsive and not eligible for award of the Contract. The insurance coverages and limits shall meet, at a minimum, the following requirements:

1. Commercial General Liability Insurance in an amount not less than \$500,000 combined single limit per occurrence for bodily injury and property damage.
2. Automobile Liability Insurance covering all owned, non-owned and hired vehicles used in connection with the operations of the Vendor, in an amount not less than \$500,000 combined single limit per occurrence for bodily injury and property damage.
3. Workers' Compensation Insurance for all employees of the Vendor as required by Florida Statutes.

"The School Board of Miami-Dade County, Florida and its members, officers and employees" shall be an additional insured on all liability coverages except Workers' Compensation Insurance.

The insurance coverage required shall include those classifications, as listed in standard liability insurance manuals, which most nearly reflect the operations of the Vendor.

All insurance policies shall be issued by companies with either of the following qualifications:

- (a) The company must be (1) authorized by subsisting certificates of authority by the Department of Insurance of the State of Florida or (2) an eligible surplus lines insurer under Florida Statutes. In addition, the insurer must have a Best's Rating of "B+" or better and a Financial Size Category of "IV" or better according to the latest edition of Best's Key Rating Guide, published by A.M. Best Company.

or

- (b) with respect only to the Workers' Compensation insurance, the company must be (1) authorized as a group self-insurer pursuant to Florida Statutes or (2) authorized as a commercial self-insurance fund pursuant to Florida Statutes.

Neither approval nor failure to disapprove the insurance furnished by the Vendor to the School Board shall relieve the Vendor of the Vendor's full responsibility to provide insurance as required by this Contract.

The Vendor shall be responsible for assuring that the insurance remains in force for the duration of the contractual period; including any and all option years that may be granted to the Vendor. The certificate of insurance shall contain the provision that the School Board be given no less than thirty (30) days written notice of cancellation. If the insurance is scheduled to expire during the contractual period, the Vendor shall be responsible for submitting new or renewed certificates of insurance to the School Board at a minimum of fifteen (15) calendar days in advance of such expiration.

Unless otherwise notified, the certificate of insurance shall be delivered to:

Miami-Dade County Public Schools
Office of Risk and Benefits Management
1500 Biscayne Boulevard, Suite 127
Miami, Florida 33132

The name and address of Miami-Dade County Public Schools, as shown directly above, must be the Certificate Holder on the certificate of insurance.

The Vendor may be in default of this Contract for failure to maintain the insurance as required by this Contract. Any questions regarding these requirements should be directed to Ms. La-Chane Clark at 305-995-7133.

MIAMI-DADE COUNTY PUBLIC SCHOOLS

BID PROPOSAL FORM (FORMAT A)

TO: THE SCHOOL BOARD OF MIAMI-DADE COUNTY FLORIDA

BID 087-CC04	BUYER Linda Cantin	PAGE SC 1
TITLE Computer Equipment Service and Repair (On-Site)		

SPECIAL CONDITIONS

1. **PURPOSE:** The purpose of this bid is to establish a contract, at firm unit prices, for on-site computer equipment service and repair, from date of award, through June 30, 2005, and may, by mutual agreement between The School Board of Miami-Dade County, Florida and the awardee(s), upon final School Board approval, be extended for two (2) additional one year period(s) and, if needed, 90 days beyond the expiration date of the current contract period, the Board, through Procurement and Materials Management, may if considering extending, request a letter of intent from the awardee(s), prior to the end of the current contract period. The awardee(s) will be notified when the Board has acted upon the recommendation. All prices shall be firm for the term of the contract. The successful vendor(s) agrees to this condition by signing it's bid.

2. **AWARD:** In order to meet the needs of the District, each Item, as indicated on the Price Sheet, shall be awarded up to the two (2) lowest responsive and responsible bidders meeting specifications. Each vendor will be utilized as determined by M-DCPS. Each vendor may be awarded more than one item per group and more than one group.

In order to be considered for award, bidder(s) service personnel must be knowledgeable, competent and certified in the servicing of the equipment listed. Certifications required for technicians repairing items (other than Apple) shall be (at minimum) "A+PC" certified. Certifications required for technicians repairing Apple, shall be (at minimum) AppleCare certified. Failure to submit the required proof of certification(s) with the bid will result in the bidder not being considered for award.

3. **PRICES:** Prices shall be firm and fixed during the term of the contract. Refer to 1.4 of the attached specifications for additional information. At the end of the initial contract period, prices may be adjusted to establish a current price for the upcoming contract period. The prices may be increased or decreased not to exceed the percentage published monthly by the United States Bureau of Labor. Calculations will be based on the CPI index for the latest month available at the time of renewal.

4. **UL/CSA/ETL APPROVAL:** All electrical equipment shall bear the approval symbol or name of Underwriters' Laboratories, Inc., The Canadian Standards Association or ETL Testing Laboratories.

5. **BID SUBMITTAL:** Bidders are requested to submit four (4) copies of the bid, and all supporting documentation. The original should be clearly marked, "Original".

6. **MANDATORY PRE-BID CONFERENCE:** A mandatory pre-bid conference will be held **Tuesday February 4, 2003 at 10:00 A.M.** in lecture room #1 at the Information Technology Services, 13135 SW 26 Street, Miami, FL 33175. Pre-Bid Conference attendance by the bidder or his qualified representative is a mandatory prerequisite for bid acceptance. Notwithstanding any oral questions and answers that may be provided at the conference, bidders are advised that the only official answer or position of M-DCPS will be stated in writing and submitted to all participants.

MIAMI-DADE COUNTY PUBLIC SCHOOLS

BID PROPOSAL FORM (FORMAT A)

TO: THE SCHOOL BOARD OF MIAMI-DADE COUNTY FLORIDA

BID 087-CC04	BUYER Linda Cantin	PAGE SC 2
TITLE Computer Equipment Service and Repair (On-Site)		

SPECIAL CONDITIONS CONTINUED

7. **YEAR 2000 COMPLIANCE:** All products furnished under the Contract shall by Year 2000 compliant, that is, able to accurately process date data from, into, and between the twentieth and twenty-first centuries, including leap year calculations. Resellers may provide a "pass through warranty" from the manufacturer/software developer, which meets all the warranty requirements specified by the District, and which shall include all other warranties provided by the manufacturer or software developer. Reseller shall be responsible for warranty assurance, assistance, enforcement and any other actions or remediation, required to satisfy warranty requirements.
8. **INSURANCE REQUIREMENTS:** Successful vendor(s) are required to have insurance coverage, as specified in the indemnity and insurance form(s), attached hereto and made a part of this bid. The successful vendor(s) must submit completed certificate of insurance form(s), before being recommended for award. Failure to submit this form(s), as noted, will result in the vendor(s) not being recommended for the bid award.
9. **ERASURES OR CORRECTIONS:** When filling out the Bid Proposal Form, bidders are required to use a typewriter or complete bid proposal in ink.
 1. Use of pencil is prohibited.
 2. Do not erase or use correction fluid to correct an error.
 3. All changes must be crossed out and initialed in ink.

Those bids for individual items that do not comply with items 1, 2 and 3 above will be considered non-responsive for that item(s).
10. **SITE INSPECTION:** Prospective bidders are encouraged to make site inspections of some typical M-DCPS schools to familiarize themselves with the unique environment where the work is to take place and to establish work procedures to minimize disruption at schools and other locations. Bidders must contact, ITS Warehouse, at (305) 994-1453, Roly Avila, to schedule site inspections. Scheduling of visits to the various locations will be coordinated to insure access and to review specifications regarding normal workload, average job size, problems, safety considerations, or other conditions that are unique to the Miami-Dade County Public School System. Failure to consider these conditions shall not entitle the awarded vendor to additional compensation after the bid has been awarded.
11. **WARRANTY:** Warranty for all parts and labor, after acceptance by ITS, schools or departments, shall be for ninety (90) days. The successful vendor will be responsible for repairing each unit during the warranty period, at NO cost to the Board.

MIAMI-DADE COUNTY PUBLIC SCHOOLS

BID PROPOSAL FORM (FORMAT A)

TO: THE SCHOOL BOARD OF MIAMI-DADE COUNTY FLORIDA

BID 087-CC04	BUYER Linda Cantin	PAGE SC 3
TITLE Computer Equipment Service and Repair (On-Site)		

SPECIAL CONDITIONS CONTINUED

12. **VENDOR INFORMATION SHEET:** All bidders are requested to complete the attached Vendor Information Sheet. In order to conduct new business under the bid, M-DCPS requires that the vendor(s) have a current vendor application on file. The information on both documents must be consistent. Failure to comply with this condition may cause the Bidder(s) not be awarded any new business. Vendor applications can be downloaded at <http://procurement.dadeschools.net>.
13. **OCCUPATIONAL LICENSE:** Any person, firm, corporation or joint venture, with a business location in Miami-Dade County, Florida, which is submitting a bid, shall meet the County's Occupational License Tax requirements in accordance with Chapter 8A, Article IX of the Code of Miami-Dade County, Florida. Bidders with a location outside Miami-Dade County shall meet their local Occupational Tax requirements. A copy of the license is requested to be submitted with the Bid Proposal. If the Bidder has already complied with this requirement, a new copy is not required while the license is valid and in effect. It is the Bidder's responsibility to resubmit a copy of a new license after expiration or termination of the current license. Non-compliance with this condition may cause the bid not to be considered for award.
14. **UNREPAIRABLE EQUIPMENT:** M-DCPS shall not pay more than 50% of the "Per Service Call" price for service calls on items awardee deems unrepairable. If the technician determines that there is a software failure, not a hardware problem, upon confirmation by M-DCPS, the service provider will be paid at 50% of the quoted price for the service call.
15. **MANUFACTURER CERTIFIED:** Technicians must have documented proof of certifications on the equipment they are bidding. They must have successfully completed a technical course, conducted by the manufacturer or be approved by the manufacturer.
16. **BID SUBMITTALS:** Bidders are required to submit, with their bid package, all information requested in **3.0 BIDDER'S QUALIFICATIONS**, of the attached specifications and all other documentation as specified. Failure to provide documentation with the bid, will result in the bid not to be considered for award.

The School Board of Miami-Dade County, Florida
 Bid #087-CC04
 Computer Equipment Service and Repair (On-Site)

BID PROPOSAL FORM (FORMAT B)

Type or print in this box the
 complete name of the bidder:

Bid: #087-CC04

Title: Computer Equipment Service & Repair (On Site)

Buyer: Linda Cantin

NAME OF BIDDER:

ITEM	DESCRIPTION OF ITEM	PRICE PER SERVICE CALL
	Before completing any portion of this bid, each bidder should be completely familiar with all conditions enumerated below and in the Special Conditions and Specifications.	
	GROUP I: Service calls requested by ITS (Information Technology Systems), to include all parts and labor.	
1	Apple - Products introduced prior to 1994	\$
2	Apple - 1994 to present	\$
3	Hewlett Packard	\$
4	IBM	\$
5	Dell	\$
6	Compaq	\$
7	Toshiba	\$
8	Gateway	\$
9	Osicom	\$
10	Sony	\$
11	3 Com	\$
12	Cisco Switches & Hubs (excluding catalyst 5,000 series), all Cisco equipment must be picked up for service at the M-DCPS Network Warehouse. Any service outside the M-DCPS Network Warehouse must be authorized by the M-DCPS Network Help Desk	\$
13	Shiva	\$
14	Acer	\$
15	Printers: Laser	
a.	Hewlett Packard	\$
b.	Tektronics-Xerox	\$
c.	Lexmark	\$
d.	Apple compatible	\$
e.	Epson	\$
f.	Other: (specify)	\$
16	Printers: Inkjet (all brands)	\$
17	Computer Systems (not listed above)	\$

The School Board of Miami-Dade County, Florida
Bid #087-CC04

Computer Equipment Service and Repair (On-Site)

BID PROPOSAL FORM (FORMAT B)

Type or print in this box the
complete name of the bidder:

Bid: #087-CC04

Title: Computer Equipment Service & Repair (On Site)

Buyer: Linda Cantin

NAME OF BIDDER:

ITEM	DESCRIPTION OF ITEM	PRICE PER SERVICE CALL
	GROUP II:	
	Service calls requested by schools and office locations, to include all parts and labor.	
18	Apple - Products introduced prior to 1994	\$
19	Apple - 1994 to present	\$
20	Hewlett Packard	\$
21	IBM	\$
22	Dell	\$
23	Compaq	\$
24	Toshiba	\$
25	Gateway	\$
26	Sony	\$
27	Acer	\$
28	Printers: Laser	
a.	Hewlett Packard	\$
b.	Tektronics-Xerox	\$
c.	Lexmark	\$
d.	Apple compatible	\$
e.	Epson	\$
f.	Other: (specify)	\$
29	Printers: Inkjet (all brands)	\$
30	Computer Systems (not listed above)	\$
	Group III:	
	LAPTOPS All manufacturers	
	Service calls to include all parts and labor, for all locations.	
31	Laptops (all manufacturers)	\$
	Group IV:	
32	Hourly Labor Rate (to be used for various equipment repairs) Rate is for information only and will not be used in bid award	\$

The School Board of Miami-Dade County
Bid # 087-CC04
Computer Equipment Service and Repair (On-Site)
Specifications

1.0 SCOPE OF WORK

- 1.1** This bid is for on-site repair of various items of computer equipment. Items to be included in the service contract include, but are **NOT** limited to, personal computers, peripherals, network servers, printers, LAN hubs and switches.
- 1.2** This bid shall establish a contract, at firm unit prices per service call, per manufacturer for on-site repair of equipment. The equipment is located in approximately 450 locations in Miami-Dade County. This bid shall also establish a contract for a firm hourly rate for services requested that do not fall under the parameters of a service call.
- 1.3** Bidders must be certified by the various manufactures or their authorized manufacture representatives to service their respective items of equipment. The successful bidder(s) will be required to submit evidence of certification within five days of notification. Bidders must enter the service call charge per manufacturer of equipment in the bid proposal form. This charge must include parts and labor necessary to restore each item to proper operation as specified by the manufacturer.
- 1.4** All prices shall be firm through the term of the contract. Bidders are to provide pricing based on national averages or bidder's own experience. New products have been added and services have been expanded. Bidders are required to submit prices for on-site service calls placed by individual locations, on an as needed basis, as well as service calls from ITS.

2.0 DEFINITIONS

- 2.1** Manufacturer Certified: Shall be construed to mean that a technician who is manufacturer certified and have documented proof of certification, and must have successfully completed a technical course on the equipment that he/she is servicing. The course must be conducted by the manufacturer or be approved by the manufacturer.
- 2.2** Response: Response as it is applied to a request for service, shall be construed to mean a qualified technician on site within the periods specified in Paragraphs 8.1 through 8.3 of the specifications.
- 2.3** Work: All of the engineering, design, workmanship, labor, transportation, materials, apparatus, structures, supplies and equipment and any other service required for successful completion of performance by the Contractor of the Contract.
- 2.4** On-Site: Diagnosis and Repair of a device must be completed at the site of the service call. The M-DCPS Network Help Desk must authorize any device that the vendor has determined must be taken off-site for repair.
- 2.5** Service Call: Service Call charges will include all time and material costs, and will be paid at the awarded unit prices for troubles that occur from the usual and normal operations of the systems, including normal wear and tear. This includes all hardware, software and associated applications ancillary equipment and peripherals.

The School Board of Miami-Dade County
Bid # 087-CC04
Computer Equipment Service and Repair (On-Site)
Specifications

- 2.6** Work not included in a Service Call: Damages, defects, malfunctions or service failures caused by: (a) M-DCPS's modifications of the systems; (b) M-DCPS's abuse, misuse or negligent acts; and (c) fire, flood, accident, actions of a third party or other events outside the manufacturer's or the contractor's control are not a Service Call. Work that is not a Service Call will be priced on a Time and Material basis and be in accordance with the pricing catalog submitted. No work will be done without prior authorization by ITS as stipulated in Sections 5.1 and 5.2.
- 2.7** Hourly Rate: Hourly Rate for services requested that have been determined by M-DCPS as NOT covered under the Flat-Rate service price. (Travel time is not chargeable time)
- 2.8** Contractor: A company that is awarded the bid.
- 2.9** M-DCPS Property Control Number: This is a number used by M-DCPS to track inventory. The number may be attached by a label or etched on the item.
- 2.10** Working Hours: Working Hours are calculated from 7:30am to 4:30pm. It is the vendors' responsibility to be aware of the accessibility to all locations.
- 2.11** Response Time: Is the time that vendor is assigned the service call from the M-DCPS Network Help Desk or school location; to the time the vendor arrives at the location of the service call.
- 3.0 BIDDER'S QUALIFICATIONS**
- 3.1** Bidders must have an established business providing service to users, total customer database must be greater than 5,000 units, of personal computers, data terminals, printers, Local area networks and wide area networks and associated equipment or be an established firm which has done business with M-DCPS for at least three (3) years.
- 3.2** Bidders are requested to provide proof of their experience in their bid by submitting a list of three of their largest current customers and the quantity and types of equipment presently being serviced for these customers. The names and telephone numbers of a knowledgeable contact person at each of the customers must be submitted with the bid.
- 3.3** Bidders must have technicians who are manufacturer certified and experienced in operation, administration, and trouble analysis of all manufacturers that contractor will be bidding.
- 3.4** Bidders are requested to provide the following additional information in their bid:
1. The number of technicians with associated job descriptions and other support persons on duty during the normal workweek and on weekends.
 2. The extent of the technical training and years of experience of the service personnel.
 3. The general types and quantities of spare parts available and their location.
 4. Explain what, if any, remote diagnostics are offered.
 5. Explain the bidder's relationship to various manufacturers, that contractor will be bidding.

The School Board of Miami-Dade County
Bid # 087-CC04
Computer Equipment Service and Repair (On-Site)
Specifications

6. In order to be considered for this bid, the bidder(s) must have access to the following items from the manufacturers they are bidding:
 - a. Manufacturer training of service personnel.
 - b. Manufacturer return parts authorization.
 - c. Access to manufacturer software support, new software and products.
 - d. Manufacturer technical assistance services and products.
7. Bidders are required to supply with their bid a copy of their Service Level Agreement and Escalation Procedures.
8. The location of the bidder(s) local repair facilities.
9. Bidders must indicate what percentage their workload would increase in the event that they were awarded this bid.

4.0 CONTRACTOR'S RESPONSIBILITIES

- 4.1 It is understood and agreed that the contractor is solely responsible for all parts and labor provided by this contract. All hardware, software, and firmware provided must be Year 2000 compliant. All software bug fixes must be tested and supplied at no additional cost to M-DCPS.
- 4.2 Contractor must maintain an inventory of spare parts for all equipment covered by this contract. In the event a contract is awarded for only one of the manufacturers, then only spare parts for that particular manufacturer will be required.
- 4.3 Employees of the contractor must be technically competent and able to perform the work. Employees must display at all times, photo identification when visiting an M-DCPS site and obtain the proper M-DCPS visitor's badge where applicable.
- 4.4 Employees of the contractor must cooperate with M-DCPS site personnel to minimize disruption to the school or site operations.
- 4.5 Contractor must maintain a state of the art service shop with modern high quality test equipment. Field technicians must be equipped with adequate tools and test equipment to perform on-site diagnostics and replacement of failed subassemblies such as motherboards, circuit cards, disk drives, keyboards, power supplies, and various types of monitors.
- 4.6 Contractor must provide on a monthly basis, an updated list of their escalating chain of command with telephone numbers. Contractor must provide emergency contacts and have a trained technician available 24 hours per day, every day of the year.
- 4.7 Contractor must agree to supply a monthly updated list of technicians and within 24 hours of any technician leaving the employment of the contractor.
- 4.8 Contractor agrees to meet on site with ITS personnel to accomplish resolution of unresolved trouble calls at times and dates arranged by M-DCPS personnel.
- 4.9 Contractor must cooperate with M-DCPS personnel to record and manage the inventory of equipment. Items that are removed due to failure and replaced by like items must be recorded by its M-DCPS Property Control Number (PCN). If there is no PCN, then

The School Board of Miami-Dade County
Bid # 087-CC04
Computer Equipment Service and Repair (On-Site)
Specifications

model type and Serial Numbers (SN) should be used. If there is no SN, then manufacturer and model type should be used. If an on-site M-DCPS-owned part is used, to replace a failed part, the Contractor must provide a written report and a replacement part to M-DCPS as soon as possible not to exceed thirty (30) days. A copy of this report must be provided to ITS Network Support Help Desk. Inventory control must be a major factor in managing this contract. Identification of M-DCPS-owned and Contractor-owned parts will be a continuing process to prevent loss to either party. An "Outgoing Controlled Equipment" form must be completed whenever equipment is being replaced and/or removed from the site. The vendor must fax their copy of the Outgoing Controlled Equipment form to the Network Help Desk within 48 hours of the service call. It is the site's responsibility to fill out the form.

- 4.10** Contractor must provide a label on equipment serviced, in a conspicuous location, specifying date of service, technician's name, time, and problem number.
- 4.11** A minimum 90-day warranty on parts and labor is required on all service work. In the event the manufacturer of the parts offers a longer warranty period, M-DCPS must receive the longer-term warranty. Refurbished parts must have the same warranty as new parts.
- 4.12** Any cost incurred by M-DCPS from the contractor requiring assistance from an outside contractor (e.g.; OEM) will be reimbursed to M-DCPS through procedures established by M-DCPS Contract and Financial Services.
- 4.13** Invoices must be summarized for flat rate Service Calls submitted for that period and contain, in addition to the standard contractor invoicing information, the following information for each service call:
- a. Contractors reference number.
 - b. Service Call number.
 - c. M-DCPS site location name and number where service was performed.
 - d. Completion date.
 - e. Service Call cost

Attached to the invoice must be the original or a copy of the original worksheet containing the following information:

- Contractors reference number
- Service call number
- M-DCPS site location name and number where service was performed.
- Site address where service was performed.
- Contact at site
- Contact phone number
- Systems User Support Supervisor (if applicable)
- Date/time call was placed
- Technician's name
- Date/time of visit (if applicable)
- Completion date
- Problem Reported
- List of parts used
- If billable, Authorization Number

The School Board of Miami-Dade County
Bid # 087-CC04
Computer Equipment Service and Repair (On-Site)
Specifications

- Invoice amount
- **Legible signature and printed name of the person for whom the work was successfully completed.**
- Serial number of the device(s) for which the work was done

Any information missing from a worksheet is cause for short payment of the invoice and return of the worksheet to the contractor. Missing information from the invoice is cause for return of the invoice and all attached worksheets.

4.14 In addition to the contractor's standard information, invoices for **Time and Material** work must contain the following information.

- Contractors reference number.
- M-DCPS site location name and number where service was performed.
- Completion date.
- M-DCPS Authorization Number.
- Invoice amount.

Attached to the invoice must be the original or a copy of the original worksheet containing the following information:

- a. Contractors reference number.
- b. M-DCPS site location name and number where service was performed.
- c. Site address where service was performed.
- d. Contact at site.
- e. Contact phone number.
- f. Technician's name.
- g. Date/time of visit (if applicable).
- h. Completion date.
- i. Travel time.
- j. Time on site.
- k. Parts and materials used
- l. M-DCPS Authorization Number.
- m. Invoice amount.
- n. **Legible signature and printed name of the person for whom the work was successfully completed.**

Any information missing from the worksheet or invoice is cause for return of the invoice and worksheet to the contractor.

4.15 Concurrent with the contractor's normal billing cycle, the contractor will submit separately, the data contained in Sections 4.12 and 4.13, electronically in a spreadsheet format, compatible with Microsoft Excel for Windows. M-DCPS Budget and Operational Services will determine the format.

4.16 Contractor must adhere to manufacturer's and M-DCPS software, hardware, LAN, WAN, etc. standards when replacing software/hardware. All replacements will be with manufacturer specific like items, which are equal or better in performance and capabilities and a vintage not older than that being replaced, including all network

The School Board of Miami-Dade County
Bid # 087-CC04
Computer Equipment Service and Repair (On-Site)
Specifications

devices. Anytime that a contractor must change a manufacturer due to obsolescence and **ONLY** obsolescence, the new manufacturer must be approved in writing by the M-DCPS ITS Director of Network and Internet Services, before its installation is done.

- 4.17 Contractor should have in place a plan for rapid replacement of systems that must be replaced due to a disaster. Bidders are required to describe their disaster recovery plan in their bid.
- 4.18 Contractor is fully responsible for any equipment taken off M-DCPS premises when replaced by a loaner of like model. Contractor cannot remove any equipment without the prior authorization from Network Support Help Desk.
- 4.19 Contractor will maintain and provide to M-DCPS a current list of employees authorized to provide service under this contract.
- 4.20 At its discretion, M-DCPS reserves the right to request any and all equipment and/or parts, replaced for Service Call requests, that will be billed as Time and Materials.

5.0 PROCEDURES FOR SERVICE CALLS

5.1 ITS SERVICE CALLS:

The following procedures must be followed in handling a service call from ITS:

- 1. The contractor must accept calls from the Network Support Help desk.
- 2. The Network Support Help desk must assign each call a problem number.
- 3. The Network Support Help desk will give the contractor the following information:
 - a. Short description of the trouble
 - b. Contact person's name, the location number and equipment needing service
 - c. Phone number for the location
 - d. The access hours at the location
 - e. Priority code for the service
 - f. Problem number, manufacturer, model number and serial number
 - g. Network Support Help desk callback phone number.
- 4. When opening a service order, the contractor must provide a reference number and an estimated time of arrival, thereby starting the response time, for a technician on site. The time for determining compliance with response time requirements of the bid will begin when the Service Call is issued to the contractor.
- 5. When the problem is resolved and/or prior to leaving the site, the technician must call Network Support Help desk and report the status of the problem and the method of problem resolution. If the problem is not related to the equipment, the technician must call Network Support Help desk prior to performing any work, which may result in additional charges. An authorization number from the

The School Board of Miami-Dade County
Bid # 087-CC04
Computer Equipment Service and Repair (On-Site)
Specifications

Network Support Help desk must be obtained for any work not under maintenance otherwise charges will not be paid.

6. When a problem cannot be resolved in the time specified in the bid, the contractor must call the M-DCPS ITS Network Support Help Desk and provide a problem update and an estimated time of completion.
7. When the M-DCPS ITS Network Support Help Desk receives the call from the contractor that a Service Call has been completed, this will be the time used for determining compliance with the bid for problem resolution time.

5.2 SERVICE CALLS: VARIOUS SCHOOLS AND DISTRICT OFFICES

The following procedures will apply to service calls from all other locations other than ITS.

1. Successful contractor must accept calls from individual schools or departments on an as needed basis.
2. Locations must provide the following information to the contractor:
 - a. A short description of the trouble
 - b. A contact person's name, the location needing service
 - c. A phone number for the location
 - d. The access hours at the location
 - e. Manufacturer, model number and serial number
 - f. A Miami-Dade County School Board Purchase Order Number or Credit Card Number
3. Locations must provide the contractor with a purchase order number, confirmation number or credit card before any work can commence. Locations may notify the Division of Procurement Management and Materials Testing when repairs are required and a confirmation number shall be provided to each location. **CONTRACTOR(S) MUST NOT PROVIDE SERVICE WITHOUT A MIAMI-DADE COUNTY SCHOOL BOARD AUTHORIZED PURCHASE ORDER OR CREDIT CARD.**

6.0 PROCEDURES FOR TIME AND MATERIAL

6.1 The contractor will be provided with the following:

- A. Work Order detailing work being requested and include:
 - a. M-DCPS authorization number.
 - b. Short description of required task.
 - c. Location name, address and M-DCPS site number.
 - d. Contact person's name on site and at ITS.
 - e. Access hours to the work site.
- B. Signed copy of Purchase Order (additional when equipment is being purchased).
- C.

The School Board of Miami-Dade County
Bid # 087-CC04
Computer Equipment Service and Repair (On-Site)
Specifications

- 6.2** Contractor must provide:
- A. Acknowledgement receipt of request.
 - B. Assign due date within 24 hours.
 - C. Include their reference number.
- 6.4** On due date, the contractor will:
- A. Notify ITS of successful completion and customer satisfaction notice.
 - B. All work must be completed as specified in the contract.
- 7.0 HOURS OF ON-SITE MAINTENANCE AVAILABILITY**
- 7.1** Normal work hours for on-site maintenance must be 7:30 AM to 4:30 PM, Monday through Friday.
- 8.0 PRIORITIES FOR SERVICE**
- 8.1** Priority One (1) service calls must be given immediate attention and the service must occur before any other service calls. Response to a Priority One (1) must be that a technician must be on site within two (2) working hours of the initial call. If the unit cannot be restored to normal operation within eight (8) working hours from time of M-DCPS call, the vendor must provide replacement equipment as a loaner at no additional cost to M-DCPS until the M-DCPS owned equipment is repaired and reinstalled. Contractor cannot remove any equipment without the prior authorization from the Network Support Help Desk.
- 8.2** Priority Two (2) service calls must be served immediately after the Priority One (1) service call. Response to a Priority Two (2), must be that a technician must be on site within eight (8) working hours or the next business day of the initial call. If the unit cannot be restored to normal operation within sixteen (16) working hours or two working days from the time of M-DCPS call, the vendor must provide replacement equipment as a loaner at no additional cost to M-DCPS until the M-DCPS owned equipment is repaired and reinstalled. Contractor cannot remove any equipment without the prior authorization from the Network Support Help Desk.
- 8.3** Priority Three (3) service calls must be served after Priority Two (2) service calls. Response to a Priority Three (3) service call must occur within sixteen (16) working hours. If the unit cannot be restored to normal operation within forty (40) working hours or five (5) days from time of M-DCPS call, the vendor must provide replacement equipment as a loaner at no additional cost to M-DCPS until the M-DCPS owned equipment is repaired and reinstalled. Contractor cannot remove any equipment without the prior authorization from the Network Support Help Desk.
- 8.4** The Network Support Help Desk will determine and assign the priorities of all service calls.
- 9.0 SOFTWARE REPLACEMENT**
- 9.1** In the event that a repair to a controller or workstation requires replacement of the hard disk drive, the repair must include the installation of the existing operating system software on the drive at no additional cost to M-DCPS.

The School Board of Miami-Dade County
Bid # 087-CC04
Computer Equipment Service and Repair (On-Site)
Specifications

10.0 CONTRACTOR (S) AND MANUFACTURER RELATIONSHIP

- 10.1** It is mandatory that the contractor(s) have access to the manufacturers for any and all items that may be needed to repair and restore the systems to full operation meeting the manufacturer's specifications.
- 10.2** It is mandatory that the contractor(s) have access to the manufacturer's engineering and technical support. This should include publications, technical notes from the field, and hardware upgrade kits and data and system software.
- 10.3** It is mandatory that the contractor(s) have access to the manufacturer's technician and administrator training and uses this training to insure that the contractor's staff maintains a current and high level of competency.
- 10.4** It is mandatory that the contractor(s) bidding on specific Tier 1 manufacturers (i.e. Compaq, Dell, Hewlett-Packard, and IBM) have that manufacturer's authorization to repair items that are covered under its warranty at the time of the service call. The Tier 1 manufacturers are determined by M-DCPS.

11.0 REPORTING

- 11.1** Vendor will be responsible for the recording and distribution of the monthly service meeting minutes. The minutes must be in a Microsoft WORD format and emailed to a designee of M-DCPS its within 10 working days of the minutes. Contractor must agree to meet, on a monthly basis and provide an electronic report in Microsoft Excel Spreadsheets, the format will be determined by M-DCPS Contract and Financial Services, and contains as a minimum, but is not limited to the following information.:

- a. Number of major, minor and routine service calls per location per model and serial number of equipment.
- b. Number of service calls per equipment serial number
- c. Number of failures by generic type such as power supplies, hard disks, video cards, motherboards, etc.
- d. Number of loaner equipment by location, model, PC numbers if applicable and serial number replaced.
- e. Status and estimated completion date of removed equipment.
- f. Average repair response time by priority.
- g. Average repair resolution time by priority.
- h. Number of repeat visits.

12.0 TERMINATION OF CONTRACT

- 12.1** The termination of Contract shall be governed by the following terms and conditions if the Contractor shall be considered in default.
- 12.2** Should the Contractor fail or neglect to perform the work properly and diligently in substantial accord and compliance with the schedules agreed upon by M-DCPS or if the quality of service does not meet the requirements of M-DCPS, or the Contractor shall fail or refuse to perform any requirement or provision of the contract specified to be

The School Board of Miami-Dade County
Bid # 087-CC04
Computer Equipment Service and Repair (On-Site)
Specifications

performed by the Contractor, then the Board shall notify the Contractor in writing, listing the specific items to be performed and the time in which performance is to be accomplished. If the contractor does not perform within the time specified, the Board may immediately terminate the contract.

13.0 ASSIGNMENT OF CONTRACT

- 13.1** The contractor may not assign their rights under contract without prior written approval of the Board. However, no assignment of any contract rights shall relieve the contractor of any of their obligations under this contract. The contractor may not assign or transfer their performance obligations under this contract to any other individual, firm or corporation.

14.0 NOTICE

- 14.1** Any notice or communication between M-DCPS and the contractor shall be in writing and forwarded to the respective addresses that will be determined upon award of a contract.

Reference Sheet

Bid #087-CC04

Computer Equipment Service and Repair (On site)



Bidder: _____

Specify the number of technicians and their certifications:

Name: _____

Certifications: _____

Name: _____

Certifications: _____

Name: _____

Certifications: _____

Name: _____

Certifications: _____

Email _____

Phone _____

Fax _____

Years in business: _____

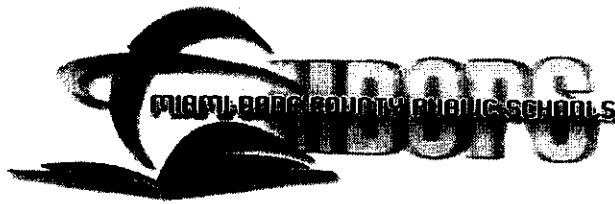
URL: _____

Please list below 3 of your most recent references and indicate the total customer database services for each client. References will be verified.

References: Company	Contact	Address	Phone	Type of equipment	Quantity of equipment

Please attach the certifications for the manufacturer you are bidding on.

Vendor Information Sheet



1A.

Federal Employer Identification Number

Or

Owner's Social Security Number

1B.

Name of Firm, Individual(s), Partners or Corporation

Street Address

City

State

Zip Code

2. Telephone/Fax/Contact Person

Telephone number

Fax number

Contact Person

E-mail address

3. Ownership Disclosure

If the contract or business transaction is with a corporation, partnership, sole proprietorship, or joint venture, the full legal name and business address shall be provided for each **officer**, director, and stockholder or owner who holds, directly or indirectly five percent (5%) or more of the stock or ownership. If the contract or business transaction is with a trust, the full legal name and address shall be provided for each trustee and each beneficiary. **Post Office addresses are not acceptable.**

Name	Title	Address	Gender	Race-ethnicity	Stock Ownership

NOTE: The information provided by the vendor on this form should be consistent with that provided on the "Vendor's Application". All vendors must have a current vendor's application on file with M-DCPS, and have provided information and/or be familiar with M-DCPS' policy regarding the following: (a) Employment Disclosure, (b) Drug Free Workplace, (c) Family Leave Policy, (d) Code of Business Ethics, (e) Conflict of Interest, (f) Perception, (g) Gratuities, and (h) Business Meals. **Failure to provide M-DCPS a current vendor application may cause the vendor not to be awarded any new business with M-DCPS.** Vendor applications can be downloaded at: <http://procurement.dadeschools.net>.