

PROPOSAL FOR  
CONTRACTED HARDWARE REPAIR  
SERVICES



ST. CHARLES PARISH SCHOOL BOARD

**Stephanie Steib**

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Luling, Louisiana 70070  
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April 17, 2009

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## PROPRIETARY STATEMENT

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Upon consideration of the award, CompuCom reserves the right to review and negotiate any and all terms and conditions that may be incorporated into a contract between the parties as a result of this response.

April 16, 2009

Stephanie Steib  
Technology Department  
St. Charles Parish Public Schools  
13855 River Road  
Luling, Louisiana 70070

Dear Stephanie:

CompuCom appreciates the opportunity to respond to your proposal for Hardware Repair services. We are excited at the prospect of continuing our fourteen year partnership. This proposal leverages our knowledge of the St. Charles Parish Public School's technology and business environment to ensure that your instructors and administrative staff will continue to be fully satisfied with the service and support.

As the incumbent, CompuCom has detailed historical knowledge of the cost of supporting the high quality services model embraced by the St. Charles Parish School Board (SCPSB). There have been several changes since the beginning of the last contract in mid-2004. Technologically, projectors and large flat screen televisions have become more affordable and as a result have proliferated. Logistically, the school board opened a new Technology Information Center (TIC) facility that is being used as a staging area for deployments, for centralized storage of parts and provides work space for our hardware and software technicians. These technological and logistical changes have created cost containment challenges. Specifically, we have seen support costs increase in the following areas:

- 1) Travel costs; specifically driving mileage (fluctuating fuel prices -gas reached \$5 per gallon in 2008) plus new TIC location is not centrally located resulting in much longer driving distances)
- 2) Parts costs
- 3) Replacement costs of highly specialized devices (e.g., communications equipment, full screen televisions, etc.)
- 4) Rising support costs of third party firms for servicing specialized equipment not typically maintained by computer services companies

CompuCom is taking a proactive stance with this proposal and offering the SCPSB several options to allow the board to make a more informed decision to address the rising costs for support to minimize the impact on pricing until at least mid-2014. We believe that this will put limits on cost increases while maximizing the achievement of the goal of providing world-class support for the students, faculty, and administrative staff. Our competition will not have any knowledge of these costs and only through discovery will they understand the cost containment issues that CompuCom already has detailed knowledge of. Unfortunately with our competition, that discovery will occur after the contract is signed and SCPSB will be faced with the choice of service cuts or significant price increases.

CompuCom looks forward to continuing our successful partnership with the SCPSB. As always, we will do whatever it takes to work out any issues to ensure we're delivering the best service possible. We will be there during both good and bad times whether it's providing reliable service during hurricane recovery efforts or working with the school board to implement a new technology. We will also continue to sponsor SCPSB activities in national organizations and at home by continuing our unique student mentoring program which to date, has graduated over twenty-five students.

On behalf of your CompuCom team, we humbly thank you for this opportunity and look forward to discussing this proposal and cost saving options with you.

Sincerely,

*Fred Parlato*

Fred Parlato  
Senior Account Executive

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## EXECUTIVE SUMMARY

The partnership between CompuCom Systems and the St. Charles Parish School Board (SCPSB) has grown and matured since our humble beginnings in the mid- to late 1990s when we supplied a part-time resource to assist with break-fix activities. Since then we've seen over twenty-five students who took a part in our student mentoring program graduate. We've watched the internet become an integral part of IT. In the midst of the chaos created by Hurricane Katrina, we saw the rise of the Satellite Center and the innovative approach to providing real-life experiences as part of the teaching curriculum for students. It has been our pleasure and honor to be associated with a school board whose sole focus is the students and their learning enablers in the faculty and associated staff. This board has also just produced the current President of the National School Boards Association.

CompuCom clearly understands that the services we deliver are judged on the quality of the end-user's experience. Have we resolved the problem? Did we conduct ourselves professionally? Was the overall experience positive? Would the user hesitate to call the Help desk again for deskside assistance? The SCPSB has reflected this in the criteria for how the possible hardware maintenance vendors are judged since 1999. CompuCom understands that our price needs to be competitive and that we need to stand by our coverage commitments with guaranteed service levels of performance. It is also critical to have the right intentions as this must be a partnership to succeed; not a standard customer/vendor relationship. And we also take pride in reinvesting in the partnership.

CompuCom will supply three full-time resources to deliver break-fix and related services for the school district's computer equipment. Our goal is to deliver the best services at the best price. There are a few challenges that have presented themselves over the past several years that could easily cause the costs of delivering services to rise substantially. The Technical Information Center (TIC) and the Professional Learning Center (PLC) facility was a fantastic acquisition by SCPSB. The learning center and floor space for staging, storage and work areas are first rate. It has presented a logistical challenge as the center is not located centrally to the schools so our travel time and costs have increased. Our parts costs have also increased as more expensive non-computer equipment has been added including flat screen TVs and communication equipment. Computer service companies like CompuCom must rely on third party vendors to repair this specialized equipment. Not only are the repair costs rising, but these vendors will not agree to any contracts without understanding the quantity and warranty status of the equipment. A tipping point may have been reached where the repair costs for some of the specialized non-PC devices outweigh the cost of replacement or upgrade; especially if the repair incidents are few during the term of a support contract.

There are ways to work around these challenges minimizing cost increases while continuing to deliver high quality services. One of the innovations that we are going to introduce in this proposal is putting a cap on parts spending. Based on last year's prices and parts costs, CompuCom is recommending a \$25,000 per year cap on parts. Our pricing will incorporate this cap and we will keep a close eye to ensure we do not exceed the cap. Working with SCPSB, CompuCom will share the monthly spend information and make recommendations to ensure we stay within range. We also will offer SCPSB an option that separates our travel expenses from the flat monthly rate. With the rising cost of energy (gas prices spiked in 2008 at over \$5 per gallon) and with increased travel mileage from the TIC to the schools, it is imperative that both CompuCom and SCPSB look at ways to work together to ensure we minimize the road time. Separating out the cost to allow us both to monitor the travel spend on a monthly basis can help make that happen. We also believe additional cost savings can be derived if we make a simple adjustment and allow our technicians to have one hour for lunch (which is typical for the majority of our associates). CompuCom is legally obligated to pay overtime when our technicians only take a 30-minute lunch effectively creating a 8 ½ hour work day.

Last but not least, this proposal will offer several alternatives that will provide the SCPSB with options for maintaining specialized more expensive to maintain equipment while focusing on customer satisfaction. It's easier for the SCPSB Help Desk to initially call one vendor (CompuCom) rather than several. And we would like to be the company that receives the trouble ticket to resolve problems with specialized non-PC equipment including uninterruptible power supplies, communications equipment, LCD projectors, large screen monitors, and other specialized devices. We will try to resolve the issue and if we are unable to repair the equipment, CompuCom will place a call directly to the SCPSB designated vendor for a more detailed repair. Or, if SCPSB desires, we can swap the equipment as we have a \$25,000 annual cap. This will provide the school board with a lot of flexibility. SCPSB can even have CompuCom conduct an inventory when school is not in session which would provide us with the information required to subcontract out the support to vendors who specialize in repairing flat screen monitors, multi-function printers, large UPS', LCD Projectors, Nortel Communications equipment and other hardware that is outside of CompuCom's scope for repair. Although it sounds counterintuitive, CompuCom recommends that SCPSB avoid this last option. With CompuCom available to take the first support call and with the ability to swap out the equipment, the incremental cost for repair services may not be justifiable. Furthermore, keeping this equipment out-of-scope may make sense since the focus will be on response time versus a repair SLA which may be seldom used.

Our unique position as a long-term incumbent allows CompuCom to provide SCPSB with these options. Other vendors will not understand this and therefore, their prices will more than likely need to be adjusted once they discover these cost containment challenges for themselves. It's better to understand the cost challenges now and for CompuCom to present the issues upfront as a partner rather than surprise SCPSB later after the five year contract is signed.

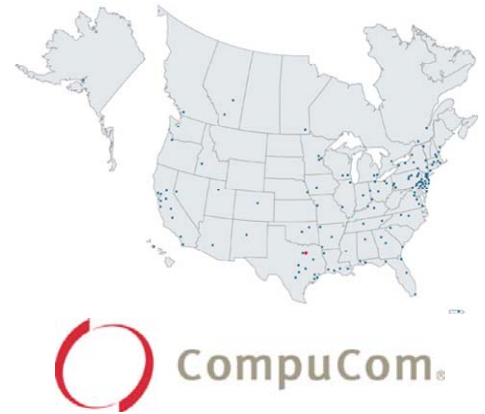
Our intent has always been to be a long-term partner of the SCPSB. You cannot satisfy the time-critical requirements of the faculty and staff and position for success through a traditional vendor/customer relationship. CompuCom has always been prepared to go the extra mile. During the aftermath of Katrina, we stepped up and had associates from outside of the NOLA area provide the school district with uninterrupted service while some of our own techs had to overcome damage to their homes. During Rita and most recently Gustav and Ike, we were ready to assemble in Dallas to work with the relocated school board to provide the required support. We also take pride in working with a school board with national connections. For over four years, we have supported the board at the National School Boards Association fund raising event. We also have sponsored and presented at several National Federation of Urban Suburban School meetings. And we take the most pride in having graduated over twenty-five students through our mentoring program. Moving forward we would like to continue the quarterly business reviews where we jointly not only review our past performance, but also discuss tactical and strategies to make the partnership more effective. We also would like to host an annual conference at various CompuCom locations (first one proposed in Dallas during the Summer Recess) to share in our best practices.

CompuCom has put a lot of thought and out-of-the-box thinking to satisfy SCPSB's requirements while minimizing pricing increases. We would welcome the opportunity to orally present our solution to the IT decision-maker(s) and/or the board. We've always taken this partnership very seriously and will do whatever it takes to ensure SCPSB is delighted once again with its award decision.

## COMPUCOM OVERVIEW

CompuCom Systems is a leading IT managed services provider. As a vendor-independent, single-source supplier, CompuCom offers IT outsourcing, application development, systems integration, and consulting, as well as the procurement and management of hardware and software. Experts throughout our company hold a combined total of more than 63,000 industry certifications, and CompuCom employs more than 11,000 highly skilled associates throughout North America.

Our unique Integrated Infrastructure Management™ solution, coupled with our consulting and application services, enables clients to advance the effectiveness of their technology infrastructures, while driving down costs, improving quality, and expanding the business value they derive from IT.



### CompuCom Today

- Founded in 1987
- Financially strong with over 20 years of profitability
- \$2B+ in revenue (\$1B+ in IT outsourcing services)
- Thousands of customers in various industries
- Over 3 million desktop seats under management
- 11,000+ associates
- 63,000+ industry certifications
- 1,200+ application services consultants with Microsoft, Cisco, IBM, and SUN expertise
- ISO 9001:2000 & ISO 20000 certified; broad ITIL, and Six Sigma certifications
- Recognized as a leader in service desk, desktop support, and service excellence by IT industry analysts
- Longstanding relationships with top service providers, hardware manufacturers, and software publishers.

## SERVICES PORTFOLIO

CompuCom offers IT outsourcing, application development, systems integration, and consulting, as well as the procurement and management of hardware and software. The following is a snapshot of our services:

### IT Infrastructure Services

- Consulting & Integration Services
- Service Desks
- Desktop & Mobility Services
- On-Site Service & Support
- Network Management Services
- Communications Management Services
- Security Management Services
- Application Infrastructure Management

### Application Services

- Contract consulting and staffing
- Quality assurance and testing
- Application development, integration and maintenance

### Software Services

- Licensing of software products
- Life cycle management
- Compliance and reporting
- Application design, development and maintenance
- Partners and alliances include:
  - Adobe • Altiris • Attachmate • BEA • BMC Software • Business Objects • Citrix • CA • HP • IBM
  - LANDesk • McAfee • Microsoft • NetIQ • NetManage • Novell • Symantec • Trend Micro • VMware
  - Websense • WebTrends

### Hardware Services

- Procurement of hardware products
- Life cycle management
- Configuration and imaging
- Logistics and distribution
- Design and project management
- Partners and alliances include:
  - American Power Conversion • Apple • Cisco Systems • EMC • Emulex • Epson • HP • Hitachi
  - IBM • Kingston Technology • Lenovo • Lexmark • NEC • Network Appliance • Panasonic • Sony
  - Sun Microsystems • Toshiba • ViewSonic • Xerox

CompuCom helps clients move to the high-value, integrated infrastructures that help them achieve their business goals by leveraging our unique Integrated Infrastructure Management™ (IIM) solution in combination with our consulting and application services.



## VENDOR PARTNERSHIPS AND CERTIFICATIONS

CompuCom is an authorized service provider for most major server, desktop, and laptop manufacturers, as well as those of network equipment and peripherals utilized in distributed computing environments. By partnering with a single provider for procurement and service, CompuCom's clients are able to significantly reduce support management costs by minimizing the amount of time, resources, and administrative activities required to manage multiple vendor agreements.

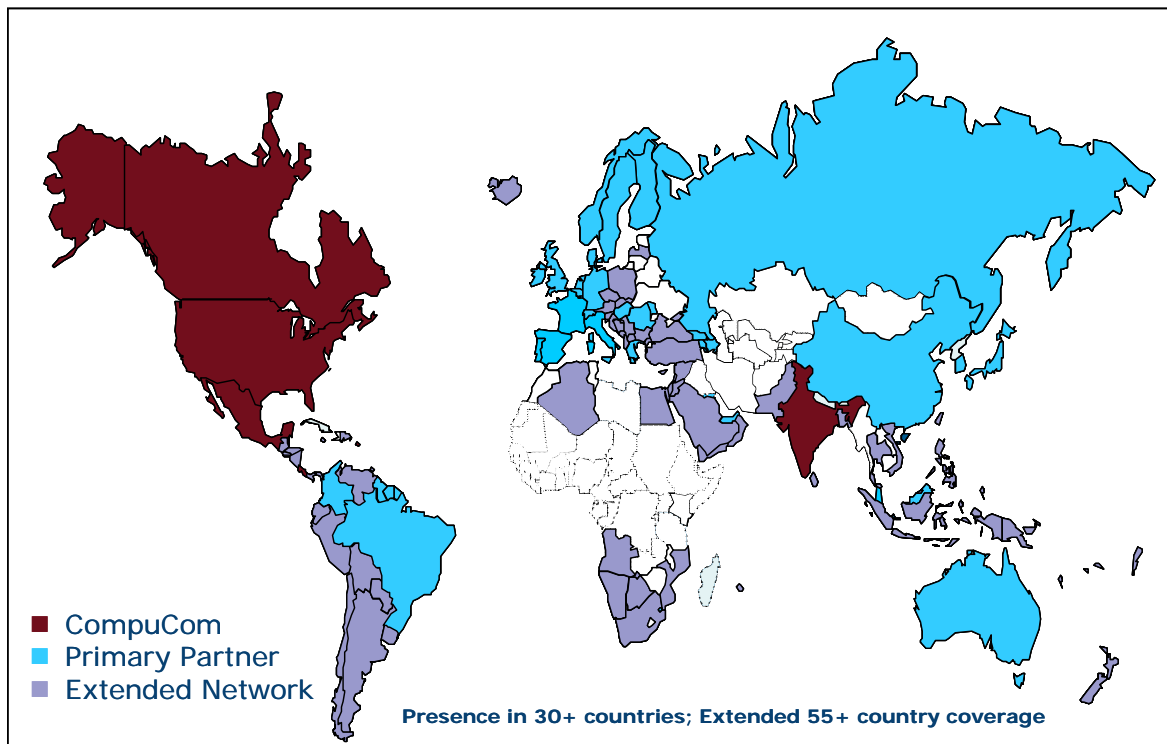
CompuCom engineers carry premier certifications from industry leaders, including:

- |                   |             |            |
|-------------------|-------------|------------|
| ▪ Hewlett-Packard | ▪ Apple     | ▪ Symantec |
| ▪ IBM             | ▪ Sun       | ▪ Xerox    |
| ▪ Lenovo          | ▪ Lexmark   | ▪ Toshiba  |
| ▪ VMware          | ▪ Cisco     | ▪ Lotus    |
| ▪ Dell            | ▪ Microsoft | ▪ Novell   |

Strategic partnerships with the above manufacturers allow CompuCom to take advantage of special training programs providing detailed technical and product information. These types of programs increase the quality and effectiveness of CompuCom's services and deliverables.

## COMPUCOM SUPPORT COVERAGE

CompuCom is a North American company headquartered in Dallas, Texas with 100+ offices throughout the United States and Canada. Additional nearshore and offshore delivery centers are located in Mexico City, Mexico, and Pune, India. We maintain a strong partner network for extended global service delivery. The following map illustrates CompuCom's support services coverage:



## AWARDS, RECOGNITION, AND CERTIFICATIONS

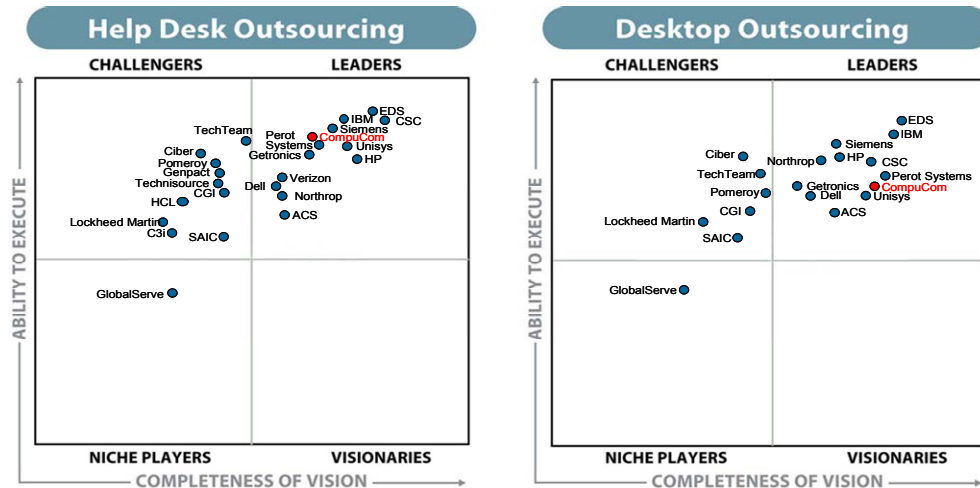
### IT OUTSOURCING – AWARDS AND RECOGNITION

- Gartner Magic Quadrant Leader, “North American Desktop Outsourcing Services and Help Desk Outsourcing Services” (2005, 2006, 2007, and 2008)
- Ranked as ITSM Best-in-Class Leader by Aberdeen (2008)
- Forrester Research’s Wave, “Strong Performer” in the Integrated Service Desk and Desktop Outsourcing Market, (2006)
- IAOP’s Best Outsourcing Service Providers for 2008- Global Outsourcing 100
- Brown-Wilson Group Survey
  - Top 20 Tier 1 Outsourcers (2008)
  - Top 20 Mid-Tier Client Scores (2008)
  - Top 20 Remote Infrastructure Management Suppliers (2008)
  - Top Provider of Network Management Outsourcing (2006, 2007)
- Microsoft Vendor of the Year for Operational Excellence (2007, 2008)
- Cisco Partner of the Year (2007, 2008)
- Symantec Partner of the Year (2006, 2007)
- Achievement in Customer Excellence (ACE) Award from CustomerSat.com for Customer Support Satisfaction (2007)
- Outsourcing Institute’s Outsourcing Excellence Award for Best Process Improvement
- First to receive 11 consecutive SCP Service Desk Certifications (2008)
- Seven consecutive SSPA STAR awards (2008)
- IBM Best of the West Customer Service Award
- Computer Associates North American Enterprise Partner of the Year
- Service Desk Institute’s Team Excellence Award
- Xerox’s Most Responsive Service Delivery Partner (SDP) Award
- HP/Compaq #1 Outstanding Performer SANWorks Software Award
- HP/Compaq #1 Outstanding Performer StorageWorks Central Region Award
- HP/Compaq Enterprise Storage Solution Service (ESSS)

## INDUSTRY ANALYST RECOGNITION

CompuCom is a recognized industry leader in IT outsourcing. The following are excerpts from both Gartner and the Aberdeen Group regarding CompuCom's ability to deliver.

### Gartner Magic Quadrants: 2008



### Aberdeen Analyst ITSM Report

"...allows CompuCom's IIM solution to deliver a quality and cost advantage at the pinnacle of the 280 surveyed organizations..."

| Capabilities/Technologies   | Best-in-Class |         | All Others |         | CompuCom Clients |         |
|---|---------------|---------|------------|---------|------------------|---------|
|   | Current       | Planned | Current    | Planned | Current          | Planned |
| Cross-disciplinary team that helps steer IT strategy, policies and service delivery | 63%           | 31%     | 37%        | 30%     | 83%              | 33%     |
| Internal collaboration on service delivery standards                                | 57%           | 32%     | 52%        | 36%     | 68%              | 30%     |
| Framework to guide IT service delivery and improvement                              | 61%           | 33%     | 50%        | 43%     | 70%              | 38%     |
| Ability to measure service delivery standards against SLA provisions                | 34%           | 37%     | 39%        | 49%     | 81%              | 13%     |
| Ability to measure service performance  | 54%           | 41%     | 49%        | 46%     | 90%              | 8%      |
| Ability to measure application and network uptime                                   | 65%           | 31%     | 61%        | 33%     | 65%              | 33%     |
| Ability to measure end-user satisfaction  | 56%           | 42%     | 42%        | 50%     | 91%              | 7%      |
| Distributed reach of support infrastructure   | 39%           | 33%     | 49%        | 31%     | 73%              | 23%     |
| Software that provides a "dashboard" view of IT service provisioning                | 35%           | 43%     | 29%        | 32%     | 88%              | 10%     |
| Migration planning tools  | 43%           | 25%     | 35%        | 21%     | 71%              | 4%      |
| Information Technology Infrastructure Library (ITIL®)                               | 39%           | 27%     | 43%        | 24%     | 64%              | 16%     |
| SLA management tools  | 42%           | 40%     | 40%        | 33%     | 76%              | 12%     |
| External consultant relationship management   | 42%           | 25%     | 40%        | 22%     | 60%              | 20%     |

Source: Aberdeen Group, March 2008

In this chart, the stars identify the categories where we exceeded or met Best-in-Class benchmarks

## CERTIFICATIONS, ADVISORY BOARDS, PARTNER LEVELS

- HP All-Star Platinum Business Partner
- HP Elite Partner for the following:
 

|                                |                                  |
|--------------------------------|----------------------------------|
| BladeSystem PC & Workstation   | Hp Services Sales                |
| Blade System Servers & Storage | Microsoft SQL Solutions          |
| Business Critical Systems      | Microsoft Unified Communications |
| Enterprise Storage             | Office Printing                  |
| Thin Clients                   | Virtualization Solutions         |
- HP/Compaq Certified First Call Care Pack Services
- HP OpenView Authorized Partner
- HP BladePC/CCI Nationwide Authorization
- HP PartnerONE Solution Elite Partner
- VMware National Premier Partner
- VMware Gold VAC
- Cisco GOLD certified partner
- Microsoft Gold Certified Partner for Support Services, Enterprise and Security
- IBM Premiere Reseller
- ISO 9001:2000 & ISO 20000 Certifications
- ITIL and Six Sigma Certifications
- Certified Information Systems Security Professional (CISSP) Certification
- SSPA Support Center Practices (SCP) Certification
- CompTIA A+ certification
- Advisory Boards: IAITAM, Symantec, CA, NetIQ, CRN, Lenovo
- Lenovo Direct Custom Services Authorized Business Partner
- Nortel Premier Systems Integrator
- Sun Partner Advantage Principal Partner

### Platinum Business Partner



## COMPUCOM HISTORY

CompuCom Systems was formed in 1987 when Machine Vision International acquired both TriStar Data Systems and Office Automation under the umbrella of Safeguard Scientifics, Inc., a technology holding company. We continued to refine our procurement services and expand through acquisitions, growing from a multiregional reseller into a national reseller and outsourced IT services provider and adding capabilities in government services, software application development, and technology outsourcing. By 2003, we were awarded Microsoft Gold Certification for Enterprise and Security and received Microsoft's Vendor Program Excellence award.

Platinum Equity, a technology holding company, purchased CompuCom in 2004, recruiting James W. Dixon as CEO, and also acquiring GE's IT Solutions business unit, to further aggressively grow CompuCom's consulting services portfolio and broaden our strategic alliances. Impressed with our service delivery, Gartner upgraded CompuCom from challenger to industry leader in help desk and desktop support services in 2004, and we earned Cisco Gold certification and the Help Desk Institute team excellence award in 2005.

In October 2007 Court Square Capital Partners ("Court Square") acquired CompuCom from affiliates of Platinum Equity, and additionally Court Square completed the acquisition of the managed services business unit of Vanguard Managed Solutions, LLC. (VanguardMS™) This acquisition further enhanced CompuCom's Remote Infrastructure Monitoring solutions.

In March 2008, CompuCom's Canadian subsidiary, CCSI Technology Solutions Corp., acquired SaltSpring Software Inc. of London, Ontario, a dedicated hardware and software reseller with Microsoft Large Account Reseller (LAR) status. With the acquisition of SaltSpring, CCSI assumed the new status of a North American LAR for Microsoft to resell software in Canada, allowing CCSI to extend its leadership in this region. The new LAR status complements and broadens the successful partnership between CompuCom and Microsoft as the two organizations have worked together for more than a decade.

In August 2008, CompuCom acquired the North American operations of Getronics. The combined entity, as of the end of each company's 2007 fiscal years, represents more than \$2.1 billion in annual revenues with more than 11,000 employees. By acquiring more than \$450 million of outsourcing services revenue, the collective IT services capabilities has further enhanced, on a global basis, and now positions CompuCom as an over \$1 billion provider of outsourcing services. CompuCom and Getronics have also signed a reciprocal global services partner agreement that allows each company to leverage their combined global capabilities.

## EVALUATION AND RECOMMENDATION

Proposals will be evaluated and scored by a committee based upon the content of the proposals. A written recommendation will be forwarded to the Superintendent from the committee. The Superintendent in turn will make a recommendation to the School Board.

Each major heading listed will be weighted as follows:

|                                  |          |
|----------------------------------|----------|
| Cost Summary                     | 16       |
| Coverage                         | 14       |
| Intent                           | 12       |
| Staffing                         | 12       |
| Performance Criteria             | 10       |
| Parts                            | 10       |
| Placing & Tracking Service Calls | 8        |
| Previous Experience              | 6        |
| Method of Payment                | 4        |
| Location of Service              | 4        |
| Work Schedule                    | 2        |
| Partnership Reinvestment         | 1        |
| Preventative Maintenance         | 1        |
|                                  | 100      |
| Insurance                        | Required |

**CompuCom's Response:** CompuCom understands and will comply.

## ACCEPTANCE OF PROPOSAL

Only the issuance of a purchase order or a signed acceptance of a proposal constitutes acceptance on the part of the St. Charles Parish Public School Board.

**CompuCom's Response:** CompuCom understands and will comply.

## METHOD OF PAYMENT

Twelve equal payments will be made during the year, starting with the month following the first full month of service.

**CompuCom's Response:** CompuCom understands and will comply.

## INTENT

Proposals are being sought for a multi-year contract with a vendor that is certified to conduct Hewlett Packard computer and printer warranty repairs. The contracted amount per year will be stated in writing on the attached cost summary sheet and signed by the vendor's authorized representative. The vendor must guarantee the prices for the duration of the contract.

The contract will be evaluated monthly and renewed yearly, based upon the vendor's ability to adhere to predefined performance criteria.

The vendor will bear the entire cost of repairs and preventative maintenance including but not limited to: sub-contracting (see allowable components below), parts, labor, travel, phone lines, phone charges, cellular services, office supplies, shipping, packing, unpacking, insurance, and other incidentals.

The vendor selected will be the vendor of choice for Hewlett Packard warranty repairs and receive compensation for those repairs from Hewlett Packard.

A variance of +/- 10% per year in the quantity of components covered will be allowed without changes to the contracted amount. If the quantity of covered components varies beyond +/- 10% per year, then the vendor will propose a method or cost for the variance. An unlimited number of service calls can be placed; however, service calls will not be placed when the equipment is damaged due to an act of God, or if the equipment wasn't in working order when received by St. Charles Parish Schools. While the district allows sub-contracting on the following equipment, the vendor is ultimately responsible for repairs. Sub-contracting is allowed only for the following equipment. All other equipment must be repaired by vendor employed technicians (not contracted service employees).

IBM AS/400 & Auxiliary Devices  
Network Communication Devices (Hubs, Switches, Routers, CSU/DSUs, Line Drivers, and Modems)  
Portable Computers (i.e.: AlphaSmarts, notebook, laptop, tablet, etc.)  
LCD Projectors  
Large Screen Monitors (i.e.: LDCtvs, HDTvs, etc.)  
Uninterruptible Power Supplies  
Surge Suppressors

**CompuCom's Response:** CompuCom will provide break-fix maintenance support for the following equipment:

- IBM AS/400 & Auxiliary Devices (through a CompuCom Partner)
- Portable Computers (i.e.: AlphaSmarts, notebook, laptop, tablet, etc.)
- Wintel Servers
- PCs and Printers

For all other equipment including network communication devices (hubs, switches routers, CSU/DSUs, Line Drivers, and Modems), LCD Projectors, Large Screen Monitors, Uninterruptible Power Supplies and Surge Suppressors, CompuCom will be a single point of contact for receiving service ticket requests from SCPSB's Help Desk . If the CompuCom engineer cannot fix the problem within a reasonable timeframe, SCPSB will be presented with two options. First, CompuCom can swap the equipment replacing the defective unit with a brand new one. One example would be swapping out a hub switch. The replacement cost will be deducted against the parts cap (\$25,000 per year). The second option would involve CompuCom dispatching the

company best suited for the task and pre-approved by the school. With the exception of the AS/400 equipment, the cost of the second option has not been factored into this proposal because we have no inventory or warranty information so we were unable to get third party service companies to agree to any contractual terms; especially with service level commitments. We'll be happy to re-engage these third party vendors during the course of the five year contract through a change order process once we have a reliable inventory and understand the warranty coverage aspects for each device. The process can be used at SCPSB's discretion for any new equipment that is added to the school district's environment realizing that technology will continue to evolve over the five year contract.

SCPSB may also elect to keep these specialized devices out-of-scope realizing that CompuCom will take the first service call and attempt to resolve the problem. If it does require a repair, a new part or whole unit may be swapped leveraging the \$25,000 parts cap allocation. Unless the expected amount of failures is high or the cost of replacement will consume most of the cap allocation, this may be a much more cost-effective option rather than relying on third party support agreements and holding CompuCom to repair resolution SLAs for each of the specialized non-PC equipment.



## STAFFING

The vendor must employ a minimum of three full-time technicians, along with part-time St. Charles Parish Public Schools' high school students, all of whom will work solely on St. Charles Parish Schools' account. Additional technicians and/or students will be needed at peak work times in order to meet the performance criteria.

The full-time technicians will be employees of the vendor (not contracted service employees). They will work solely on the St. Charles Parish Schools' account and be housed within St. Charles Parish Schools' facilities during the entire workday. In addition, the full-time technicians must be A+ certified to conduct Hewlett Packard computer and printer warranty repairs, and possess the skill s(hardware & software) to troubleshoot and repair the following types of equipment:

- HP Computers & Printers
- Dell Computers
- Apple/Mac Computers & Printers
- Nortel Network Devices
- Scanners
- Ethernet Cable and Connectors

Part-time student employees will be employed by the vendor. A pool of 2800 hours at \$8.75 per hour will be allocated toward student employment. The vendor will pay the students according to St. Charles Parish Public Schools' Student Work Pay Scale. The current student hourly rate begins at \$7.25, increases by \$0.50 each year (beginning July 1), and tops out at \$8.75. It is the vendor's responsibility to adjust the student pay and pool hours according to the fluctuating pay scale. As the district adjusts the student pay scale, the vendor must also adjust the scale. Also, the students will receive travel expenses when carrying out their duties provided by the vendor.

The selection of all employees that will be assigned to the St. Charles Parish Schools' account will be a joint venture and mutually agreeable between the vendor and St. Charles Parish Schools' Director of Information Technology Services.

**CompuCom's Response:** CompuCom will employ a minimum of three full-time technicians all of whom will work solely on St. Charles Parish Schools' account, along with part-time St. Charles Parish Public Schools' high school students.

The CompuCom technicians will not only possess A+ certification but will also be certified for H-P support, and possess the skills (hardware and software) to troubleshoot and repair Apple and Dell computers and printers.

CompuCom will comply with the student employment provisions as set out in the RFP up to the hours and cost per hour cap (not to exceed 560 hours per year).

Also, to the extent possible, CompuCom will utilize the technicians already onsite for delivery of these services. This approach will greatly reduce transition costs and errors due to not being familiar with SCPSB's policies, practices, locations and expectations.

## WORK SCHEDULE

Workdays of the week will be Monday through Friday.

Work hours are from 7:00 a.m. until 4:00 p.m. with one half hour off for lunch.

Days off are as follows (if they fall on a weekday):

- New Years Eve, New Years Day
- Lundi Gras, Mardi Gras
- Good Friday, Monday after Easter
- July 4<sup>th</sup>
- Labor Day
- Martin Luther King Day
- Thanksgiving Day, Friday after Thanksgiving
- Christmas Eve, and Christmas Day

**Working beyond the required schedule or with additional staffing in order to meet the performance criteria is permitted and encouraged, although at the vendor's expense.**

**CompuCom's Response:** In order to effectively reduce the cost of labor while maintaining high service levels, CompuCom can deliver the services as outlined in the RFP in an eight (8) hour working day as opposed to a eight and one half hour (8 1/2) working day. The alternative as proposed in the RFP causes overtime to be paid to the technicians resulting in a higher cost and price (see Cost Summary).

The CompuCom standard working hours are 8 a.m. to 5 p.m., Monday through Friday with the exception of customer holidays. Our standard work day will be adjusted to 7 a.m. to 4 p.m. for the SCPSB.

## LOCATION OF SERVICE

All of the repairs, **except for the following equipment**, will be conducted on-site in the equipment's original location. The items listed below may be repaired on-site, at the Technology Installation Center, or shipped to repair centers, as long as the performance criteria are being met.

Portable Computers (i.e.: AlphaSmarts, notebook, laptop, table computers, etc.)

Network Communication Devices

LCD Projectors

Large Screen Monitors (i.e.: LCDtvs, HDtvs, etc.)

Uninterruptible Power Supplies

Surge Suppressors

Items approved by the Director of Information Technology Services

The technician assigned to handle the repair must have written proof that he/she has permission to remove the device from its original location (i.e., technician developed sign in/out sheet). Also, the technician returning the device must have written proof that it was returned to its original location (i.e., technician developed sign in/out sheet).

**CompuCom's Response:** CompuCom understands and will comply with the location of service guidelines and described process in case any devices need to be removed or returned to its original location.

## PLACING & TRACKING SERVICE CALLS

The district's employees can place service calls either by a web based system, phone, or e-mail, all of which are monitored by the Technology Help Desk and Systems Analyst for Instructional Support.

The following information is collected at the initiation of a call:

- Name of User
- School/Building
  - Room Number (where equipment is located)
  - Phone Number (where user can be reached)
- Equipment Identifier/Station Number (if supplied)
- Brand
- Model Number
- Detailed Description of Problem
- Priority
- Date & Time Call Placed

The following information, in addition to the information listed above, will be entered and maintained by the vendor within the district's tracking system for district real time, on-line inquiry, reporting, and performance criteria analysis:

- Date & Time Taken by a Technician
- Assigned Technician's Name/Identifier
- Actual On-site Date & Time
- Serial Number of Equipment
- Status of Call (deferred... waiting on parts, backups needed, etc.)
- Date & Time Call was Completed
- Detailed Description of Work Completed

All full-time technicians will be required to have in their possession, throughout the workday, the electronic devices necessary to receive and respond to service calls as defined by the performance criteria.

At a minimum, all full-time technicians will be required to use district standard cell phones in order to respond to inquiries from the district's Technology staff. Currently, the district is using Sprint cellular service.

**CompuCom's Response:** CompuCom will comply.

## COVERAGE

Hardware repair and preventative maintenance will cover all hardware regardless of type, brand, make, model, component, or funding source, including but not limited to, the following:

- IBM AS/400 & Auxiliary Devices
- Servers
- Gateway Security Appliances
- Firewalls
- Network Auxiliary Storage
- Computers
- Printers (DeskJet, Laser, and Multi-function)
- Network Devices
  - Hubs & Switches
  - Nortel Fiber Gbics
  - Nortel Access Points
  - Nortel Passports
  - Fiber to Ethernet Converter Boxes
  - Nortel Switches and Routers
  - Line Drivers
  - Modems
  - Wireless Security Switch
  - Patch Panels
- Portable Computers (i.e.: AlphaSmarts, PDAs, notebooks, laptops, tablets, etc.)
- Scan Converters
- LCD Projectors
- Large Screen Monitors (i.e.: LDCtvs, HDTvs, etc.)
- Scanners
- Uninterruptible Power Supplies
- Surge Protectors
- Cables and Connectors

Once the performance criteria are met, the technicians can be assigned to tasks normally handled by the I.T.S. Department, including but not limited to moves, installs, changes/additions, software maintenance, inventory, training, setup/unboxing, and cabling.

The vendor is responsible for inspecting St. Charles Parish Schools' facilities and inventory to determine the quantities, types, brands, makes and models of equipment.

**Note:** The school district anticipates that all hardware will be covered by this contract. The vendor must specify any hardware or services that will not be covered by their contract on the attached cost summary sheet. Unless noted, it will be covered by this contract.

**CompuCom's Response:** CompuCom will comply. As requested, all in scope and out of scope hardware will be listed in the cost summary section.

Inventories will be taken during normal business hours as long as there is no impact on performance criteria or delivery of contracted services. CompuCom recommends that if at all possible a periodic inventory be conducted between school sessions (i.e., Summer recess or Winter break).

## PERFORMANCE CRITERIA

The performance criteria, for evaluation purposes, will be measured monthly. The vendor will supply a report at the beginning of each month showing the prior month's performance criteria breakdown. The guidelines listed below will be used to determine acceptable performance for continued monthly service and yearly contract renewal. All work must be completed within the following guidelines from the time that the initial call was entered into the system. The hours are based upon a 7:00 a.m. – 4:00 p.m. workday. The vendor is subject to penalties on a per call basis for non-performance as follows:

| <b>Service</b>                        | <b>Completion of call within:</b> | <b>Penalty<br/>(per call per hours stated)</b> |
|---------------------------------------|-----------------------------------|--|
| IBM AS/400 & Auxiliary Devices        | 14 hours                          | \$500  |
| District's Mail/Web Server            | 14 hours                          | \$500  |
| Gateway Security Appliances/Firewalls | 14 hours                          | \$300  |
| Multi-function Printers               | 14 hours                          | \$300  |
| All Other Servers                     | 18 hours                          | \$300  |
| Network Auxiliary Storage             | 18 hours                          | \$300  |
| Network Devices                       | 14 hours                          | \$300  |
| Cabling & Connectors                  | 8 hours                           | \$100  |
| Notebook Computers                    | 40 hours                          | \$100  |

PCs, Printers and all remaining devices or services:

80% of the calls are expected to be completed within 24 working hours. If 80% of the calls are not completed within 24 working hours, then a penalty of \$800 will be assessed plus \$25 per call, for the number of calls above the 80% level.

State how performance awards will be rewarded to employees for meeting performance criteria.

**CompuCom's Response:** CompuCom will comply for all in-scope equipment (please refer to cost summary section for a detailed list). It is our understanding that the hourly units listed in the SLA requirements are business working hours with the exception of the AS/400 which is covered 24x7 by our subcontracted vendor. Please understand that CompuCom is fully willing to add equipment to the scope of this agreement once we are able to have detailed inventory and warranty information to provide to an SCPSB-approved third party. CompuCom would subcontract the repair service (and inherent SLAs) to the approved third party similar to what we have done and are proposing to continue to do for the AS/400. Realizing that customer satisfaction is of primary importance to SCPSB, CompuCom would agree to a response time SLA for any out-of-scope equipment to ensure that users are provided with quick response.

CompuCom recognizes excellence of its associates through a variety of methods. We have a short term reward program to immediately recognize an outstanding contribution. We also have longer-term quarterly performance bonuses to recognize our outstanding performers and an annual Stars award program for the very best of CompuCom. CompuCom places a significant value on rewarding high performers and believe that it is integral part of a well run operation.

## PARTS

Any components replaced will be of the same make and model as the original. However, a different make and model can be substituted, with the Director of Information Technology's written approval, if it is of equal or better quality.

Replacement parts will be new parts or used parts warranted to be the equivalent to new by the parts supplier (not the hardware maintenance vendor).

The district will provide storage space to store inventory and ship and receive parts.

A working parts inventory must be maintained by the vendor on-site, in the Technology Department, in adequate supplies, in order to meet or exceed the performance criteria. At a minimum the daily on-hand inventory must include:

- 4 monitors
- 4 keyboards
- 4 mice
- 4 network cards
- 4 printers
- 4 patch cords
- 2 Nortel Fiber Gbics
- 1 personal computer system unit
- 1 Nortel Ethernet Switch 2528T
- 1 Nortel Ethernet Routing Switch 5510
- 1 Nortel Ethernet Routing Switch 5520
- 1 Nortel Ethernet Switch 470
- 1 Fiber to Ethernet Converter Boxes (gig)
- 1 Nortel Access Point 2330
- 1 Nortel Access Point 2332

### **CompuCom's Response:**

CompuCom will comply for all in-scope equipment. For out-of-scope equipment, CompuCom will work with SCPSB to use either customer consigned parts or we can order replacement parts or whole units leveraging the annual \$25,000 parts cap.

## PREVENTATIVE MAINTENANCE

A preventative maintenance program will be designed and proposed by the vendor for each type of equipment. Preventative maintenance will be scheduled and performed during the times that schools and offices are closed, unless otherwise scheduled by mutual agreement of the vendor and the Director of Information Technology Services.

**CompuCom's Response:** A comprehensive preventative maintenance program can be developed by CompuCom once a complete inventory of in scope devices is compiled. Generally, the devices that CompuCom deals with are:

### Laptops & Desktops

- Clean keyboards, test for operability
- Clean mice
- Clean displays
- Check cabling
- Check make, S/N and location against the St. Charles Parish Schools' asset management database
- Any parts replaced or consumables will be charged to the parts cap in the Cost Summary.

### Printers

- Clean paper transport and rollers
- Check alignment
- Replace worn rollers
- Print test page
- Check make, S/N and location against the St. Charles Parish Schools' asset management database
- Any parts replaced or consumables will be charged to the parts cap in the Cost Summary.



## INSURANCE REQUIREMENTS

### GENERAL

|  |
|--|
| Certificate of Insurance must be provided and it must be issued by Agent or Insurer  |
| St. Charles Parish School Board must be listed as Certificate Holder   |
| Operations to be performed by contract to be shown on Certificate  |
| 30 day notice required for cancellation (other than non-payment), non-renewal, material change   |
| 10 day notice required for cancellation due to non-payment   |
| Insurance carrier to have Best rating of "A" or above or be a qualified self-insured with "A" rated reinsurance; preference will be given to admitted (LIGA) insurers. |

### LIABILITY

|  |
|--|
| Commercial General Liability on Occurrence Form  |
| Include Contractual Liability to cover any hold harmless/indemnification agreement in favor of the St. Charles Parish School Board   |
| Include St. Charles Parish School Board as an Additional Insured   |
| Include a Waiver of Subrogation in favor of the St. Charles Parish School Board  |
| Include Primary and Non-contributory Wording in favor of the St. Charles Parish School Board   |
| Limits:<br>\$2,000,000 General Aggregate if aggregate applies per policy – or –<br>\$1,000,000 General Aggregate if aggregate applies per project;<br>\$1,000,000 CSL Each Occurrence<br>\$1,000,000 Products/Completed Operations Aggregate<br>\$1,000,000 Personal Injury<br>\$100,000 Fire Damage Legal (subject to review based on specific job and/or location) |

### AUTOMOBILE

|   |
|---|
| \$1,000,000 CSL for any Owned, Non-owned or Hired Automobiles             |
| Additional insured and Waiver in favor of St. Charles Parish School Board |

### WORKERS COMPENSATION

|   |
|---|
| Louisiana Statutory Benefits                                      |
| \$1,000,000/1,000,00/1,000,000 Employers Liability                |
| Waiver of Subrogation in favor of St. Charles Parish School Board |

### OTHER

Specific endorsements or coverage or removal of exclusion(s) as deemed necessary

**CompuCom's Response:** CompuCom will comply and will produce the necessary documentation upon bid award.

## PARTNERSHIP REINVESTMENT

All reinvestments in St. Charles Parish Schools will be considered a benefit to the formation of this contractual partnership and will be considered in the selection process. Please list any form of reinvestment that your firm plans to make for the district or St. Charles Parish community. Examples of reinvestment may include but are not limited to:

Internships  
Scholarships  
Equipment Donated to Technologically Disadvantaged Students/Community Organizations  
Volunteers/Tutoring  
Supporting Technology Days/Camps  
Merchandise Discounts  
Teaching Workshops/Vouchers for Vendor Taught Classes  
Hosting Student Interns/Job Shadowing  
Supporting School to Career  
Teaching  
Sponsoring Satellite Center Activities/Programs

**CompuCom's Response:** For fourteen years, our intent has always been to be a long-term partner of the SCPSB and reinvest in the community we serve. CompuCom has always been prepared to go the extra mile and hopefully our past actions have spoken louder than words. During the aftermath of Katrina, we stepped up and used CompuCom associates from outside of the NOLA area to provide uninterrupted service while some of our own techs had to overcome damage to their homes. During Rita and most recently Gustav and Ike, we were ready to assemble in Dallas to work with the relocated school board to provide the required support.

We also take pride in working with a school board with national connections. For over four years, we have supported the SCPSB at the National School Boards Association fund raising events. We also have sponsored and presented at several National Federation of Urban Suburban School meetings. And we take the most pride in having graduated over twenty-five students through our mentoring program. CompuCom will continue to be more of an active partner for the SCPSB versus a vendor. We would like to do a better job sharing our best practices so therefore; moving forward, we would like to continue the quarterly business reviews where we jointly not only review our past performance, but also discuss tactical and strategies to make the partnership more effective. We also would like to have an annual conference at various CompuCom locations (first one proposed in Dallas during Summer recess) to allow the SCPSB to interact with our service and program managers to see firsthand, any potential best practices that can be directly applied for the benefit of the school district and its students.

## PRIOR EXPERIENCE

Include a minimum of three references. Although all references will be accepted, the most desirable references are those which resemble St. Charles Parish Schools' profile.

### *CompuCom's Response:*

#### **Reference 1**

|                         |  |
|-------------------------|--|
| Company Name:           | University of South Carolina Upstate   |
| City, State:            | Spartanburg, South Carolina  |
| Contact Person:         | As a courtesy to the client, please coordinate your contacts through CompuCom Sr. Account Executive, Fred Parlato, (866) 225-5071. |
| Type of Business:       | Post Secondary Higher Education  |
| Description of Service: | Network planning, design, implementation and Cisco hardware sales. VOIP is included.   |

#### **Reference 2**

|                         |  |
|-------------------------|--|
| Company Name:           | Jefferson Parish Public Schools  |
| City, State:            | Marrero, Louisiana   |
| Contact Person:         | As a courtesy to the client, please coordinate your contacts through CompuCom Account Executive, Fred Parlato, (866) 225-5071. |
| Type of Business:       | K-12 Education   |
| Description of Service: | Deskside support and break-fix repair.   |

#### **Reference 3**

|                         |  |
|-------------------------|--|
| Company Name:           | Ascension Parish Public Schools  |
| City, State:            | Donaldsonville, Louisiana  |
| Contact Person:         | As a courtesy to the client, please coordinate your contacts through CompuCom Account Executive, Fred Parlato, (866) 225-5071. |
| Type of Business:       | K-12 Education   |
| Description of Service: | Server and network support. VOIP.  |

## COST SUMMARY

Complete the attached **Cost Summary Contracted Hardware Repair Services** sheet.

**CompuCom's Response:** There are several alternatives that may be exercised by the School Board to best customize the solution to the needs of the schools. Pricing is impacted by the selection of the alternative.

**Alternative 1:**

Pricing includes three (3) fulltime CompuCom engineers and students. This alternative includes a cap of \$25,000 per year for freight, consumables, parts and spares, and includes travel and overtime.

**Alternative 2:**

Pricing includes three (3) fulltime CompuCom engineers and students and excludes overtime. It is assumed that the standard work day is 7 a.m. to 4 p.m. with one (1) hour off for lunch. This alternative also places a cap of \$25,000 per year for freight, consumables, parts and spares and includes travel.

**Alternative 3:**

Pricing includes three (3) fulltime CompuCom engineers and students and excludes overtime. It is assumed that the standard work day is 7 a.m. to 4 p.m. with one (1) hour off for lunch. This alternative also places a cap of \$25,000 per year for freight, consumables, parts and spares and excludes all travel. Travel will be billed separately.

The AS/400 is expected to be retired by July 1, 2010. Pricing for AS400 support is contained in the first year pricing. Subsequent years have not included pricing for the AS400 or its replacement(s) as the replacements will have a warranty period for repair and parts supported by the manufacturer.

If the AS/400 will remain in service past the July 1, 2010 date, the maintenance agreement may be extended on a monthly or annual basis at the rates in effect at that time.

**Cost Summary**  
**Contracted Hardware Repair Services for**  
**St. Charles Parish Public Schools**

**Vendor: CompuCom**

**Alternative 1**

|        |                              |                 |
|--------|------------------------------|-----------------|
| Year 1 | July 1, 2009 – June 30, 2010 | \$ 419,835.72   |
| Year 2 | July 1, 2010 – June 30, 2011 | \$ 414,780.72   |
| Year 3 | July 1, 2011 – June 30, 2012 | \$ 414,780.72   |
| Year 4 | July 1, 2012 – June 30, 2013 | \$ 421,159.38   |
| Year 5 | July 1, 2013 – June 30, 2014 | \$ 427,665.61   |
| Total  |                              | \$ 2,098,222.15 |

**Alternative 2**

|        |                              |                 |
|--------|------------------------------|-----------------|
| Year 1 | July 1, 2009 – June 30, 2010 | \$ 401,398.49   |
| Year 2 | July 1, 2010 – June 30, 2011 | \$ 396,343.49   |
| Year 3 | July 1, 2011 – June 30, 2012 | \$ 396,343.49   |
| Year 4 | July 1, 2012 – June 30, 2013 | \$ 402,353.41   |
| Year 5 | July 1, 2013 – June 30, 2014 | \$ 408,483.52   |
| Total  |                              | \$ 2,004,922.41 |

**Alternative 3**

|        |                              |                 |
|--------|------------------------------|-----------------|
| Year 1 | July 1, 2009 – June 30, 2010 | \$ 341,729.32   |
| Year 2 | July 1, 2010 – June 30, 2011 | \$ 336,674.32   |
| Year 3 | July 1, 2011 – June 30, 2012 | \$ 336,674.32   |
| Year 4 | July 1, 2012 – June 30, 2013 | \$ 342,684.23   |
| Year 5 | July 1, 2013 – June 30, 2014 | \$ 348,814.35   |
| Total  |                              | \$ 1,706,576.54 |

All equipment listed within the scope is expected to be covered by the contract. List any equipment/services that you will not cover by the 5-year contract. Also, explain why the equipment would not be covered.

In Scope:

- IBM AS/400 & Auxiliary Devices
- Servers
- Computers
- Printers (DeskJet, Laser, and Multi-function)
- Portable Computers (i.e.: AlphaSmarts, PDAs, notebooks, laptops, tablets, etc.)

Out-of-Scope:

- Gateway Security Appliances
- Firewalls
- Network Auxiliary Storage
- Large Office Multifunction Printers (Copiers)
- Network Devices
  - Hubs & Switches
  - Nortel Fiber Gbics
  - Nortel Access Points
  - Nortel Passports
  - Fiber to Ethernet Converter Boxes
  - Nortel Switches and Routers
  - Line Drivers
  - Modems
  - Wireless Security Switch
  - Patch Panels
- Scan Converters
- LCD Projectors
- Large Screen Monitors (i.e.: LDCtvs, HDtvs, etc.)
- Scanners
- Uninterruptible Power Supplies
- Surge Protectors
- Cables and Connectors

As a business partner, CompuCom will do the following for out-of-scope equipment:

- (1) Be the single point of contact to receive Help Desk trouble ticket requests. Our technician will troubleshoot and try to fix the problem. If the problem cannot be resolved and the device needs to be repaired, CompuCom would do the following as directed by SCPSB:
  - a. Swap the component or device allocating the cost out of the annual \$25,000 spare parts cap
  - b. Contact a designated and approved SCPSB vendor and arrange for repair (cost of third party repair not factored into this contract for out-of-scope equipment)

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(2) Sign-up for response time driven SLAs

(3) Convert any of the out-of-scope equipment to in-scope through a change order process at any time during the course of the five year agreement. A written change order can be provided to the SCPSB immediately after the completion of an inventory and thorough assessment of equipment's warranty status. As we have done for the AS/400 equipment which is in-scope, CompuCom will identify a SCPSB approved third party and subcontract the repair support at the required SLAs.

Summary: Considering statements (1) and (2) that are described above, the SCPSB may find it more cost effective to avoid (3) which involves transitioning the out-of-scope equipment to in-scope with a repair resolution SLA). At least both options are available on an item by item basis (e.g., move scanners in-scope but keep everything else out-of-scope) to provide the board with the most flexibility during the course of the five year contract.

---

I certify that we carry the workmen's compensation, comprehensive general liability, contractual liability bodily injury & property damage, and personal injury insurances as stated in the scope and defined by St. Charles Parish Public Schools, as referenced in the Master Agreement dated 3-13-09 and excluding coverage for patent infringement.

---

Name: William T. Stauts III Title: Sr. VP of Aon Risk Services  
(print)

Authorized Representative: \_\_\_\_\_ Date: 4/16/2009  
(signature)

# **Cost Summary** **Contracted Hardware Repair Services for** **St. Charles Parish Public Schools**

Vendor \_\_\_\_\_

## **5 Year Contract**

|        |                              |       |
|--------|------------------------------|-------|
| Year 1 | July 1, 2009 – June 30, 2010 | _____ |
| Year 2 | July 1, 2010 – June 30, 2011 | _____ |
| Year 3 | July 1, 2011 – June 30, 2012 | _____ |
| Year 4 | July 1, 2012 – June 30, 2013 | _____ |
| Year 5 | July 1, 2013 – June 30, 2014 | _____ |
| Total  |                              | _____ |

All equipment listed within the scope is expected to be covered by the contract. List any equipment/services that you will not cover by the 5-year contract. Also, explain why the equipment would not be covered.

I certify that we carry the workmen's compensation, comprehensive general liability, contractual liability bodily injury & property damage, and personal injury insurances as stated in the scope defined by St. Charles Parish Public Schools. *As referenced in the Master*

*Agreement dated 3-13-09 and excluding coverage for patent infringement*

Name: William T. Staubs III  
 (print)

Title: Senior Vice President  
Aon Risk Services Central, Inc

Authorized Representative: William T. Staubs III

(signature)

Date 4-16-09