

**LINCOLN LEADERSHIP ACADEMY CHARTER SCHOOL**  
**1414 EAST CEDAR STREET**  
**ALLENTOWN, PA 18109**  
**BID # YR130002**

**Sheet Number: 1 of 13**

**Sealed bids for the services listed herein will be received in the LINCOLN LEADERSHIP CHARTER SCHOOL (LINCOLN LEADERSHIP) Administration Office, located at 1414 EAST CEDAR STREET, ALLENTOWN, PA 18109 - ATTN: SUSAN OLIVER until 9:00 A.M., January 19<sup>th</sup> 2010 and will be opened at 11:00 the same day in the Administration Building Conference Room. Respondents are invited to attend the bid opening however no bid modifications will be permitted...only clarifications pertaining to submitted responses or defining deliverables within the RFP.**

- 1. Two (2) hard copies and two (2) CDs containing electronic copies of the submitted signed bid response (must be in Microsoft WORD or in .PDF format) for this bid inquiry is to be filled out, signed with original signatures where noted and returned to LINCOLN LEADERSHIP within the date, time and via method(s) defined within this document.**
- 2. All bids shall be returned in sealed envelopes and addressed to LINCOLN LEADERSHIP at the address stated above. **Please show the bid number (BID #:YR130002) on the outside of the envelope.****
- 3. The Bidder is responsible for ensuring that the Bid document, inside a sealed envelope, is received **via registered mail, courier service** prior to 9:00 AM on the date of the Bid Opening stated above. Delivering that Bid document directly to a LINCOLN LEADERSHIP employee via any other method, even if a signature is obtained, **is not** sufficient to meet the requirements of this Bid Condition. LINCOLN LEADERSHIP is not responsible for the failure of any of its employees or any mail delivery service to receive this bid document prior to the time and date for the public opening of this Bid.**
- 4. Bids shall be submitted on this Bid form which must be signed by a duly authorized agent or officer of the Company making the bid. Absence of original signature of person duly authorized to sign for the Company submitting this bid document will automatically leave this bid null and void.**
- 5. Prices quoted must include all costs for delivery of requested services including any and all installation, support and engineering charges.**
- 6. Not more than one alternate service may be quoted on any single item of the bid. Description and pricing for any such alternate/hybrid/migration solutions must be typed in on the back side of this document and be accompanied with a valid signature from the submitting vendor.**
- 7. The Technology Support Staff /Resources group shall have full power and authority to reject any and all bids furnished which in their opinion, are not in strict compliance and conformity with the requirements of the specifications. The decision of said group shall be final, conclusive, and without challenge.**
- 8. LINCOLN LEADERSHIP reserves the right to reject any or all bids, and to accept or reject any item or group of items, for which bid is submitted.**
- 9. Upon identification of the lowest bid for identified services and installations (if warranted) the successful bidder will be notified in writing. It should be noted that awarding of this bid will commit the respondent to their quoted pricing for the entire period of time required for the SLD to notify LINCOLN LEADERSHIP of E-rate funding. Once notified of funding LINCOLN LEADERSHIP will immediately commence with deploying said services.**

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Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

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

**BID SPECIFICATIONS  
FOR  
TECHNICAL SUPPORT SERVICES**

LINCOLN LEADERSHIP IS SEEKING A LONG-TERM CONTRACT FOR INSTALLATION, CONFIGURATION AND MAINTENANCE SUPPORT FOR NETWORK AND TECHNOLOGY COMPONENTS SERVICING THE SCHOOL'S MULTI-FLOORED SITE LOCATION. THE SERVICE CONTRACT WILL EXTEND FROM A PERIOD RANGING FROM JULY 1<sup>ST</sup>, 2010 THROUGH JUNE 30<sup>TH</sup>, 2012. THE SERVICES WILL COMMENCE JULY 1ST, 2010 AND WILL GOVERNED BY LINCOLN LEADERSHIP' SERVICE NEEDS. IT SHOULD BE NOTED THAT ALL INVOICING FOR SUPPORT SERVICES WILL BE REQUIRED TO BE SEGREGATED INTO SEPARATE INVOICING PROCESSES WHICH WILL SEPARATE SUPPORT SERVICES FOR E-RATE ACQUIRED EQUIPMENT FROM ALL OTHER SUPPORT SERVICES.

ANY QUESTIONS PERTAINING TO PROCEDURES OR CLARIFICATIONS REGARDING THIS BID SHOULD BE DIRECTED TO:

**SUSAN OLIVER  
LINCOLN LEADERSHIP  
1414 EAST CEDAR STREET  
ALLENTOWN, PA 18109  
[soliver@llacslv.com](mailto:soliver@llacslv.com)**

ANY TECHNICAL QUESTIONS OR CLARIFICATIONS SHOULD BE E-MAILED TO:

**REMY BIBAUD  
[remy@intelagentresources.com](mailto:remy@intelagentresources.com)**

**NOTE: PLEASE REFERENCE "LINCOLN LEADERSHIP – BID# YR130001" WITHIN THE SUBJECT AREA OF YOUR E-MAIL.**

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**ITEM  
NO.**

**ITEM/SERVICE DESCRIPTION**

- 1. NETWORK EQUIPMENT INSTALLATION AND CONFIGURATION SERVICES:**  
INCLUDES THE INSTALLATION, CONFIGURATION, RELATED TESTING AND TROUBLE-SHOOTING AND MAINTENANCE OF NETWORK COMPONENTS (I.E.: FIREWALLS, WAPS, SWITCHES, ROUTERS, VOIP EQUIPMENT, ETC.)

A.) LEVEL 1 ENGINEER COST/HR. \_\_\_\_\_

B.) LEVEL 2 ENGINEER COST/HR. \_\_\_\_\_

C.) LEVEL 3 ENGINEER COST/HR. \_\_\_\_\_

- 2. SERVER EQUIPMENT INSTALLATION AND CONFIGURATION SERVICES:**  
INCLUDES THE INSTALLATION, CONFIGURATION, RELATED TESTING AND TROUBLE-SHOOTING AND MAINTENANCE OF SERVERS AND RELATED COMPONENTS

A.) LEVEL 1 ENGINEER COST/HR. \_\_\_\_\_

B.) LEVEL 2 ENGINEER COST/HR. \_\_\_\_\_

C.) LEVEL 3 ENGINEER COST/HR. \_\_\_\_\_

- 3. PC/LAPTOP EQUIPMENT INSTALLATION AND CONFIGURATION SERVICES:**  
INCLUDES THE INSTALLATION, CONFIGURATION, RELATED TESTING AND TROUBLE-SHOOTING AND MAINTENANCE OF COMPUTERS AND RELATED PERIPHERALS (I.E.: WORKSTATIONS, PRINTERS, SCANNERS, HANDHELDS, ETC.)

A.) LEVEL 1 ENGINEER COST/HR. \_\_\_\_\_

B.) LEVEL 2 ENGINEER COST/HR. \_\_\_\_\_

C.) LEVEL 3 ENGINEER COST/HR. \_\_\_\_\_

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**ITEM  
NO.**

**ITEM/SERVICE DESCRIPTION**

**4. TECHNOLOGY APPLICATION SUPPORT: INCLUDES THE INSTALLATION, CONFIGURATION, RELATED TESTING AND TROUBLE-SHOOTING AND MAINTENANCE OF ANY DISTRICT PURCHASED/OWNED APPLICATION SOFTWARE**

A.) LEVEL 1 ENGINEER COST/HR. \_\_\_\_\_

B.) LEVEL 2 ENGINEER COST/HR. \_\_\_\_\_

C.) LEVEL 3 ENGINEER COST/HR. \_\_\_\_\_

**5. CABLE INSTALLATION SERVICES: INCLUDES THE INSTALLATION, CONFIGURATION, RELATED TESTING AND TROUBLE-SHOOTING AND MAINTENANCE OF ALL NETWORK CABLING.**

A.) CONTRACTOR COST/HR. \_\_\_\_\_

**7. NETWORK WAN/INTERNET SERVICES: INCLUDES THE CONFIGURATION, RELATED TESTING AND TROUBLE-SHOOTING AND MAINTENANCE OF ANY NETWORK DEVICE/SERVICES (I.E.: INTERNET ACCESS SERVICE, FIREWALL, ETC.)**

A.) LEVEL 1 ENGINEER COST/HR. \_\_\_\_\_

B.) LEVEL 2 ENGINEER COST/HR. \_\_\_\_\_

C.) LEVEL 3 ENGINEER COST/HR. \_\_\_\_\_

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**ITEM  
NO.**

**ITEM/SERVICE DESCRIPTION**

- 8. TELEPHONY SERVICES:** INCLUDES THE INSTALLATION, CONFIGURATION, RELATED TESTING AND TROUBLE-SHOOTING AND MAINTENANCE OF VOICE SERVICES, INTERNAL AND EXTERNAL; INCLUDING THE RUNNING OF ANY REQUIRED CABLING.

A.) LEVEL 1 ENGINEER	COST/HR. _____
B.) LEVEL 2 ENGINEER	COST/HR. _____
C.) LEVEL 3 ENGINEER	COST/HR. _____

- 9. ACCELERATED RESPONSE TIME:** ADDITIONAL COST LEVERAGED AGAINST CUSTOMER FOR ACCELERATED SUPPORT RESPONSE, AS DEFINED WITHIN THIS BID CONTRACT, FOR OCCURRENCES WHEREAS THE CUSTOMER DEEMS IMMEDIATE RESPONSE IS WARRANTED.

A.) COST PER OCCURRENCE (IN ADDITION TO THE SERVICE LEVEL RATES LISTED ABOVE).

COST/OCCURRENCE: \_\_\_\_\_

**ADDITIONAL BID CONDITIONS:**

1. CONTRACT ITEMS/CONDITIONS:
- A. IF THE BID RESPONDENT WOULD REQUIRE A FORMAL CONTRACT DOCUMENT TO BE SIGNED AND EXECUTED BY LINCOLN LEADERSHIP UPON AWARD OF THIS BID THEN TWO COPIES OF SAID CONTRACT, **WITH ALL REQUIRED RESPONDENT SIGNATURES INTACT**, MUST BE SUBMITTED WITH THIS BID DOCUMENT AND CORRESPONDING RESPONDENT PROPOSAL.

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**ADDITIONAL BID CONDITIONS:**

- B. NO CONTRACT LANGUAGE MAY BE INSERTED OR CONTAINED WITHIN THE FORMAL CONTRACT DOCUMENT THAT REFERS TO ANY ISSUES, PROVISIONS OR ADDITIONAL ITEMS NOT SPECIFICALLY DETAILED WITHIN THIS BID DOCUMENT.
  - C. NO CONTRACT LANGUAGE MAY BE INSERTED INTO OR CONTAINED WITHIN THE FORMAL CONTRACT DOCUMENT THAT WOULD CONFLICT WITH THE FEDERAL E-RATE PROGRAM'S ELIGIBILITY REQUIREMENTS AND/OR GUIDELINES AS DEFINED BY THE SCHOOLS AND LIBRARIES DIVISION (SLD).
  - D. NO CONTRACT LANGUAGE MAY BE INSERTED INTO OR CONTAINED WITHIN THE FORMAL CONTRACT DOCUMENT THAT WOULD REPLACE OR MAKE INVALID ANY STATEMENT OR CONDITION OUTLINED WITHIN THIS BID DOCUMENT.
2. LIABILITY FOR TERMINATION OF SERVICES:
- A. THERE SHALL BE NO LIABILITY LEVERAGED AGAINST LINCOLN LEADERSHIP FOR TERMINATION OF SERVICES TO ANY BUILDING/S THAT IS CLOSED OR IN SITUATIONS WHERE THE BUILDING/S LEASE BECOMES NULL OR VOIDED.
  - B. THERE WILL BE NO LIABILITY FOR TERMINATION OR REDUCTION OF SERVICE/S AT ANY FACILITY FOR ANY REASON. LINCOLN LEADERSHIP IS ONLY REQUIRED TO PROVIDE FORMAL WRITTEN NOTIFICATION TO THE SERVICE PROVIDER/S 5 BUSINESS DAYS PRIOR TO ACTUAL DESIRED TERMINATION OF SERVICES.
3. ANY RESPONDENT WISHING TO SUBMIT A PROPOSAL TO THIS BID DOCUMENT MUST BE WILLING TO PARTICIPATE IN THE FEDERAL COMMUNICATIONS COMMISSION'S (FCC) UNIVERSAL SERVICE ORDER AS DETAILED IN THE TELECOMMUNICATIONS ACT OF 1996. LINCOLN LEADERSHIP WILL BE SUBMITTING FUNDING REQUESTS FOR ALL ELIGIBLE SERVICES TO THE SLD AND UPON VERIFICATION OF FUNDING WILL EXPECT THE AWARDED RESPONDENT TO PARTICIPATE IN THE PROGRAM.

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**ADDITIONAL BID CONDITIONS:**

- A. LINCOLN LEADERSHIP IS NOT RESPONSIBLE FOR THE BALANCE FEE/S FOR ANY E-RATE ELIGIBLE PROJECT WHEREAS THE FUNDING COMMITMENT LETTER WAS RECEIVED AND CORRESPONDING SERVICES WERE LEVIED BUT IMPROPER PROCEDURES OR DELAYS FROM THE AWARDED SERVICE VENDOR DELAYS OR NEGATES E-RATE FUNDING.
  
- 4. THE LEVEL OF PARTICIPATION FROM THE RESPONDENT WILL INCLUDE THE FOLLOWING:
  - A. PROVIDE DISCOUNTED BILLING...WHEREAS LINCOLN LEADERSHIP WILL BE INVOICED DIRECTLY FOR ITS "FAIR-SHARE" PORTION OF ELIGIBLE SERVICES WHILE THE RESPONDENT DIRECTLY INVOICES THE E-RATE PROGRAM FOR THE REMAINING PORTION (APPROXIMATELY 85-90%).
  
  - B. THE RESPONDENT MUST HAVE AN ACTIVE/VALID SPIN NUMBER AND PROVIDE IT BELOW. **FAILURE TO PROVIDE SPIN NUMBER WILL VOID THE RESPONDENT'S PROPOSAL.**

SPIN #: \_\_\_\_\_

- C. THE RESPONDENT MUST NOTE BELOW IF THEY ARE/WERE LISTED ON THE FCC OR SLD "RED-LIGHT" OR "SELECT REVIEW" STATUS LIST/S. **FAILURE TO ANSWER THE QUESTION BELOW WILL VOID THE RESPONDENT'S PROPOSAL.**

RESPONDENT ON SLD FCC "RED-LIGHT" STATUS LIST? YES or NO  
(Please indicate either "YES" or "NO")

- D. SHOULD THE SUCCESSFUL VENDOR BECOME RED-LIGHTED BY THE FCC, LINCOLN LEADERSHIP SHALL HAVE THE RIGHT TO TERMINATE THE CONTRACT AND SELECT ANOTHER VENDOR
  
- E. ALL INVOICING WILL ABIDE BY LINCOLN LEADERSHIP SCHOOL'S STIPULATIONS AND BE DELIVERED IN A TIMELY MANNER. INVOICING WILL BE ACCEPTABLE IN ELECTRONIC FORMAT.

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**ADDITIONAL BID CONDITIONS:**

- F. THROUGHOUT THE TERM OF THIS CONTRACT THERE WILL BE REQUESTS FROM LINCOLN LEADERSHIP FOR QUOTES FROM THE AWARDED PROVIDER RELEVANT TO SPECIFIC E-RATE ELIGIBLE PROJECTS CONCERNING E-RATE ACQUIRED EQUIPMENT. SUCH QUOTES WILL CONTAIN ALL LINCOLN LEADERSHIP IDENTIFIED INFORMATION AND WILL BE PRESENTED TO LINCOLN LEADERSHIP WITHIN 3 BUSINESS DAYS OF REQUEST.
  
- 5. CONTRACT REDUCTION/MODIFICATION:
  - A. IF, DURING THE COURSE OF THE CONTRACT, CHANGES IN TECHNOLOGY, THE ECONOMY, OR ANY OTHER CONTRIBUTING FACTOR PROVIDE THE NEED FOR MORE COSTLY SERVICES THE SELECTED VENDOR WILL AND CANNOT LEVY THESE COST INCREASES UPON LINCOLN LEADERSHIP.
  
- 6. UPON AWARD OF THIS CONTRACT TO THE SUCCESSFUL RESPONDENT IT WILL BE THE RESPONDENT'S IMMEDIATE RESPONSIBILITY TO PROCURE REQUIRED BACKGROUND CHECKS (PENNSYLVANIA STATE POLICE CRIMINAL RECORD CHECK [ACT 33/34] AND PENNSYLVANIA CHILD ABUSE HISTORY CLEARANCE [ACT 151]) FOR ALL EMPLOYEES THAT WILL BE WORKING ONSITE WITHIN THE SCHOOLS OR HAVING ACCESS, EITHER DIRECTLY OR REMOTELY, TO LINCOLN LEADERSHIP DATA/INFORMATION STORED ON AND COMPUTER AND/OR NETWORK EQUIPMENT. COPIES OF ALL CLEARANCES AND A PHOTO STATIC COPY OF EACH SUPPORT STAFF WILL BE DELIVERED TO THE SCHOOL AT THE ADMINISTRATION BUILDING REFERENCING THIS BID DOCUMENT NUMBER.
  
- 7. LINCOLN LEADERSHIP WILL CONSIDER BIDS THAT LEVERAGE SUBCONTRACTORS AS LONG AS THE IDENTIFIED SUBCONTRACTOR/S, THROUGH THE AWARDED VENDOR OF THIS BID CONTRACT, PROVIDES THE ABOVE DESCRIBED CLEARANCES AND ABIDES BY THE SAME GUIDELINES OUTLINED IN THIS BID. IT SHOULD BE NOTED THAT THE AWARDED VENDOR FOR THIS BID ACCEPTS ALL RESPONSIBILITIES AND LIABILITIES FOR ANY SUBCONTRACTORS THEY CHOSE TO LEVERAGE.

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**ADDITIONAL BID CONDITIONS:**

8. AS PART OF THE DELIVERABLE SERVICES OF THIS SERVICE CONTRACT THERE IS THE REQUIREMENT FOR ASSIGNMENT OF AN ACCOUNT MANAGER WITH TECHNICAL EXPERTISE IN PROJECT MANAGEMENT, DESIGN AND COORDINATION. THIS RESOURCE WILL BE REQUIRED TO PARTICIPATE IN A BI-WEEKLY MEETING WITH LINCOLN LEADERSHIP CHARTER SCHOOL STAFF TO IDENTIFY, PLAN, EVALUATE, COORDINATE AND PROVIDE STATUS REPORTS FOR ANY/ALL PROJECTS. THIS IS TO BE CONSIDERED A COLLABORATION MEETING BETWEEN SERVICE PROVIDER AND CUSTOMER AND WILL NOT BE BILLABLE. CORRESPONDINGLY, ANY ADDITIONAL STAFF RESOURCE/S THAT THE ACCOUNT MANAGER ELECTS TO BRING TO ANY GIVEN MEETING IS ALSO NOT BILLABLE.
9. CONTRACTOR SHALL MAINTAIN THROUGHOUT THE ENTIRE TERM OF THIS AGREEMENT, ADEQUATE GENERAL LIABILITY INSURANCE PROVIDING COVERAGE AGAINST LIABILITY FOR BODILY INJURY, DEATH, AND PROPERTY DAMAGE THAT MAY ARISE OUT OF OR BE BASED UPON ANY ACT OR OMISSION OF CONSULTANTS OR ANY OF THEIR EMPLOYEES, AGENTS OR SUBCONTRACTORS. PROOF OF SUCH COVERAGE MUST BE SUBMITTED WITH RESPONDENT'S PROPOSAL. PROOF SHALL INCLUDE CERTIFICATES FROM THEIR INSURERS INDICATING THE AMOUNT OF INSURANCE COVERAGE, THE NATURE OF SUCH COVERAGE, AND THE EXPIRATION DATE OF EACH APPLICABLE POLICY.
10. IT IS THE RESPONDENT'S RESPONSIBILITY TO ENSURE ANY/ALL SUB-CONTRACTORS UTILIZED BY THE RESPONDENT COMPLY WITH ALL STIPULATIONS WITHIN THIS BID CONTRACT.
11. CONTRACTOR AGREES TO ADHERE TO ALL OF LINCOLN LEADERSHIP CHARTER SCHOOL'S POLICIES AND PROCEDURES CONCERNING CODE AND CONDUCT WHILE ON LINCOLN LEADERSHIP CHARTER SCHOOL'S PREMISES.
12. CONTRACTOR SHALL ONLY UTILIZE, AND IS REQUIRED FOR SERVICE/SUPPORT PURPOSES, TO PROVIDE TECHNICIANS HOLDING CERTIFICATIONS FOR THE PROPER WORK BEING PERFORMED WHILE ON LINCOLN LEADERSHIP CHARTER SCHOOL'S PREMISES. THE CERTIFICATIONS MUST BE FROM THE FOLLOWING INDUSTRY STANDARD VENDORS; MICROSOFT, COMPTIA, OR CISCO.

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**ADDITIONAL BID CONDITIONS:**

13. EACH RESPONDENT MUST INCLUDE A TECHNICAL PROPOSAL SIGNED BY A COMPANY OFFICIAL INCLUDING THE FOLLOWING:
  - EXECUTIVE SUMMARY (INCLUDING ADMINISTRATIVE INFORMATION)
  - COMPANY BACKGROUND, EXPERIENCE, AND QUALIFICATION
  - APPROACH TO ACCOMPLISH SCOPE OF SERVICES TO BE DELIVERED
  - REFERENCES
14. SERVICE PROVIDER IS RESPONSIBLE FOR SUPPORTING ANY/ALL LINCOLN LEADERSHIP SITES (EXISTING OR FUTURE) AS DIRECTED AND WILL INVOICE IN ACCORDANCE WITH THIS BID CONTRACT'S STIPULATIONS ACCORDINGLY.
15. IT IS A REQUIREMENT THAT ALL INVOICING FOR SUPPORT SERVICES BE SEGREGATED INTO SEPARATE INVOICING PROCESSES WHICH WILL SEPARATE SUPPORT SERVICES FOR E-RATE ACQUIRED EQUIPMENT FROM ALL OTHER SUPPORT SERVICES. ADDITIONALLY, IT IS ALSO A REQUIREMENT THAT THE SERVICE PROVIDER PROVIDE A QUARTERLY SERVICE REPORT TO LINCOLN LEADERSHIP IN ELECTRONIC FORMAT THAT DETAILS THE SERVICE HOURS FOR THAT QUARTER BY CALL TYPE AND GROUPING (E-RATE VERSES NON-E-RATE)

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**DEFINITION OF BID TERMS:**

1. SERVICE LEVELS:

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

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

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

2. RESPONSE TIMES:

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

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

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

**EXPECTATIONS & IDENTIFICATION OF SERVICES:**

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

- INSTALL PATCHES, FIXES, AND UPDATES TO OPERATING SYSTEMS AND/OR SERVERS; INSTALL ADDITIONAL SOFTWARE PACKAGES TO THE OPERATING SYSTEM OR SERVER; INSTALL PATCHES, FIXES, AND UPDATES TO ADDITIONAL DESKTOP SOFTWARE PACKAGES.
- MAINTAIN ADEQUATE PROTECTION AND SAFEGUARD LINCOLN LEADERSHIP CHARTER SCHOOL AGAINST VIRUS, TROJAN, SPYWARE (THE “PROTECTIONS”) OR ANY OTHER UNAUTHORIZED INTRUSION LINCOLN LEADERSHIP CHARTER SCHOOL MAY SPECIFY.
- VIRUS/HACKING OCCURRENCE THE RESPONDENT WILL PROVIDE AND IMPLEMENT A SOLUTION STRATEGY
- DEVELOP POLICIES AND PROCEDURES FOR UPDATING PROTECTIONS ON ALL TECHNOLOGY DEVICES
- EVALUATE AND MAKE RECOMMENDATIONS TO LINCOLN LEADERSHIP CHARTER SCHOOL REGARDING NETWORK SECURITY, PROTECTIONS, OR ANY OTHER CONCERNS CONTRACTOR MAY HAVE IN ORDER TO SAFEGUARD LINCOLN LEADERSHIP CHARTER SCHOOL’S NETWORK, WORKSTATIONS, COMPUTERS, OR OTHER RELATED SYSTEMS.

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

Company Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

**LINCOLN LEADERSHIP ACADEMY CHARTER SCHOOL**  
**1414 EAST CEDAR STREET**  
**ALLENTOWN, PA 18109**  
**BID # YR130002**

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

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