EXECUTIVE SUMMARY

Recommendation of $500,000 or Greater
17-006V – Technical Contract Staffing and Consulting Services

RFP 17-006V Technical Contract Staffing and Consulting Services allows BCPS to contract with temporary technical firms to provide services on an "as needed" basis. Required services include, but are not limited to, project management, system analysis, system design and computer programming, operations, Wide-Area Network assistance, and staff training services.

The current contract, 13-017N Technical Contract Staffing, was awarded on December 18, 2012 with $2,250,000 approved spending authority and will expire on June 30, 2016; the term of the contract was for 36 months. There were 27 vendors who submitted a proposal and 20 vendors were awarded the contract. Seven (7) vendors did not meet the requirements of the RFP. There were three (3) vendors who were certified with the M/WBE Department.

The new contract, 17-006V Technical Contract Staffing and Consulting Services, will replace the current RFP that will expire on June 30, 2016. There were 36 vendors who submitted a proposal and 28 vendors are being recommended for award. Seven (7) proposers did not meet the minimum score of 70 points to be recommended for award and one (1) vendor did not meet the minimum eligibility requirements of the RFP. The requested spending authority for contract 17-006V Technical Contract Staffing and Consulting Services is $4,500,000. This amount is needed to support numerous initiatives throughout the district which includes, but is not limited to, the installation of devices being purchased and distributed under the SMART initiative. More specifically, during the last twelve months, purchase orders totaling just over $1,413,000 have been issued, which equates to an average spend of over $117,000 per month. During the next three years, it is expected that the District will continue utilizing this contract to support multiple districtwide initiatives including the aforementioned installation of devices purchased under SMART. The financial impact and funding source will be from various departmental budgets throughout the district that will have a need to contract technical services.

3.5-Year Contract 13-017N Technical Contract Staffing - Awarded December 18, 2012	
Award Amount	$ 2,250,000.00
Spend Year 1	$ 429,435.00
Spend Year 2	$ 320,510.54
Spend Year 3	$ 1,413,488.00
Average spend per month over the last year (includes SMART and other district initiatives)	$ 117,790.67
Estimated spend per year for next 3 years (includes SMART, computer refreshes, and other district initiatives)	$ 4,240,464.00
Total requested spending authority for 3-year Contract 17-006V Technical Contract Staffing and Consulting Services	$ 4,500,000.00

Below are examples of projects and requested additional services for the 2016-17 fiscal year include, but are not limited to, the following:

End-User Training Services – Provide technology training in the following areas: computer applications, basic skill development, special instructional and/or management applications or system roll-outs, integration of technology into Pre-K to 12 and Adult curriculum, project based learning strategies integrated technology, web application development and other related areas. Training must be available on Apple and Windows platforms as well as be delivered with SBBC supported web browsers of Internet Explorer, Firefox and Chrome. Consultant must demonstrate knowledge of curriculum content and learning strategies related to the training requested, adult learning styles, staff development and evaluation techniques. Training may be scheduled at school sites, centrally located labs or outsourced locations. Wide use of wireless and mobile technology to deliver training is used.

Information Technology (IT) Training Services – Provide technology training specifically in the areas of programming, web application development, Kentico Web Content Management System (to include at a minimum, content administration, developer training, cascading style sheets, system administration, and site/page development) and currently industry available Microsoft Windows server support and system administration, and other related information technology areas such as computer hardware, operating systems, networking equipment, sever virtualization, single sign-on and provisioning, enterprise security, data warehousing, server farms, Microsoft Office 365 configuration and administration, and SAP technical training (to include at a minimum, ABAP, module configuration, BASIS administration, iForms, Business Intelligence, and Business Objects). Training may be scheduled at school sites, centrally located labs or at outsource locations.

Web-Based (Online) Course Design and Development – Design and develop web-based courses in the following areas: computer applications, advanced skill development, special instructional/management applications or system roll-outs, integration of technology into grades Pre-K to 12 and Adult curriculum and other related areas. Service provider must demonstrate knowledge of BLACKBOARD course development tool or current Broward web-based course development tool and web-based course design and development strategies. Consultant must demonstrate knowledge of content, adult learning styles, learning strategies and assessment techniques. SBBC course design requirements must be met.

Technical Training Material Development – Prepare or update professional training materials for the following training areas: computer applications, basic technology skill development, special instructional and/or management applications or system roll-outs, integration of technology into grades Pre-K to 12 and Adult curriculum and web application development. Document preparation should include knowledge of content, sequence of skill development, related activities and lessons, assessment strategies and follow-up that is job related. SBBC training document preparation procedures are to be incorporated. Electronic versions of all training materials are required.

End User Training Material Development – Prepare or update professional end user training materials for the following training areas: Microsoft Office 365 (to include at a minimum, access and use of Word, Excel, Outlook, PowerPoint, One Drive, SharePoint, Tasks, Contacts and Calendars), Kentico Web Content Management System (to include at a minimum, website administration and content management), website portal usage (to include at a minimum single sign-on and dashboard usage/customization), Service Desk Self Service, and SAP end user interfaces.

Multi-media Curriculum Content Development – Develop video based and multi-media based learning resources for instructional purposes. This includes the production of multi-media, video tutorials and products using tools available to SBBC.

BEHAVIOR & ACADEMIC SUPPORT INFORMATION SYSTEM (BASIS): An easy-to-use web-based tool that enables school and District staff to access, sort, filter and group student data stored in our Data Warehouse to make key instructional and operational decisions that support student achievement.

CLOUD SERVICES: Improve enterprise system scalability, disaster recovery and system management by utilizing procured "cloud" services to host district applications. Provide consulting and implementation services to deploy and implement current BrowardSchools.com, as well as school website utilizing the Kentico Web Content Management System in a "cloud" environment. Provide consulting and implementation services to deploy and implement an employee/student portal system in a "cloud" environment.

WAN/ICI IMPROVEMENTS: Improvement of the District's communications infrastructure that connects all campus and site-level networks together into a single Wide-Area Network (WAN). This project will be to deliver network-based services such as security, security audits. The goal is to take existing voice, video and data networks and merge them into an integrated delivery system.

CITRIX: Design, implementation, configuration and support for the following Citrix products: XenApp, XenServer, XenDesktop, Access Gateway, and Netscaler.

LANDESK: Improvement of centralized patch management and software distribution system. This project puts a LANDesk agent on every device, remediates to specified security levels and maintains compliance. Also provides means for software distribution and centralized definitive software library.

PROJECT MANAGEMENT: Provide project management and/or business assistance to ensure assigned projects are delivered on time, within scope and within budget. Deliver assistance in the definition of project scope, requirements, and objectives, involving all relevant stakeholders and ensuring technical feasibility through the following tasks/services.

SQL ADMINISTRATIONS & SQL REPORTING: Develop and deploy a scalable and a secure reporting solution for an enterprise environment by using Microsoft SQL Server Reporting Services.

SERVER FARM DEPLOYMENT AND CONFIGURATION: Deploy and configure a scalable and secure web-based server farm for enterprise application deployment.

SAP ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM: Technical support to include systems configuration upgrades, enhancement packs, support stacks, and/or applications development for the following SAP modules: Organization Management, Personnel Administration, Benefits, Position Budgeting and Control, Personnel Development, Payroll, Time Management, Training and Events, E-Recruitment, Employee Self-Service, Manager Self Service, Financial Accounting, Controlling, Funds Management, Budget Control System, Materials Management, Bank Accounting, Special Purpose Ledger, Material Requirement Planning, Capital Project Accounting, Plant Maintenance, Warehouse Management, Grants Management, Treasury Management, Corporate Finance Management, Accounts Receivable, Accounts Payable, Strategic Enterprise Management, Business Planning and Simulation, CRM and Learning Solutions. Support for these modules will also include the need for skill sets in the areas of portal administration, business warehouse administration and reporting, security administration and workflow. Provide assistance and delivery around support packs/enhancements and technical upgrade implementation, SAP technical support for year-end closing and processing of W-2s, SAP BASIS and security, SAP automated controls assessment. Support of SAP control monitoring tool selection and implementation including segregation of duties (SOD), SAP system access and SOD analysis. Standardize portal environments (quality assurance, development, and training) so that BI reporting originates from BI portal instead of EP portal. Provide SAP HANA certified consultant services to convert all environments

(sandbox, quality assurance, development, production and training) of SAP Portal, ECC, and BI systems currently utilizing a combination of Microsoft SQL Server and IBM Z/OS DB2 to SAP HANA. Provide consulting services to implement SAP SRM. Provide consulting services to implement SAP mobile solutions. Provide consulting services to deploy and implement SAP systems in a "cloud" environment. Implement project management and monitoring solutions with SAP's solution manager.

DEVELOPMENT OF SHAREPOINT SITES & SERVICES, AND TRAINING END-USER DEPARTMENTS IN THEIR USE OTHER PROJECTS: SBBC also has the need for technical resources to assist in initiating, completing and expanding projects, such as those noted below. This is not to be an all-inclusive list of projects, or a delineation of specifications for any particular project, but is an example of projects for which SBBC may have an interest for utilizing technical consulting resources in the future.

DOCUMENT MANAGEMENT SYSTEM STRATEGIC PLANNING: SBBC may be interested in designing and implementing a District-wide document management system that covers creating, printing, copying, storing, distributing, retrieving, archiving and viewing documents. Such a system would cover all agendas, reports, minutes and reference documents (including construction documents) and thereby generate cost-savings to SBBC.

INCIDENT/PROBLEM MANAGEMENT (REMEDY): Integrate additional functionality and software tools for problem, incident and change management and production support.

KRONOS: This is a time collection and management tool that SBBC utilizes to capture time worked for substitute teachers and some hourly employees at our school and maintenance sites. Biometric readers are used to validate the identity of the employee and capture start and end times at various SBBC locations and interface to the SAP payroll system. In addition, with regards to substitute employees, Kronos automates their assignment to each location – relieving schools and Sub Central of the work required to assign new subs for the first time to each site. Expansion and enhancement of the current system may be required to realize the full potential and cost savings of the system.

SCHOOL/TEACHER WEBSITE TEMPLATES: SBBC has been designing and implementing school website templates utilizing the Kentico Web Content Management System. The templates utilize navigation for each school and accommodate content updating.

Microsoft Office 365 & SharePoint (Cloud Platform) Deployment. The BCPS Cloud Platform Deployment consists of three main elements combined with identity and infrastructure management. The three main elements of the deployment are Azure, Office 365, and SharePoint (Online) Provisioning. BCPS is currently working on an automated Provisioning solution that includes User creation and permissions setting, enabling of default services for users based on groups, and provisioning of other Office 365 & SharePoint (Online) services. In addition, a solution for the provisioning of school sites and class sites is being considered.

GOVERNANCE AND CHANGE MANAGEMENT: Integrate additional functionality and software tools for IT Governance Change Management design and implementation.

PAYROLL TAX ANALYSIS: Analyze and reconcile tax reports from SAP to ensure proper amounts are being remitted to Bencor/IRS and the SAP system provides meaningful and accurate information to management. The following are examples of the types of technical services that SBBC may need in order to assist in implementing projects such as the ones noted above. Business and data requirements gathering (i.e., business case analysis, current state/future state analysis, impact analysis).

- Develop specifications and system requirements for technical projects
- Data management strategy development
- Application and vendor analysis and selection
- System configuration and programming
- Program change management assistance
- Testing and training assistance
- Project Management Office (PMO) services
- Project Risk Management (PRM) assistance
- Business process design and integration
- Controls design and assessment (i.e., interface and access controls)
- Knowledge transfer plan to include documentation of configuration/system changes

Additionally, proposer(s) must have the capability to provide staff that has the experience to support one or more of the technical project areas listed below:

IBM Mainframe Technology Services:
(Analysis, design, installation, configuration, programming and operations)
- VSE/ESA, Z/05 environment
- COBAL/CICS/VSAM/VTAM
- DB2

IBM AS/400 Technology Services:
(Analysis, design, installation, configuration, programming and operations)
- OS/400 environment
- COBAL
- Control Language (CL)
- QUERY/400
- DB2/400

PC/LAN Technology Services:
(Analysis, design, installation, configuration, programming and technical training)
- MACINTOSH, PC/WINDOWS environments
- FILEMAKER PRO, ACCESS, SQL, MySQL
- APPLESHARE, Windows 2000/2003/2008, Active Directory, Open Directory and LDAP
- System Management Server (SMS), LANDesk

Client/Server Technology Services:
(Analysis, design, installation, configuration, programming and technical training)

- ORACLE, INFORMIX, DB2
- POWERBUILDER, VISUAL BASIC, C, C++
- MICROSOFT ACCESS, FILEMAKER PRO
- UNIX, AIX, WINDOWS XP/2000/NT/98, Apple OS X
- First Class (Email Platform)
- Hyperion Performance Suite
- ESSBASE
- SAP Configuration (all modules)
- Basis Administration
- SAP Security Administration
- SAP Workflow
- SAP Employee Self Service
- SAP Business Warehouse
- SAP Solution Manager
- SAP Process Integration (PI)
- SAP Enterprise Portal (EP)
- SAP Adobe Interactive Forms
- SAP TREX
- iXOS Administration
- TOPCALL
- ABAP/4
- Lotus Notes Domino
- SQL
- SQL Reporting
- Java Programming
- C Programming
- C++ Programming
- C# Programming
- Objective-C Programming
- PHP Programming
- Python Programming
- Ruby Programming
- JavaScript Programming
- SQL Programming
- D Programming
- Bootstrap Programming
- HTML Programming
- CSS Programming
- .Net Framework
- Websphere
- Portal Creation
- Tivoli Access Manager

- Tivoli Identity Manager
- LANDesk
- TSM
- Microsoft Great Plains
- Citrix
- Kronos
- PMO (Microsoft Enterprise Project Management)
- Microsoft Balance Score Card

Wide Area Network Technology Services:
(System architecture/design, installation, configuration, network administration and technical training)
- TCP/IP/IPX
- SNA/SDLC, APPN
- INTERNET connectivity
- Network management
- Intrusion Protection
- Bridge, router, hub technologies, switches
- Firewalls
- Domain Name Services (DNS)
- Proxy/Caching/Content Engines
- Video Conferencing
- DHC/IP management

IBM Mainframe Packaged Software Services:
(Analysis, design, installation, configuration, and programming)
- SAP's Human Resource Management Systems (Version 4.6B)
- SAP's MySAP Business Suite

Software Services:
(Analysis, design, installation, configuration, and programming)
- Classroom Management Systems (Pinnacle)
- Kronos
- Microsoft Enterprise Project Management
- Microsoft Balance Score Card
- Remedy/Kinetic
- Kentico Web Content Management

WEB Technologies:
(Analysis, design, installation, configuration, and programming)
- Development Languages
- Internet Information Server (IIS)
- Web Objects
- Apache Web Server
- XML

- HT ML
- DH TML
- Active X
- Java Script
- Dreamweaver
- Flash
- .Net Framework

IT Security:
- IPS/Intrusion Detection
- Vulnerability Assessment
- Log Monitoring
- Data Loss Prevention Monitoring and Auditing
- Security Awareness Training

A detailed Statement of Work (SOW) accompanied with cost estimates (as per billing rates established in RFP 17-006V and the estimated duration for each activity) along with approval from the Chief Information Officer will be required before commencement of any activity.