

OAKLAND UNIFIED SCHOOL DISTRICT  
Office of the State Administrator  
June 8, 2005

**REVISED**  
6/8/05

To: Randolph E. Ward, Ed. D.  
State Administrator  
Board of Education

From: Oswaldo Galarza  
Technology Information Officer

Subject: **BID 04-05/06 [DESKTOP COMPUTER UPGRADE SERVICES]  
BID AWARD RECOMMENDATIONS**

**RECOMMENDATION**

Approval of and authorization by State Administrator to award Bid 04-05/06, Desktop Computer Upgrade Services as follows: CBX \$37,270 for services up to 1000 machines; to Dell \$317,000 for services up to 4500 computers.

**RATIONALE**

Oakland Unified School District's computer network has become increasingly overburdened by outdated, malfunctioning and virus-infected computers. Over the past few years, insufficient resources, lack of remote management tools, lack of procedures and sparse support have prevented the proper updating and maintenance of computers. The result is the current state where many computers lack anti-virus software and critical software patches needed to protect the systems and their data. Unprotected and malfunctioning computers cause slowdowns and system failures district-wide, with the most significant impact occurring in the classroom learning systems. The Technology Services Department is seeking approval for the expenditure of up to \$400,000 for requested Desktop Upgrade Services. All network connected computers included within the project scope will be provided with various upgrades to enhance system and network security, as well as the operational stability of each computer.

The various upgrades will protect OUSD's networked computer assets and associated District records by:

- Installing various computer operating system upgrades and patches, including security patches
- Providing a standardized platform of computer virus protection
- Ensure that the presence of existing computer viruses are detected and addressed (as part of the project)

The various upgrades will enhance the operational stability of OUSD's computing environment by:

- Installing various computer operating system upgrades and patches
- Providing a remote management agent (Microsoft SMS) for all network-connected Microsoft Windows-compatible computers, which will facilitate remote technical support activities
- Facilitating technical support by providing the implementation of a standardized computer naming convention

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**BACKGROUND**

**SUMMARY RFP RESPONSE ANALYSIS  
 OAKLAND UNIFIED SCHOOL DISTRICT  
 Project: Desktop Computing Upgrade Project**

Criteria	AEKO Consulting	CBX Technologies	Dell	JDL Technologies
<b>Stated Pricing Information:</b>				
Overhead Services	\$1,870.00 Limited to project manager's attendance of initialization, kickoff and progress meetings, as well as presentation of reports.	\$11,173.00 Also proposes \$82,000 for full services covering 2,500 devices; assumes 10% will receive upgrades and 2% will require imaging.	\$20,000.00 For overall project management.	\$37,666.00 Includes overall project management and tools.
<i>Administrative Computer Unit Costs:<sup>(1)</sup></i>				
Inventory Processes Only	\$39.10	\$37.27	\$72.00	\$20.04
Inventory Plus Package A	\$156.40	\$37.27	\$132.80	\$104.45
<b>Package A Only</b>	<b>\$117.30</b>	<b>\$37.27</b>	<b>\$61.00</b>	<b>\$84.41</b>
Inventory Plus Packages A and B	\$186.40	\$37.27	\$155.50	\$190.66
<i>Classroom Computer Unit Costs:<sup>(1)</sup></i>				
Inventory Processes Only	\$39.10	\$37.27	\$72.00	\$20.04
Inventory Plus Package A	\$156.40	\$37.27	\$135.17	\$104.24
Package A Only	\$117.30	\$37.27	\$63.00	\$84.41
Inventory Plus Packages A and B	\$186.40	\$37.27	\$159.17	\$190.26
<i>Misc. Device Inventory Unit Costs:<sup>(1)</sup></i>				
Windows Network Computer	\$20.00	\$37.27	\$72.00	\$15.17
Windows Standalone Computer	\$25.00	\$37.27	\$72.00	\$12.15
Macintosh Network Computer	\$20.00	\$37.27	\$72.00	\$15.17
Macintosh Standalone Computer	\$25.00	\$37.27	\$72.00	\$12.15
Above Unit Costs are Blended?	Yes	No	Yes	Yes
Macintosh Standalone Computer	\$25.00	\$10.00	\$72.00	\$12.14
<i>Optional Costs:</i>				
Imaging Services:				
Windows-Based Computer	\$60 per hour	\$55 per hour	\$9/system PLUS master image creation (\$1,200/1st day)	\$85.33 per hour
Macintosh-Based Computer	\$60 per hour	\$60 per hour	\$10/system PLUS master image creation (\$1,500/1st day)	\$85.33 per hour
Support Services:				
Help Desk	\$60 per hour	\$45 per hour	Included	\$81.33 per hour
First-Day-In-Service/Technical Training	\$90 per hour	\$55 per hour	Included	\$90.67 per hour
	\$95 per hour	\$55 per hour	\$675 per day	\$90.67 per hour
Supplemental Support (per hour):				
Project Manager	\$100.00	\$85.00	Not stated	\$109.33
Supervisor/Foreman	\$75.00	\$55.00	Not stated	\$85.33
Inventory Worker	\$45.00	\$45.00	Not stated	\$46.97

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Upgrade/Imaging Worker Miscellaneous Options: Option 1	\$75.00	\$55.00	Not stated	\$60.72
N/A	N/A	On-site maintenance: \$65/hour; relocation of computers and/or ntwk. reconfiguration: \$85/hour	Migration tool creation: \$1,200/1st day; \$950/add'l day	N/A
<b>Calculated Devices Per \$100,000<sup>(1)</sup> Package A Only Cost Rank</b>	<b>852 4th Lowest (e.g., Highest)</b>	<b>2,683 1st Lowest (e.g., Lowest)</b>	<b>1,612 2nd Lowest</b>	<b>958 3rd Lowest</b>
<b>Project-Specific Questionnaire Information:</b>				
Devices Inventoried & Upgrade Per Wk (A.6)	\$120.00	400 (plus 60 images)	\$1,000.00	\$1,400.00
Ability to Accelerate Services (A.7)	Via weekend work	Not stated	Not stated	Via extended hours and/or additional days Approximately 25%
Additional Costs	"Slight"	Not stated	Not stated	
<i>Time-Per-Device Assumptions (A.2-A-4):</i>				
Inventory Processes	Blended 0.63 hours	65 minutes	10 minutes	20 minutes
Package A Processes	Blended 2.48 hours	20-23 minutes	<45 minutes	1.70 hours
Imaging Services	Not clearly stated	12 minutes	3 CDs maximum	1 hour maximum
<i>Anticipated Project Staffing (A.5):</i>				
Quantity of Teams	Three	Five	Five	Five to Eight <sup>(6)</sup>
Workers Per Team (plus Supervisor/Foreman)	Two	Two	Two	Five to Eight <sup>(6)</sup>
Additional Information	Imaging by "less skilled" team members.	Description (in A.1) suggests that only one supervisor/foreman will oversee all five teams.	Response to A.3 states: "[OS] in-place updates are NOT recommended... [Technician will work up to 45 minutes to perform in-place upgrade after which system will be imaged with customer's base image.]"	Staffing level based on assumption that 70% of schools (devices?) will require upgrade packages A and B.
<b>Respondent Questionnaire Information:</b>				
<i>Company History (B.1):</i>				
Years in Business	11 years	7years	TechSolve Global Services has been a Dell partner since 1993.	16 years
Gross Revenues	\$1.6 million	\$5.6 million	Not stated	\$102.4 million (FY03)

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<p>Other Information</p> <p>Profitability Status (B3)          Organizational Risks (B.4 &amp; B.7)</p>	<p>None stated</p>	<p>None stated</p>	<p>TechSolve is privately held</p> <p>None stated</p>	<p>JDL is a wholly-owned subsidiary of Communications Systems Inc., trading on AMEX under the symbol "JCS".</p> <p>None stated</p>
<p><b>Summary Bid Form Information:</b></p> <p>Exceptions to Terms and Conditions</p> <p>Stated Subcontractor(s)</p> <p>Respondent Contact's Location          Location Represents Local Presence          State of Incorporation</p>	<p>None stated</p> <p>None stated</p> <p>Oakland, CA          Yes          California</p>	<p>None stated</p> <p>None stated</p> <p>Oakland, CA          Yes          California</p>	<p>Imaging limited to four CDs; training to be with OUSD-provided equipment.</p> <p>TechSolve Global Services (100%)</p> <p>Round Rock, TX          No          Not stated</p>	<p>None stated. However, response does provide nine additional terms, most significant of which provides for additional charges in case of delays caused by OUSD.</p> <p>Consolidated Networks Corporation; CBX</p> <p>Edina, MN          No          Minnesota</p>
<p><b>Ancillary and Subjective Information:</b></p> <p>RFP Response Qualities:</p> <p>Initial Response Received on Time          Clarification Information Received on Time          Organization per Specifications          Quality and Completeness          Project Plan Quality</p> <p>Project Manager Quality</p> <p>Contract Format Provided          Fairness of Terms and Conditions</p> <p>Additional Terms of Note</p>	<p>Yes          Yes          Good          Fair          Good</p> <p>CCDA, CCNA, MCSE</p> <p>No<sup>(3)</sup>          N/A</p> <p>"...for any other services, the billing rate would be \$155.00/hour."</p>	<p>Yes          No          Fair          Poor          Fair</p> <p>MCSE A+</p> <p>No          N/A</p> <p>N/A</p>	<p>Yes          Yes          Good          Good          Fair</p> <p>PMP</p> <p>Yes</p> <p>Sample contract is tailored to hardware related procurements and services not applicable to this project.</p> <p>N/A</p>	<p>Yes          Yes          Good          Good          Fair (albeit boilerplate)          20 years experience (no certifications claimed)          Yes</p> <p>Sample contract is tailored to hardware related procurements and services not applicable to this project.</p> <p>N/A</p>

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Miscellaneous Notes	Methodology leverages Microsoft SMS and Server Updates Services.	Methodology leverages Magic Image solution for imaging purposes.	N/A	JDL recommends OUSD's use of LANdesk for remote desktop management.
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**FISCAL IMPACT**

Title II – Part D 58% & TIIG 42%

**RECOMMEDATIONS**

Staff is recommending that

- The State Administrator awards the Bid 04-05/06 Desktop Computer Upgrade Services and authorizes staff to conclude contract negotiations for the implementation of the services required for an amount not to exceed 400,000 (CBX \$37,270 and Dell \$317,000)

OG:

OUSD/Galarza

**Legislative File**

File ID No. 05-0612

Introduction Date 5/25/05

Enactment No. \_\_\_\_\_

Enactment Date \_\_\_\_\_

By \_\_\_\_\_