



## **Service Desk Services**

### **RFP 20-001**

Pre-proposal Q & A meeting: January 28, 2020 @ 4 pm PST via Zoom  
(<https://calbright.zoom.us/j/392152365>)

Meeting ID: 392 152 365

Release Date: January 10, 2020

**Filing Deadline:** No later than **4:00 pm PST, February 10, 2020**

Filing Method: File proposals electronically through the Calbright College's PlanetBids Bid Portal. The link to the Bids Portal may be found at:  
<https://www.planetbids.com/portal/portal.cfm?CompanyID=40988>

Contact: Calbright Community College District  
ATTN: Kathy Hennig  
business@calbright.org

## **Request for Proposal RFP 20-001**

### **Service Desk Services**

**Due: February 10, 2020 by 4pm PST**

## **Who We Are**

### **We're here to connect the disconnected.**

Calbright College is California's newest community college – the first statewide, online campus designed to bridge the gap between employers with unfilled positions and learners who don't have either the time or money to attend a traditional school.

Our model identifies specific jobs in specific fields, identifying the hard and soft skills necessary to perform with excellence on day one of employment, then creates self-paced curriculum tailored to learner needs. Those program pathways are then supplemented with real-world services like mentorship, paid apprenticeships, and alumni support, providing graduates with the assistance they need to succeed in their new careers.

### **We're a public sector startup.**

Many of our executives come from the world of venture-backed entrepreneurship. We're a high-velocity organization in startup mode, rapidly standing up "business" infrastructure and, from a messaging standpoint, pressing the problem we're out to solve (i.e., inequality and stagnating wages) to key stakeholder groups.

We are not your standard government organization. We need to move quickly to fulfill our mandate, innovate where we can, and stay laser-focused on learner outcomes.

### **We just launched our new college.**

Because we're a brand-new technology platform with ambitious plans to scale statewide, we initiated a small launch on October 1st of 300 to 400 learners – our beta cohort. We're using their feedback and experience to hone our services, while expanding business partnerships with big-name employers. Our learners and staff across California require technical support for both hardware and software issues. This is where you come in.

# What We Need

We're in the market for a best-of-breed managed Service Desk provider to help us support our decentralized college across California.

## The scope of work.

- We need an agency that'll help us support both employees (staff) and students (learners).
- We need a firm that provides Tier 1 and Tier 2 support between the hours of 8am and 8pm with the ability to change as our needs evolve.
- The firm must support Chromebooks and Macs. Applications initially will include G-Suite, Slack, Asana, and Zoom. Future applications may include business applications such as CRM, ERP, SIS, and LMS systems.
- We need a dedicated technical account manager that will ensure the service is working optimally.
- Industry best practice service level agreements for response, resolution, and other key service metrics.
- We are asking for options on the technology platform including using our Salesforce, or a system that integrates with Salesforce as this service desk may also need to work in conjunction with our concierge team.
- We need a firm that can provide reporting quarterly, at a minimum, and conduct true-ups.
- Higher education experience is preferred; staff must be trained on FERPA and comply data handling requirements for colleges.
- We need a service provider that is flexible, able to ramp up (or down) quickly as enrollments grow.
- United States based staff is requested. We will need a service provider able to communicate in English and to a lesser extent, Spanish.
- We desire a firm that could occasionally meet on-site (Oakland/Greater LA, CA) to attend training meetings and meet with the leadership team.

# Considerations

## The arena.

There are challenges with working in a remote environment. End users may have widely varying levels of familiarity with technology. Calbright's internal IT staff will be smaller than most colleges, and work remotely. Successful agencies will be aware of outside influences and help us navigate these waters as we do our best to work quickly, nimbly, and precisely to serve our learners, staff, and employer partners. We anticipate a need to support 400 learners and 75 staff at the onset, but want flexibility to scale as the college grows.

## The timeline.

We're a fast-growing organization. The initial contract is not to exceed one year, with option to renew upon mutual agreement at the end of February 2021.

## Definitions.

For the purpose of this solicitation, the following definitions are used:

Tier 1: basic customer support provided by a generalist with a broad understanding of computer hardware and software. They identify a customer's needs and provide tips on how to manage a problem. Typically, these solutions are in a FAQ or a knowledge base. When the tier-1 support employee is not able to resolve the issue, they classify the problem and pass it on to the appropriate tier-2 employee, and issue a tracking ticket to the customer.

Tier 2: involves technical knowledge and is staffed by technicians who have troubleshooting capabilities. If their technical specialization is one that can help the customer, the tech then determines whether this problem is a new issue or an existing one. Advanced diagnostic tools and data analysis may be done at this point. If the tech cannot fix the problem at this tier, the problem goes to tier-III. A tier-III problem may be assigned to a developer at the company responsible for the product.

## The budget.

between \$24K to \$150K per year.

# General Provisions

## 1.1 Additional Services

Calbright may elect at any time, to amend any contract awarded hereunder to require the selected firm to provide additional services. In this case, the selected firm and the District will agree mutually on the scope and fees associated with any additional services.

## 1.2 Addenda

The District may modify this RFP or any of its deadline dates set forth in the RFP prior to the date fixed for submission of proposals by issuance of an addendum.

## 1.3 Withdrawal of RFP

The proposers may withdraw its RFP by submitting a written or electronic request signed by a proposer's authorized representative, prior to the time and date specified for proposal submission.

## 1.4 Right of Cancellation

The District reserves the right to cancel this RFP at any time prior to contract award without obligation. The District may reject any or all submittals and may waive any immaterial deviation from the RFP. The District's waiver of an immaterial defect shall in no way modify the RFP documents or excuse the proposer from compliance with other provisions of the RFP.

## 1.5 Nondiscrimination

Calbright does not discriminate on the basis of race, color, national origin, ancestry, sex, age, religion, marital status, gender, disability, or sexual orientation in any of its policies, procedures or practices. LBE/SBE/DVBE are encouraged to participate.

## 1.6 Evaluation of Request for Proposal

Calbright's evaluation is solely for the purpose of determining which firms are deemed most qualified. Responses will be reviewed and a determination made by Calbright based upon the submitted information and any other information available to Calbright. Calbright may request a firm to submit additional information pertinent to the submittal. Calbright also reserves the right to investigate other available sources in addition to any documents or information submitted by the firm.

## 1.7 Question Submission

Calbright College will attempt to answer as many questions as possible prior to the RFP deadline. Written questions may be submitted until January 28, 2020 at 4:00 pm PST in the PlanetBids question submission portal. Responses to questions will be published and available to the public via PlanetBids after the pre-proposal meeting.

## 1.8 Pre-proposal Meeting

Calbright College will hold a pre-submission information session via telephone conference on January 28, 2020 at 4:00 pm PST to provide additional background information and to answer questions. Following is the telephone conference number and passcode:

<https://calbright.zoom.us/j/392152365> Dial: US: +1 669 900 6833 or +1 646 876 9923 Meeting ID: 874 045 990

# Submission Requirements

Submittals must be via PlanetBids:

<https://www.planetbids.com/portal/portal.cfm?CompanyID=40988>

Submittals are due before 4 pm PST, February 10, 2020.

## Contents of your proposal.

We're looking for a concise proposal that shows:

- Who you are
- How you work with clients
- Examples of previous service customers
- What you can do for us vis a vis the scope of work outlined above

Some questions to answer:

- How will you address the scope of work? What are some examples?
- How do you handle data security? FERPA?
- How has your firm supported clients at an early stage of business maturity?
- How does your firm or agency cover nights and weekend hours?
- What is the average tenure of your Service Delivery staff? What types of certifications are held by your employees? What is the ration of fulltime to contract employees?
- Do you have self-help portal? A web-based knowledge tool?
- Do you have real-time reports, dashboards, metrics, and analytics? Describe and provide examples.
- What is your firm's experience working with public sector clients? Higher education?
- Where is your call center located?

- Deployment: What is the timeframe for transition to your services? How will you process and react to feedback? How do you charge for your services?

## Our Evaluation Process

Calbright will review and evaluate all proposals to determine responsiveness to the Request for Proposal. Incomplete proposal(s) or those received after the deadline may be rejected. Our evaluation will include a consideration of the criteria listed below:

- Qualifications, background, and prior experience of the firm in conducting similar services.
- The necessary experience, organization, and technical skills to successfully support our learners and staff members.
- Overall methodology for tracking and dispatching help desk tickets.
- What software package do you use for ticketing? Is it proprietary?
- Does your ticketing system work with Salesforce? How? Does it use Freshdesk?
- Evaluation of key personnel.
- The responsiveness of the proposal to the tasks to be performed as listed in the Scope of Work.
- The timeliness and speed with which the agency can respond to tickets. Service levels.
- Past performance on similar contracts in terms of service and covering hours of operation.
- Project costs compared with level of effort to be expended.

## Selection Criteria

We will evaluate your proposal against the factors specified below. Total available points are 100 (with possible 5 bonus points).

- Qualifications, references, experience of proposer; (25 pts)
- Strategy to address Scope of Work – coverage during 7 am to 9 pm Pacific Time with eventual expansion to 24 X 7; (25 pts)
- Cost; (25 pts)
- Level of service offered; (15 pts)
- Service desk calls handled by staff in United States that speak English; (10 pts)
- Service desk calls handled by staff that are bilingual Spanish/English; (bonus 5 points)

We will interview selected firms in starting in early February. Submission of a proposal does not guarantee an invitation to present. The Evaluation Team may request the firms to make an oral/visual presentation in connection with the interview.

## Legal Considerations and Definitions

### 2.1 Non-collusion Affidavit

Each Consultant must complete, sign, date, and include with its proposal the Non-Collusion Affidavit attached to this RFP.

### 2.2 Affirmative Action

Calbright requires that a signed copy of an Affirmative Action statement be on file in the District Office for every person, firm, company or corporation with whom the District does business (attached).

### 2.3 Lowest Fee Consideration

Any Contract resulting from this RFP will not be awarded based solely on the lowest Fee Proposal submitted to the District, but will be awarded to Respondents whose Proposals contain a combination of desired qualifications and competitive fees. Pursuant to Government Code § 53060, these contracts do not require competitive bidding or award to the lowest responsible bidder. The District further reserves its right to reject all proposals.

### 2.4 Conflicts of Interest Defined

Board members shall not be financially interested in any contract made by the Board of Trustees or in any contract they make in their capacity as board members. Board members and employees shall not be financially interested in any contract made by them in their official capacity, as Trustees or in any body or board of which they are members. No trustee, officer, or employee shall make, or in any way attempt to use his or her official position to influence a District decision in which he or she has an economic interest. (*Reference: Board Policy 2710 & 2715, Government Code §§1090, et seq.; 1126; 81000, et seq., and 87200, et seq. Title 2, Section 18730, et seq.*)

### 2.5 Gift Ban

1. No person who is doing business with the College shall make any gift to any College officer.
2. No person who is doing business with the College shall make any gift to any designated employee who, by virtue of College employment, could make a

governmental decision, participate in making a governmental decision, or use his/her official position to influence a governmental decision regarding the pending business of the donor, or who has done any of the above during the twelve (12) months preceding the donation.

3. No College officer shall solicit or accept any gift from any person whom he/she knows, or has reason to know, is doing business with the College.

4. No designated employee shall solicit or accept any gift from any person whom he/she knows, or has reason to know, is doing business with the College, when such employee, by virtue of College employment, could make a governmental decision, participate in making a governmental decision, or use his/her official position to influence a governmental decision regarding the pending business of the donor, or has done any of the above during the twelve (12) months preceding the donation.

5. No public official shall accept any gift when the identity of the donor is not known to the public official.

#### Remedies

1. Any College officer who violates the prohibitions of this policy may be sanctioned by the Board in the manner the Board deems appropriate.

2. Any designated employee who violates the prohibitions of this policy shall be subject to discipline for any such violation, including, in appropriate cases, termination of employment.

3. The Board may also refer violations of this policy to the Fair Political Practices Commission, the Sacramento County Grand Jury, and/or the Sacramento County District Attorney.

## 2.6 Purchasing and Contracts

The Chief Executive Officer/President is delegated the authority to purchase supplies, materials, equipment, and services as necessary to the efficient operation of the College. No such purchase shall exceed the amounts specified by California Public Contract Code §20651, as amended from time to time.

With the exception of contracts entered into by the Chief Executive Officer/President in amounts less than \$100,000, in accordance with the authority delegated to the Chief Executive Officer/President in Board Policy 6100, contracts are not enforceable obligations until they are ratified by the Board. *References: BP 6330, Education Code §§ 75003(d), 75005(d)(1) & (d)(4)(B), 81656, Public Contracts Code §20650, 20651, Government Code §53060*

## 2.7 Debriefings and Protests

Debriefings are available by request for unsuccessful respondents [business@calbright.org](mailto:business@calbright.org)

Any protest must be received within 5 calendar days of the bid opening, in writing, containing all facts of the protest, to:

Calbright College  
ATTN: Kathy Hennig  
[business@calbright.org](mailto:business@calbright.org)

Failure to comply with protest procedures will result in rejection and waiver of right to further protest

## 2.8 Indemnification

To the fullest extent permitted by law, Provider shall fully indemnify, defend and hold harmless Calbright College, its Board of Trustees, officers, agents, employees, volunteers, and independent Providers from claims, demands, causes of actions and liabilities of every kind and nature whatsoever arising out of or in connection with Provider's services performed under this Agreement. This indemnification shall extend to claims occurring after this Agreement is terminated as well as while it is in force.



Subscribed and sworn to (or affirmed) before me on this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_

by \_\_\_\_\_ who proved to me on the basis of satisfactory evidence to be the person(s) who appeared before me.

\_\_\_\_\_  
Signature, Notary Public

(PLACE NOTARY SEAL HERE)

My Commission Expires: \_\_\_\_\_

Attachment B – RFP 20-001  
DRUG-FREE WORKPLACE CERTIFICATION

I, \_\_\_\_\_, am the \_\_\_\_\_  
(Print Name) (Title)

of \_\_\_\_\_. I declare, state and certify to all of the following:  
(Supplier Name)

I am aware of the provisions and requirements of California Government Code §§8350 et seq., the Drug Free Workplace Act of 1990.

I am authorized to certify, and do certify, on behalf of Supplier that a drug free workplace will be provided by Supplier by doing all of the following:

Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited in Supplier's workplace and specifying actions which will be taken against employees for violation of the prohibition; establishing a drug-free awareness program to inform employees about all of the following:

- (i) The dangers of drug abuse in the workplace;
- (ii) Supplier's policy of maintaining a drug-free workplace;
- (iii) The availability of drug counseling, rehabilitation and employee-assistance programs;  
and
- (iv) The penalties that may be imposed upon employees for drug abuse violations;

Requiring that each employee engaged in the performance of the Contract be given a copy of the statement required by subdivision (A), above, and that as a condition of employment by Supplier in connection with the Work of the Contract, the employee agrees to abide by the terms of the statement.

Supplier agrees to fulfill and discharge all of Supplier's obligations under the terms and requirements of California Government Code §8355 by, inter alia, publishing a statement notifying employees concerning: (a) the prohibition of any controlled substance in the workplace, (b) establishing a drug-free awareness program, and (c) requiring that each employee engaged in the performance of the Work of the Contract be given a copy of the statement required by California Government Code §8355(a) and requiring that the employee agree to abide by the terms of that statement.

Supplier and I understand that if the District determines that Supplier has either: (a) made a false certification herein, or (b) violated this certification by failing to carry out and to implement

the requirements of California Government Code §§8355, the Contract awarded herein is subject to termination, suspension of payments, or both. Supplier and I further understand that, should Supplier violate the terms of the Drug-Free Workplace Act of 1990, Supplier may be subject to debarment in accordance with the provisions of California Government Code §§8350, et seq.

Supplier and I acknowledge that Supplier and I are aware of the provisions of the California Government Code §§8350, et seq. and hereby certify that Supplier and I will adhere to, fulfill, satisfy and discharge all provisions and obligations under the Drug-Free Workplace Act of 1990.

I declare under penalty of perjury under the laws of the State of California that all of the foregoing is true and correct.

Executed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

(City and State)

\_\_\_\_\_ (Signature)

\_\_\_\_\_ (Printed Name)

# Attachment C – CERTIFICATION OF NON-DISCRIMINATION

TO BE EXECUTED BY THE BIDDER AND SUBMITTED WITH PROPOSAL

Bidder hereby certifies in performing work or providing services for the District, there shall be no discrimination in its hiring or employment practices because of age, sex, race, color, ancestry, national origin, religious creed, physical or mental disability, medical condition, marital status, or sexual orientation, except as provided for in Section 12940 of the California Government Code. Bidder shall comply with applicable federal and California anti-discrimination laws, including but not limited to the California Fair Employment and Housing Act, beginning with Section 12900 of the California Government Code.

IN WITNESS WHEREOF, the undersigned has executed this Certificate of Non-Discrimination this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_.

BIDDER \_\_\_\_\_  
(Type or print complete legal name of Bidder)

BY \_\_\_\_\_  
(Signature)

Name \_\_\_\_\_  
(Type or print)

Title \_\_\_\_\_

Attachment D – RFP 20-001  
ACCESSIBILITY COMPLIANCE STATEMENT AND CERTIFICATIONS

Reinforcing Calbright College's commitment to equitable access and accessibility, Respondents must complete the requirements of this Accessibility Statement Compliance Certification upon request before a contract shall be awarded against the RFP. With respect to ADA compliance, must demonstrate and deliver the following:

1. Conform to section 508 of the Rehabilitation Act (<http://www.section508.gov/section-508-standards-guide>) and WCAG Level 2.0AA (<http://www.w3.org/TR/WCAG20/>) specifications.
2. Comply with all applicable FCC regulations regarding advanced communications services (<http://www.fcc.gov/encyclopedia/advanced-communications-services-acs>).
3. Provide support for multi-modal advanced communications services to facilitate communications between individuals using digital text, audio, and video.
4. Resolve immediately any accessibility issues that are discovered or encountered by end users, and communicate a concrete timeframe for resolving the issue(s).
5. Provide an updated VPAT upon request. Any website or services provided must conform to Section 508 and WCAG mentioned above.

By signing below, I attest that I am a duly appointed representative of my organization with authority to commit to the RFP and subsequent agreement's accessibility obligations; and if requested, by completing the attached Voluntary Product Accessibility Template (VPAT), my organization confirms its commitment to accessibility requirements above and invoked by Calbright Community College District.

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Print Name and Signature

Date

Attachment E – RFP 20-001  
PROPOSAL SIGNATURE FORM

Due date for this form is stated on the Key Action Dates section of this RFP.

The undersigned officer, having become familiar with the Request for Proposal, the specifications, the contract terms and conditions, the solicitation conditions, and the instructions for completing the RFP form, hereby offers to provide the products and services described in the RFP.

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

Authorized Signature \_\_\_\_\_

Name of Authorized Signer \_\_\_\_\_

Title \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

Phone Number \_\_\_\_\_ Fax Number \_\_\_\_\_

Email Address \_\_\_\_\_