This solicitation document serves as the written determination of t *Competitive Sealed Proposal for this solicitation is*

[redacted]

[redacted]

Chris Harrison	[redacted]
Purchasing Super4.9 (h)-0.8 (a)-3.	
-451-6560	[redacted]

Any altercations to this document made by the proposer may be grounds for rejection of proposals, cancellation of any subsequent award, or any other legal remedies available to the Sumner County Board of Education.

1. Specification

   The Sumner County Board of Education (SCS) is soliciting responses from qualified firms with demonstrated experience for an IT help desk and customer support system to coordinate and respond to service requests, incidents, inquiries, problems and technology purchases.

   Respondents must address all areas listed on the Bid Form (Attachment A).

   Direct all questions, regarding this proposal, in writing to: Shawn Lance, Manager of Technical Support,

3. Schedule of Events

	May 9, 2019
	May 21, 2019 @ 9:00 a.m. Local Time

4. Delivery of Proposals

Sealed proposals will be accepted until _____. Proposals received after that time will be deemed invalid. Vendors mailing proposal packages must allow sufficient time to ensure receipt of their package by the time specified. SCS shall not accept proposals via electronic transmission such as email, fax, etc. There will be no exceptions. Proposals will be opened and read aloud. The reading of the bids will begin at _____.

Due to the nature of deliveries to the SCS Support Services Facility by carriers such as UPS, FedEx and such like; the proposal package will be accepted if the date and time on the delivery confirmation are indicated to be on or before the Proposal Deadline.

Delivery Address: Sumner County Board of Education
Attn: Purchasing Supervisor
1500 Airport Road
Gallatin, TN 37066

The package containing the proposal must be sealed and clearly marked on the outside of the package:

5. Protests

In the event that any interested party finds any part of the listed specifications, terms or conditions to be discrepant, incomplete or otherwise questionable in any respect; it shall be the responsibility of the concerned party to notify the SCS Purchasing Office of such matters immediately upon receipt of the ITB. All notifications must be sent to the Purchasing Supervisor via email at purchasing@sumnerschools.org.

o (Any actual or prospective P

Attn: Purchasing Supervisor
1500 Airport Road

1	Briefly, describe your firm's history and experience, if any, providing online ticketing systems to K-12 institutions. Include a general overview of the ticketing system provided by the respondent, number of employees, and general services and resources you provide. Include the address of your corporate headquarters as well as any local offices (Tennessee). Is your organization currently involved in any merger, acquisition, organizational restructuring, litigation, or other internal change that may impact your services?	
2	Describe the experience your firm has with online ticketing systems, including systems at institutions whose ticketing needs are similar.	
3	How many employees does your firm have in key service areas?	
4		

31	Ability for agent and end user to open, cancel and close tickets	
32	Ability for agents to re-open previously closed tickets	
33	Allow merging of tickets for duplicate or separate entries which each	

52	Widget support – EU ability to search knowledge base, Live Chat, Contact Form	
53	Supports “gamification”	
54	Installation / Implementation	
55	User / Administration training	
56	Ability to remote connect (within the application) to end user for troubleshooting	
57		

Company Legal Name: _____

Company Official Address: _____

_____

Company Web Site (URL): _____

Contact Person for project administration:

Name: _____

Title: _____

Phone Number: _____(office)

_____(mobile)

Email Address: _____

CONTRACTOR LEGAL ENTITY NAME:	
FEDERAL EMPLOYER IDENTIFICATION NUMBER: (*or Social Security Number*)	

SIGNATURE & DATE: _____

NOTICE: This attestation MUST be signed by an individual empowered to contractually bind the Contractor.

: _____

Agency/Department: _____

Date of Project: _____Dollar Value: _____

Project Manager/Contact: _____

Phone: _____ Email: _____

: _____

Agency/Department: _____

Date of Project: _____Dollar Value: _____

Project Manager/Contact: _____

Phone: _____ Email: _____

: _____

Agency/Department: _____

Date of Project: _____Dollar Value: _____

Project Manager/Contact: _____

Phone: _____ Email: _____

: _____

Agency/Department: _____

Date of Project: _____Dollar Value: _____

Project Manager/Contact: _____

Phone: _____ Email: _____

**Proposers may copy this page and submit additional references*.

Failure to examine any drawings specifications, or instructions will be at the proposer's risk. Any deviation from the stated terms, conditions and specifications must be coordinated with and approved in writing by the SCS Purchasing Supervisor.

ITB SUBMITTAL / SIGNATURE: Proposal shall give the full name and business address of the bidder. If the proposer is a corporation, the name shall be stated as it is in the corporate charter. Proposals must be signed in ink by the proposer's authorized agent. Unsigned proposals will be rejected. Proposals are to be sealed and the outside of the envelope is to reference the ITB number. The person signing the proposal must show their title, and if requested by SCS, must furnish satisfactory proof of his or her authority to bind his or her company in contract. Proposer understands that by submitting a proposal with an authorized signature, it shall constitute an offer to SCS. Proposals must be typewritten or in ink; otherwise they may not be considered. Purchase orders will be issued to the firm name appearing on the W9. Electronic submissions via email, fax, etc. shall not be accepted.

SCS is not responsible for any costs incurred by any vendor pursuant to the ITB. The vendor shall be responsible for all costs incurred in connection with the preparation and submission of its proposal.

All proposers must be in compliance with T.C.A. § 62-6-119 at the time of proposal submission and provide evidence of compliance with the applicable provisions of the chapter before such proposal may be considered.

Proposals are to be received in the location designated in the ITB no later than the specified date and time. Late submissions will NOT be opened or considered.

No erasures permitted. Errors may be crossed out and corrections printed in ink or typewritten adjacent to error and must be initialed in ink by person signing the proposal.

Specifications: Reference to available specifications shall be sufficient to make the terms of the specifications binding on the proposer. The use of the name of a manufacturer, or any special brand or make in describing an item does not restrict the proposer to that manufacturer or specific article, unless specifically stated. Comparable products of other manufacturers will be considered if proof of compatibility is contained in the proposal. Proposers are required to notify SCSs Purchasing Supervisor whenever specifications/procedures are not perceived to be fair and open. The articles on which the proposals are submitted must be equal or superior to that specified. Informative and Descriptive Literature: The proposer must show brand or trade names of the articles proposed, when applicable. It shall be the responsibility of the vendor, including vendors whose product is referenced, to furnish with the proposal such specifications, catalog pages, brochures or other data as will provide an adequate basis for determining the quality and functional capabilities of the product offered. Failure to provide this data may be considered valid justification for rejection of proposal.

Samples: Samples of items when called for, must be furnished free of expense, and if not destroyed will, upon ven(.28 Tw -4 .P D

In order to comply with the provisions of the Tennessee Open Records Act, all proposals will be publicly opened and are subject to public inspection after the award upon written request. Proposers may be present at ITB opening. Summary information will be posted the SCS website, www.sumnerschools.org under the Invitation to Bid link.

SCS reserves the right to reject any and all proposals and to waive any informality in proposals and, unless otherwise specified by the proposers to accept any item in the proposal. Action to reject all proposals shall be taken for unreasonably high prices, errors in the bid documents, cessation of need, unavailability of funds, or any other reason approved by SCS.

Contracts and purchases will be made with the lowest, responsive, responsible, qualified proposer. The quality of the articles to be supplied, their conformity with the specifications, their suitability to the requirements of the Institution, cash discount offered, and the delivery terms will be taken into consideration.

Any deviation from these stated terms, specifications and conditions must be coordinated with and approved in writing by the Purchasing Supervisor.

Prices quoted on the response (if any) are to be considered firm and binding until the said equipment, supplies or services are in the possession of SCS.

SCS reserves the right to order more or less than the quantity listed in the proposal.

If a proposal fails to state a time within which a proposal must be accepted, it is understood and agreed that SCS shall have ninety (90) days to accept.

No purchase or contract is authorized or valid until the issuance of a SCS purchase order in accordance with SCS policy. No SCS employee is authorized to purchase equipment, supplies or services prior to the issuance of such a purchase order.

The contract may not be assigned without written SCS consent.

If the appropriate space is marked on the ITB, other Institutions (such as State, Local and/or Public Agencies) may purchase off the contract during the same period as SCS.

The awarded proposer will be required to post a performance and payment bond in the amount of 25% of the contract price if it exceeds $100,000 as stated by T.C.A. §12-4-201.

If the project cost is in excess of $25,000 a performance bond must be secured by the requesting part in an amount equal to the market improvement value.

. Payment terms must be specified in the proposal, including any discounts for early payment. Partial payments wied by ti (s)10.5 (c)6.n (l)5.1 (us)10. (a)-6.5 (c)6.ns(a)-(0)5.9 (bo) (s)10.4p(s)10.4 (e)9.i(v)29 (y)-8.8 Tc 0.004 Tw 3.9 (n)(e10. (a)

Acceptance of gifts from vendors is prohibited. T.C.A. §12-4-106. The contract documents for purchase under this ITB shall consist of the successful proposer's proposal and SCSs purchase order.