Alabama Community College System & Alabama Higher Education Joint Purchasing Agreement

Letter of Transmittal for Computer Support Systems, Inc. with Regard to Request for Bid # ACCS-2022-01

A. The submitting organization is:
   Computer Support Systems, Inc. 256.355.5973
   3418 Hooper Ln SE 800.925.9860
   Decatur, Alabama 35603

B. Name and title of the person authorized by the organization to contractually obligate the corporation:
   Kenneth N. Maples, President/CEO

C. The name, title and phone number of the person authorized to negotiate the contract on behalf of the organization:
   Kenneth N. Maples, President/CEO
   Tel. 256.355.5973

D. The names, titles and telephone numbers of persons to be contacted for clarification:
   Kenneth N. Maples, President/CEO
   Tel. 256.355.5973
   Dale Garrison, Project Coordinator
   Tel. 256.476.2864

E. The signature on this page is indication of acceptance of the Conditions Governing the Procurement:

   [Signature]

   Kenneth N. Maples, President

   [Date]
   2/10/22

F. CSS Acknowledges receipt of this RFB and is aware of no addendum as of the signing of this document.
Bid Evaluation Submission Form
Vendor Name: Computer Support Systems, Inc. Last Updated: 08 Feb 2022

JPA Website Address: 

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<th>Name(s)</th>
<th>Phone Number(s)</th>
<th>E-mail Address(s)</th>
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<tr>
<td>Primary Contract Executive(s)</td>
<td>Kenneth N. Maples</td>
<td>256.355.5973</td>
</tr>
<tr>
<td>Sr. Account/Sales Manager(s)</td>
<td>Dale Garrison</td>
<td>256.476.2864</td>
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<td>Account/Sales Manager(s)</td>
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<td>(by region if necessary)</td>
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</tr>
<tr>
<td>Technical Support</td>
<td>John Marlow</td>
<td>205.790.6820</td>
</tr>
</tbody>
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**BID INFORMATION INDEX**
Please complete the following form to assist the Evaluation Committee in finding specific information as related to your bid response.

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1.0 Overview and Summary

A. This is the Bid response of Computer Support Systems, Inc. (CSS) to the request for bid ACCS-2022-01. Our response is expressly for the Professional Services portion of the Joint Purchasing Agreement. CSS is a low voltage contractor, specializing in the design and installation of physical cabling infrastructure for voice, data and video networks. We are experts in the field of Cat 5E, Cat 6, Cat 6A, Coax and Fiber Optic cable installation.

B. The reason this falls under the Professional Services portion of this contract is that purchasing the materials associated with our offering does not result in a functioning infrastructure. It is only after proper installation and certification that a functioning network can be warrantied and relied upon. Our staff has the training, experience, and equipment required to ensure the performance levels desired.

C. This bid offering is intended to encompass the entire geographic footprint of the state as it relates to the participating clients of the Alabama Community College System & Alabama Higher Education Joint Purchasing Agreement, listed in 6.1 Appendix A. of the RFB.

D. CSS has reviewed the entire RFB – and agrees to comply with all applicable requirements governing procurement under this contract.

E. Breadth of Offering: CSS will provide, install, certify and warranty Category 5E, Category 6, Category 6A, Coaxial RG-6, and Fiber Optic Cables for Voice, Data, and Video applications. This is accomplished as a Professional Services Offering.

F. All services detailed here will be carried out by CSS employees. CSS will not subcontract, broker or delegate these services. This allows CSS to maintain the highest level of professionalism and control in all areas of service delivery.

2.0 Scope of Offering

Installation of physical infrastructure systems (cabling) in a LAN environment within a customer’s building structure. This includes Category 5E, Category 6, Category 6A and coax copper cables, as well as LAN Fiber Optic Cables.

2.1 Assumptions

CSS will provide, install, test, certify and warranty Category 5E, Category 6, Category 6A, coax copper cables and fiber optic cables for Voice, Data and Video networks. The pricing section of this offering makes certain assumptions with regard to the environment in which the cables are to be installed. For the purposes of our pricing contained herein, the following assumptions are noted.
- Indoor environment.
- Accessible ceiling environment for cable installation; lay-in ceiling tiles or open ceiling.
- Ceiling height not greater than 9'6”.
- No conduit work required.
- Surface mount devices, wiremold, surface boxes are not included.
- Installed cables can be considered ‘Standards Compliant’.

2.2 Pricing Inclusions
Included in the pricing for cabling installation is:
- Appropriate cable, installed not to exceed standards compliant length.
- Outlet device, faceplate, labeling devices.
- An appropriate patch cord for each end.
- Normal work hours only.
- Testing and certification.
- Warranty information.
- Labor for installation of requested cables.

CSS will provide, install, test, certify and warranty Category 5E, Category 6, Category 6A, coax copper cables and fiber optic cables for Voice, Data and Video networks.

3.0 Method of Acquiring and Executing Orders

CSS intends to contact each client organization associated with the JPA to inform them of our capabilities and availability, after award of contract. Any client of the JPA will be able to initiate a request via email to the CSS contact. Within 24 hours of this email, the appropriate CSS contact will communicate with the requestor to schedule a site visit for review of service requirements. After this, a quotation will be generated by CSS, delivered to the requestor. When the requestor then generates a work order, CSS will coordinate work schedule and completion dates with the requestor. CSS will also generate a feedback form for the requestor to evaluate performance of requested work. Upon completion and acceptance of work, CSS will generate an invoice and deliver to the requestor for processing. All of this will be accomplished in accordance with the requirements of this contract.

4.0 Pricing Summary

A. The following section lays out the pricing for the most common types and quantities for cabling installation projects. The price list below covers what we believe will be the most regularly requested services, but does not cover all the services CSS has to offer.

B. The pricing includes all noted assumptions, but does not include the travel adjustments for locations in 6.1 Appendix A of the RFB.
George C. Wallace Community College, Dothan, AL  10%
Wallace State Community College, Hanceville, AL  5%
George Corley Wallace State Community College, Selma, AL  10%

Technical Colleges

J.F. Ingram State Technical College, Deatsville, Al  10%
Reid State Technical College, Evergreen, AL  10%

Military Academy

Marion Military Institute, Marion, AL  10%

Statewide Development Training

Alabama Technology Network (ATN), Montgomery, AL  10%

Other Participating Public Institutions of Higher Education

Alabama Fire College, Tuscaloosa, AL  5%
Alabama State University, Montgomery, AL  10%
Athens State University, Athens, AL  0%
Auburn University-Montgomery, Montgomery, AL  10%
Jacksonville State University, Jacksonville,  5%
AL Troy University, Troy, AL  10%
University of Alabama, Tuscaloosa, AL  5%
University of Alabama Birmingham  5%
University of Alabama Huntsville  0%
University of North Alabama, Florence, AL  5%
University of West Alabama, Livingston, AL  5%

Other Participating Public Institutions K-12

Tuscaloosa County School System  5%

The travel adjustment premium shall be applied to pricing listed in previous sections for MAC and Project work at each location. An example of how this is employed is illustrated in the following section.
4.4 Pricing Determination Example

This section represents the intended method of determining prices for services detailed in CSS’ offering. If a request came in for 17 Category 6 cables to be installed at Alabama Fire college, pricing would be assembled as follows:

4.1B. - Eleven (11) to twenty (20) cables (price per cable) $190.00
Travel adjustment for AFC Tuscaloosa 5%
Travel adjustment per cable (additional cost per cable) $9.50
Adjusted cable price (adjusted price per cable) $199.50
Total price for 17 cables $3,391.50

A quotation generated by CSS would contain all details and relevant information for the scope of service requested, and a pricing section covering the above details for clarity.

4.5 Benefit of Cost Reduction

A. If any component associated with a service request undertaken by CSS is discounted for any reason, CSS will illustrate such pricing difference and pass that savings on to the requesting client organization.
B. If jobsite conditions are determined to be of such a favorable nature that the cost of executing the service in question is reduced below expected levels, CSS will illustrate such differences and pass the reduction to the requesting client organization.

5.0 Reporting

Quarterly usage reporting will be in accordance with the section 3.23 Reporting in the RFB. All emails, quotations, work requests, invoices and relevant documentation will be available for review, if requested.

6.0 Electronic Commerce

CSS does not normally use an e-commerce system due to the nature of our services requiring site visits. Our preferred method of paperwork is through Work Orders and Purchase Orders. We will gladly adapt to a mutually beneficial system if needed.

7.0 Customer Satisfaction

CSS has always gone the extra mile to achieve the greatest customer satisfaction. In an environment that sees many fly-by-night companies come and go, CSS has just celebrated 30 years in business! We will create a customer satisfaction platform for the submission of comments and suggestions and
incorporate it into the quarterly reporting if desired. We will seek feedback on every work request and strive to improve our offerings at every turn.

8.0 Availability of Technical Support and Primary Contacts

Technical support is available 24 hours a day by calling one of the representatives listed here.

Dale Garrison, Project Coordinator  256.476.2864  dgarrison@cssinc.net
John Marlow, RCDD  205.790.6820  jmarlow@cssinc.net
Kenneth N. Maples, President  256.355.5973  kmaples@cssinc.net

9.0 Problem Resolution

A. Any problem of a technical nature can be addressed by emailing or calling one of the above listed contacts. Response will come within one business day. CSS will bring in manufacturers, distributors or other resources as necessary to resolve any technical issue, coordinating with the requestor.

B. Any problem of a personnel or professional nature can be addressed by emailing or calling one or all of the above listed contacts. Response will come within one business day.
10.0 References

Current References for CSS, Inc.

**Remington Outdoor Company** – Huntsville, Alabama  
Contact - Scott Cool  
315.868.9567

**Raytheon Company** – Huntsville, Alabama  
Contact - Tim Todd  
256.585.4585

**Aerojet Rocketdyne** – Huntsville, Alabama  
Contact - David Marek  
228.813.1543

**Radiance Technologies** – Huntsville, Alabama  
Contact - Scott Dublin  
256.704.3400

**Howard Technology Solutions** – Ellisville, Mississippi  
Contact - Stephen Skillman  
205.530.4198

**Redstone Federal Credit Union** – Huntsville, Alabama  
Contact - Robert Ahlschlager  
256.722.8394

**University of Alabama (Huntsville)** – Huntsville, Alabama  
Contact - Jay Marshall  
256.527.9564

**Lauderdale County School System** – Athens, Alabama  
Contact - Mark Wilson  
256.762.9606

**Syndesi Solutions** – Huntsville, Alabama  
Contact - Paul Gibbs  
256.431.7446

**C2 Technology Systems, L.L.C.** – Birmingham, Alabama  
Contact - Christopher A. Shirley  
205.776.2660

**Time, Inc.** – Birmingham, Alabama  
Contact - Glenn Stewart  
205.445.6966

**Spire** – Birmingham, Alabama  
Contact - Brad Walker  
205.326.8499

**CB&T Bank** – Guntersville, Alabama  
Contact - Sam Pate  
256.505.4600

**Cook’s Pest Control** – Decatur, Alabama  
Contact - Eric Gaines  
256.654.3115

**Calhoun Community College** – Decatur, Alabama  
Contact - Alan Kelly  
256.710.9903

**National Bank of Commerce** – Birmingham, Alabama  
Contact - Keith Anderson  
205.432.8490

All information contained herein is considered company confidential and is not to be disclosed to any party other than intended recipients, as it may contain intellectual property or methodology considered proprietary, or otherwise be the property of CSS, Inc., without the express written permission of the document originator.
Corporate Information Package
2022
Pre-Construction Services
-Consulting
-Design
-Bid process management

Construction Services
-Installation of copper and fiber optic structured cabling
-Installation of cabling pathways (cable tray, conduit, supports)
-Project management
-Full electrical contracting services

Post Construction Services
-Moves, adds, and changes (MAC)
-Upgrades and renovations
-Network analysis
-Troubleshooting / repair
Products and Services

Computer Support Systems offers a variety of communication-related products and services. We can design and implement a solution to meet each customer’s need. As a ‘full service’ company, we believe your needs are on this list.

**Twisted Pair Cable Installations**
- Voice & Data Cabling
- Voice & Data Patch Panel Installation
- Cross Connection of Voice Systems
- Extensions of Demarcation Points
- Patch Cable Installations
- Riser Backbone Design & Installation
- Vertical & Horizontal Cable Management
- Labeling & Documentation
- Termination & Certification thru Category 6A
- EIA / TIA 568 Standards Compliance
- Open Rack Buildouts

**Fiber Optic Cable Installations**
- Multimode & Singlemode Fiber
- OTDR Testing
- Fiber Jumper Cables
- Fiber Optic Transceivers
- Fiber to the Desktop
- Fiber Optic Patch Panel Installation
- Fiber Optic Terminations
- Fusion and Mechanical Splicing
- Outside Plant Fiber Installation
- Innerduct Systems
- Riser Backbone Design & Installation
- Fiber to Copper Media Adapters

**Data Centers**
- Communication Grounding Systems
- Labeling & Documentation
- UPS Sizing & Installation
- Electrical Power Installation
- Data Rack & Cabinet Installation
- Voice & Data Panel Layout
- Overhead Raceway Design & Installation
- Vertical & Horizontal Cable Management
- Under Floor Trough Systems
- Patch Cable Installation
- Surge Protection Installation

**Paging and Intercom Systems**
- Automatic Paging Systems
- Installation of All Size Systems
- Complete System Maintenance
- Evacuation and Emergency Paging
- Complete System Design and Installation
- 1-99 Zone Paging
- Office, Industrial and Retail Environments
- 24 and 70 Volt Systems

**Electrical Installation Services**
- Complete Electrical System Installation
- Generator Sizing & Installation
- UPS Sizing & Installation
- Surge Protection Sizing & Installation
- Conduit System Design & Installation
- Grounding System Design & Installation
- Data Center Power
- Modular Furniture Power Installation
- Outside Plant Design & Installation
- Lighting Maintenance & Service
Professional Installation Services

Construction Site Initial Installations
- Professional appearance
- Professional Conduct
- Cleanliness
- Safety Oriented

Occupied (Active) Environment Installations
- Prompt
- Courteous
- IT Professionals
- Clean

Each day we come into contact with customers and the general public. Every member of the CSS team takes this contact very seriously. CSS strives to achieve ‘invisibility’ in active environments.
Manufacturer Relations and Certifications

In an industry that normally sees contractors forming alliances with one manufacturer, CSS has an extensive history and certification with many manufacturers of connectivity products. This means CSS has earned the trust of multiple manufacturers, who stand behind our expertise and experience with their extended warranties. We are proud to partner with these manufacturers.
Unique Environments
Markets have different regulatory, statutory and standards requirements placed on them.

- **Financial Institutions** - federal regulations limit ‘downtime’ and security.
- **Health Care** - ‘Joint commission’ and HIPAA compliance.
- **Manufacturing** - physical / safety restrictions.
- **Food service** - strict cleanliness constraints.
- **Government** - strict security requirements.

We keep abreast of these requirements, and ensure compliance with ALL codes, standards and related requirements for the associated environment.
Design / Consulting Services
At CSS, we know what decisions you face in determining the course of your network infrastructure project. More importantly, we know how to avoid the myriad of mistakes and pitfalls that arise during the design phase. It is critical that a communications industry professional be involved in your network design.

Our years of experience have given us insight into the world of networking that we can put to work for you. Our industry professionals can analyze your unique network infrastructure requirements. We have successful designs under our belt in the following markets:

- Manufacturing
- Government Facilities
- Automotive Plants
- Single- and Multi-Tenant Buildings
- Multi-Structure Campuses
- Healthcare and Hospital Facilities
- Financial Institutions
- Education

There is not a ‘one size fits all’ solution for the above mentioned market segments. Each has unique requirements and we are up to date on ALL the technology developments concerning physical infrastructure design. We actively pursue information regarding advancements in technology, in order to help our clients make the most informed decisions. We are fully aware that future industry developments are as important as current procedures and techniques. Our design process takes all this into account, providing our clients with the highest level of ‘future proofing’ available.
A Properly Designed and Installed Network Infrastructure

- Increases ‘MTBF’
- Increases ‘lifespan’
- Reduce ‘MAC’ work
- Reduce recurring maintenance costs

By discussing your needs, and analyzing your unique growth requirements, we can create a network infrastructure that embodies our ‘Do it once, Do it right’ philosophy.

Regain Control of Your Existing Network

CSS professionals can provide thorough documentation on existing networks. A network that is functioning very well can still be out of control. If your network’s physical infrastructure is not properly documented, you may have a ticking time bomb on your hands. We can help you take a more proactive role in staving off disaster. By providing several different types of documents through our Network Analysis services, we can provide in depth information on every aspect of your network. We also have the capability to provide you with effective infrastructure management tools, enhancing your level of control over your network. Our approach to Network Analysis is considerably different than the traditional usage of the term. We can perform a unique analysis of your network, and rate your network in the following areas.

* Physical Security
* Transmission Quality
* Fire rating
* Durability
* Aging
* Maintenance
* Consistency

We will then work with you to create and implement a plan for moving forward into an era of confident networking.
References

**Remington Outdoor Company** – Huntsville, Alabama
Contact – Matt Brewer 256.327.2445

**Raytheon Company** – Huntsville, Alabama
Contact - Tim Todd 256.585.4585

**Aerojet Rocketdyne** – Huntsville, Alabama
Contact - David Marek 228.813.1543

**Radiance Technologies** – Huntsville, Alabama
Contact – Bill Johnson 256.701.0110

**Howard Technology Solutions** – Ellisville, Mississippi
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**University of Alabama (Huntsville)** – Huntsville, Alabama
Contact - Jay Marshall 256.527.9564

**Lauderdale County School System** – Athens, Alabama
Contact - Mark Wilson 256.762.9606

**Spire** – Birmingham, Alabama
Contact - Brad Walker 205.326.8499

**Cook’s Pest Control** – Decatur, Alabama
Contact - Eric Gaines 256.654.3115

**Calhoun Community College** – Decatur, Alabama
Contact - Alan Kelly 256.710.9903