





Corporate Headquarters
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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:
- F. 
Kenneth N. Maples, President
- 
Date
- G. 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:

	Name(s)	Phone Number(s)	E-mail Address(s)
Primary Contract Executive(s)	Kenneth N. Maples	256.355.5973	kmaples@cssinc.net
Sr. Account/Sales Manager(s) (by region if necessary)	Dale Garrison	256.476.2864	dgarrison@cssinc.net
Account/Sales Manager(s) (by region if necessary)			
Technical Support	John Marlow	205.790.6820	jmarlow@cssinc.net

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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Value Added Services		
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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 warranted 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%
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Statewide Development Training

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



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Corporate Information Package

2022





Pre-Construction Services

- Consulting
- Design
- Bid process management



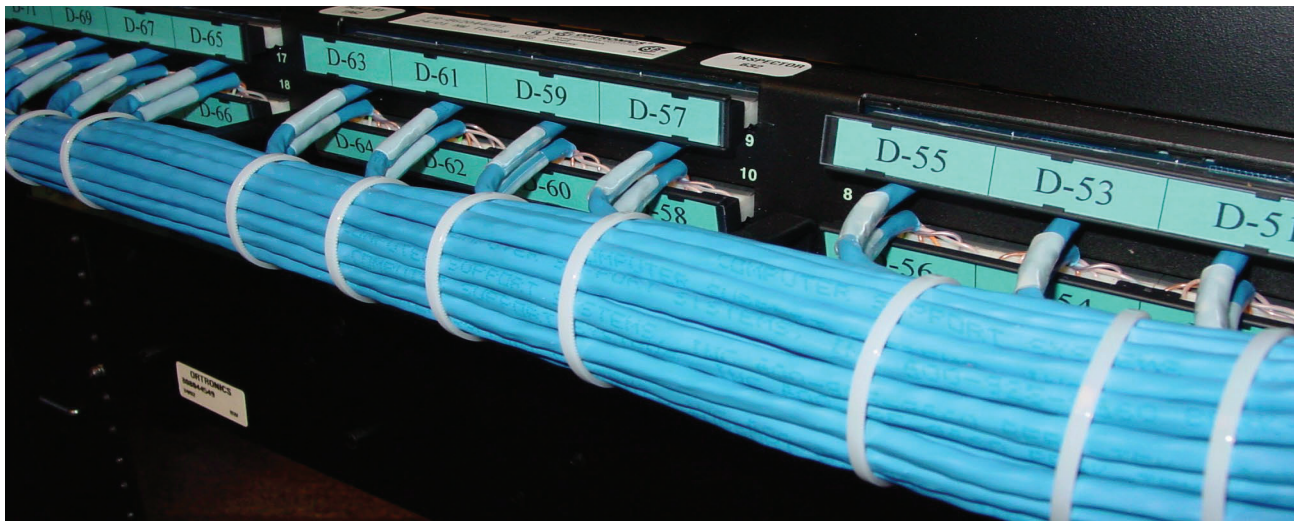
Construction Services

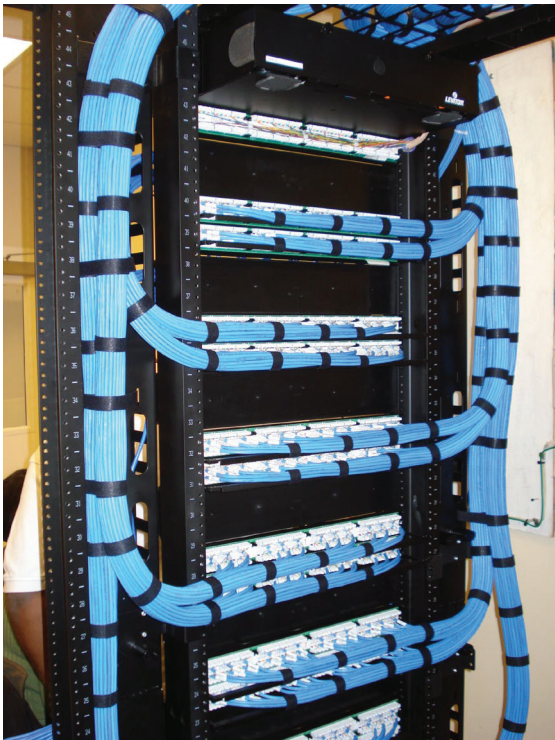
- Installation of copper and fiber optic structured cabling
- Installation of cabling pathways (cable tray, conduit, supports)
- Project management
- Full electrical contracting services



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

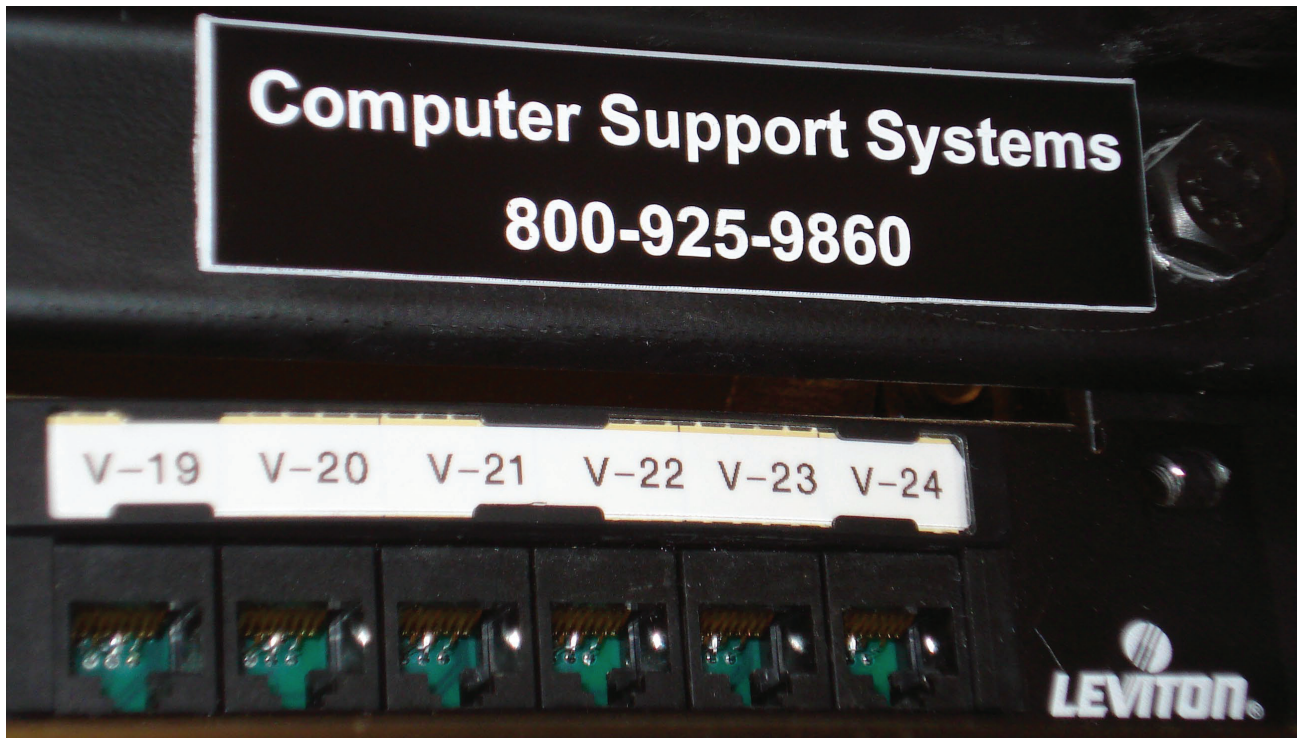
Occupied (Active) Environment Installations

- 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.



CHATSWORTH PRODUCTS, INC.
An Employee-Owned Corporation



CORNING





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.



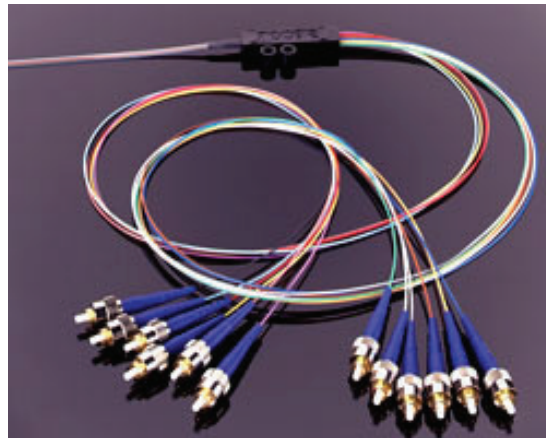
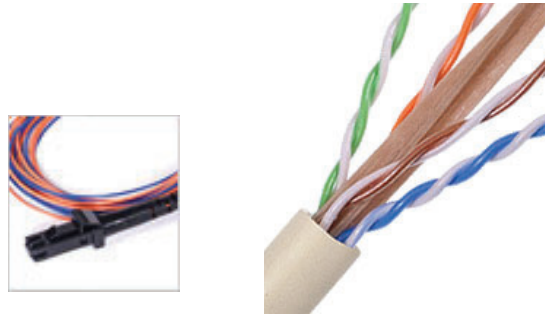


Design / Consulting Services

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.

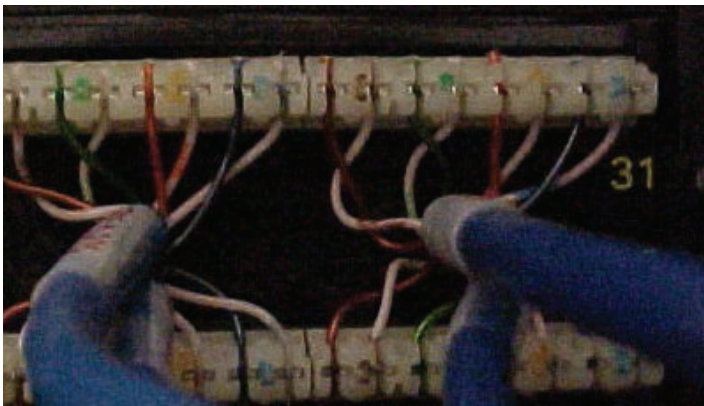
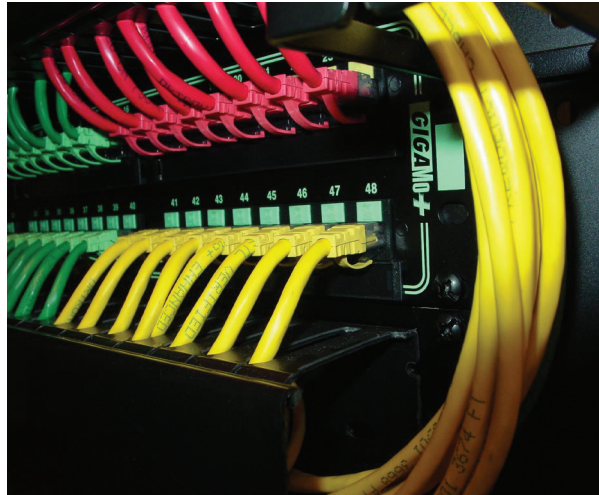
Regain Control of Your Existing Network

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.





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