



FULLY EXECUTED - REPRINT
Purchase Order No: 4300178231
Original PO Effective Date: 07/01/2009
PO Issue Date: 07/10/2009

Your SAP Vendor #: 120630

Please Deliver To:
INFORMATION SYSTEMS
333 MARKET St 13TH FLOOR
HARRISBURG PA 17126-0333 US

Supplier Name/Address:
CENTRAL SUSQUEHANNA INTERMEDIATE UNIT
CENTRAL SUSQUEHANNA INTERMEDIATE
90 LAWTON LN
MILTON PA 17847-9756 US

Please Bill To:
Commonwealth of Pennsylvania - PO Invoice
PO Box 69180
Harrisburg, Pennsylvania 17106

Supplier Phone Number: 570-523-1155

Purchasing Agent

Name: Cathy Anderson
Phone: 717-783-9792
Fax: 717-705-2917

Purchase Order Description:
16 EPO CSIU PIMS Help Desk

This Purchase Order is comprised of: The above-referenced Solicitation, the Suppliers Bid or Proposal, and any documents attached to this Purchase Order or incorporated by reference.

Suppliers must provide four mandatory elements on PO invoices: PO Number, Invoice Date, Invoice Number, and Invoice Gross Amount. Failure to comply will result in the return of the invoice. Additional optional information such as supplier name, address, remit to information and PO Line Item information will improve invoice processing.

Item	Material/Service Desc	Qty	UOM	Delivery Date	Net Price	Price Unit	Total
1	Administrative Services	8,333.320	Each	07/01/2009	1.00	1	8,333.32
	<p>Item Text This is a not to exceed budget amount in a draw down account to cover all costs related to administration and overhead of this project, as described in the attached Statement of Work. Costs are based on \$2,083.33 per month for a four month period.</p>						
2	Backlog Reduction	5,775.000	Each	07/01/2009	1.00	1	5,775.00
	<p>Item Text This is a not to exceed budget amount in a draw down account to cover all costs related to backlog reduction, as described in the attached Statement of Work. This cost is based on \$1,443.75 per month for a four month period.</p>						

Information:

Total Amount:
SEE LAST PAGE FOR TOTAL OF ALL ITEMS

Currency: USD

Supplier's Signature _____
Printed Name _____

Title _____
Date _____



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UNIT

Item	Material/Service Desc	Qty	UOM	Delivery Date	Net Price	Price Unit	Total
3	Application & Data Analysis	186,666.640	Each	07/01/2009	1.00	1	186,666.64
Item Text This is a not to exceed budget amount in a draw down account to cover all costs related to applications and data-analysis support desk as described in the attached Statement of Work. This cost is based on a charge of \$46,666.66 per month for a four month period.							
4	Call Center Technology	14,333.280	Each	07/01/2009	1.00	1	14,333.28
Item Text This is a not to exceed budget amount in a draw down account for all costs related to 800 call center technology for 12 telephone lines for a period of four months. It is based on: Installation and rental @ \$391.66/month Phone line usage fees @ \$2,500/month Purchase and installation of call recording and monitoring equipment and software @ \$691.66/month.							

General Requirements for all Items:

Header Text

This purchase order represents an Emergency Purchase with Central Susquehanna Intermediate Unit to provide Help Desk Services for the PA Information Management System (PIMS) as described in the attached statement of work. The term of this document shall be upon final approval for a period of 120 days with the possibility of an additional 60 days, if Department of Education determines additional time is needed to find a more permanent solution.

No further information for this PO.

Information:

Total Amount:

215,108.24

Currency: USD

Specifications for CSIU Technology Services to be Provided

CSIU Technology Group will provide client support and management staff to implement the on-going delivery of Applications and Data-Analysis Support Desk (ADSD) services for the Pennsylvania Information Management System (PIMS) and the PAMSecureID System, as specified below.

<i>Service</i>		<i>For 12 phone lines</i>	<i>For 23 phone lines</i>
Administration	<ul style="list-style-type: none"> • Accounting, bookkeeping, insurance, legal costs • Administrative oversight and management • Maintain 800-line telephone support system 	\$25,000	\$25,000
Backlog Reduction	Provide two (2) full-time temporary staff to provide LEA outreach and reduce backlog of client-request tickets	\$17,325	\$17,325
Applications and Data-Analysis Support Desk (ADSD)	Employ 7 FTE full time Identify, train, and manage staff Manage and monitor system effectiveness <ul style="list-style-type: none"> • Evaluate client-request information and support statistics in order to redesign Applications and Data-Analysis Support Desk (ADSD) processes for greater efficiency • Analyze and modify ADSD processes to accommodate PDE decisions and changes in LEA issues and requests Consult and liaise with PDE regarding dominant LEA issues for various data submissions Recommend content for and provide LEA webinar training Make recommendations regarding documentation changes Provide staff for the following functions: <ul style="list-style-type: none"> • Answer questions regarding PIMS applications, web sites, and processes • Advise LEAs regarding system error messages and identifying specific problems • Analyze LEA data in order to assist LEAs in resolving problems • Communicate system technical issues to PDE staff • Re-evaluate and update existing content of Remedy knowledge base • Add new content to Remedy knowledge base 	\$560,000	\$560,000
800 Call Center Technology	Estimated cost of installing and renting phone lines	\$4,700	\$7,900
	Estimated phone line usage fees	\$30,000	\$45,000
	Cost of purchasing and installing call recording and monitoring equipment and software	\$8,300	\$8,300
Totals		\$645,325	\$663,525

PIMS Help Desk
Statement of Work

The PIMS Help Desk established at CSIU must achieve these goals:

- Provide operational PIMS Help Desk including:
 - Touchback & schedule next business day (Tier 1)
 - Scheduled Detail help (Tier 2)
 - No busy signal – never
 - Escalate tickets that cannot be scheduled within one week
- Remunerate CSIU for extra temporary help requested by PDE.
- Provide 7 FTE full time. There may be an opportunity to use state rates.
- Coordinate shared information including:
 - Knowledge base information (PDE)
 - CSIU Info Base
- Provide Reporting Measures (CSIU and PDE)
 - Monthly Agent Report (CSIU)
 - Monthly Split Report (CSIU)
 - Remedy Reports (PDE)
 - Remedy Open Tickets
 - Remedy Time to Close
 - Customer survey's (issue and summarize weekly)