



## FULTON COUNTY PURCHASING DEPARTMENT

REQUEST FOR QUOTE NUMBER: 07SC58737YB-MW  
BE RECEIVED UNTIL WEDNESDAY, OCTOBER 31, 2007 AT 2:00 P.M.

DESCRIPTION: IT TECHNICAL LEARNING & ONLINE COURSES

Return to:  
FAX QUOTES ARE ACCEPTABLE  
(404) 893-1733

Fulton County Purchasing Department  
Public Safety Building, Suite 1168  
130 Peachtree Street, S.W.  
Atlanta, Georgia 30303  
(404) 730-5800

PLEASE DISREGARD ANY REFERENCE TO THE TERMS "BID" OR "BID OPEN DATE" ON ANY PAGES INCLUDED WITH THIS REQUEST FOR QUOTE. ANY QUESTIONS REGARDING PURCHASING PROCEDURES OR THE SPECIFICATIONS SHOULD BE ADDRESSED ONLY TO THE PURCHASING CONTACT PERSON.

CONTACT NAME: MAE EVA WESLEY	E-Mail Address : <a href="mailto:mae.wesley@fultoncountyga.gov">mae.wesley@fultoncountyga.gov</a>	Telephone Number: 404-730-5817
---------------------------------	--	-----------------------------------

All information requested on this sheet must be completed. The signature block and related information on each quote sheet must also be completed. Unless specifications indicate "NO SUBSTITUTE", items determined by Fulton County to be "EQUAL OR BETTER" will be given full consideration. All prices QUOTED must be "FOB DELIVERED" unless otherwise requested, and must be submitted in the format requested. The County reserves the right to cancel the solicitation and to reject any or all quotes in whole or in part and is not bound to accept any quote if rejection of that quote is determined to be contrary to the best interest of the County.

Company Name:

Company Address:

City	State	Zip Code
------	-------	----------

Telephone Number:	Fax Number:	E-Mail Address:
-------------------	-------------	-----------------

RESPONSES MUST BE DELIVERED TO THE PURCHASING OFFICE BY THE DATE INDICATED.

Person submitting QUOTE: (Please Print)	Date
---	------

Title

\*Signature of the person submitting QUOTE:

\*This person has binding authority to sign contracts on behalf of the responding company. By signing this form and all attachments, vendor agrees that their quote is an offer to sell. All respondents shall comply with all Fulton County purchasing laws, policies, and procedures, as well as relevant state and federal laws— including compliance with EEOC hiring guidelines and requirements under the Americans with Disabilities Act.

NO BID [ ] REASON \_\_\_\_\_

**REQUEST FOR QUOTE 07SC58737YB-MW  
GENERAL TERMS AND CONDITIONS**

The following provisions are hereby made a part of this Request for Quote. Any contract or purchase order awarded as the result of this request shall be governed by these General Terms and Conditions. By signature in the space provided for vendor in these documents, vendor agrees to furnish the product(s) and/or service(s) pursuant to these conditions. The signed form must be submitted with your bid. Failure to do so may result in your bid being found non-responsive.

1. **GENERAL.** These provisions are standard for all Fulton County contracts. The County may delete or modify any of these standard provisions for a particular contract or purchase order by indicating a change in the special instructions or provisions. **Any vendor accepting a purchase order award as the result of this request agrees that the provisions included within this Request for Quote shall prevail over any conflicting provision within any standard form contract of the vendor.**
2. **SUBMISSION OF RESPONSES.** Responses may be submitted for quotes on the Vender Self Service system at [www.fultonvendorservice.co.ga.us](http://www.fultonvendorservice.co.ga.us), fax or in person. Responses must be delivered to the Purchasing Office by the date indicated on the Request for Quote cover sheet. Quotes will be received until 2:00 p.m. on the date indicated. Quotes should be submitted on the forms provided by the County. Quotes must be signed by an authorized employee, if submitted a hard copy.
3. **AMENDMENTS TO THE REQUEST FOR QUOTE.** Any amendment to pricing is valid only if in writing and issued by the County.
4. **NO BID.** Persons desiring not to submit a quote should return the acknowledgement marking it "No-Bid", not later than the stated submittal deadline.
5. **NON-COLLUSION.** Bidder certifies that this bid is made without prior understanding, agreement or connection with any other corporation, firm or person submitting a bid for the same work, labor or service to be done or the supplies, materials or equipment to be furnished and is in all respects fair and without collusion or fraud. Bidder further understands collusive bidding is a violation of state and federal law and can result in fines, prison sentences and civil damage awards. Bidder agrees to abide by all conditions of this bid and certifies that person signing is authorized to sign this bid or proposal for the bidder.
6. **CONFLICT OF INTEREST.** Vendor stats that no County officer or employee, nor any business entity in which they have an interest: a) Has an interest in the contract awarded; b) Has been employed or retained to solicit or aid in the procuring of the resulting contract; c) Will be employed in the performance of such contract without immediate disclosure of such fact to the County.
7. **BASIS OF AWARD.** The County shall award to the overall lowest responsible and responsive vendor complying with the provisions of the Request for Quote. The following criteria may be considered by the County in selecting the most advantageous quote: a) Ability to perform the service required within the specified time; b) Conformance to specification; c) The quality of performance in previous contracts; d) Financial ability to perform the contract; e) Item pricing; f) vendor references. The County reserves the right to cancel the solicitation and to reject any or all quotes in whole or in part and is not bound to accept any quote if rejection of that quote is determined to be contrary to the best interest of the County.
8. **SAMPLES.** Samples of items when required, must be furnished free of expense to the County and upon request, be returned to the Vendor at the Vendor's expense. Samples of selected items may be retained for comparison purposes.

RESPONDENT ACKNOWLEDGES HAVING READ, UNDERSTAND AND AGREES TO COMPLY WITH THE ABOVE STATEMENTS AND IS AUTHORIZED TO SIGN CONTRACTS ON BEHALF OF THE RESPONDING COMPANY

COMPANY: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_

NAME: \_\_\_\_\_ TITLE: \_\_\_\_\_ DATE: \_\_\_\_\_

**REQUEST FOR QUOTE NO. 07SC58737YB-MW****OPENING DATE: 10/31/07 AT 2:00 P.M.**

9. **BRAND NAME SPECIFICATIONS AND APPROVED EQUIVALENTS.** Unless otherwise specified, manufacturer's names, trade names, brand names, information and/or catalog numbers listed in the specifications are intended only to identify the quality and characteristics desired. They are not intended to limit competition. The Vendor may offer any equivalent product which meets or exceeds the specifications. If quotations are based on equivalent products, the quote must: a) Indicate the alternate manufacturer's name and catalog number; b) Include complete descriptive literature and/or specifications; c) Include proof that the proposed equivalent will meet the specifications. The County reserves the right to be the sole judge of what is equal and acceptable to meet its needs in all respects. If Bidder fails to name a substitute, goods identical to the published standard must be furnished.
10. **INDEMNIFICATION.** Contractor/Vendor hereby agrees to release, indemnify, defend and hold harmless the County, it's Commissioners, officers, employees, subcontractors, successors, assigns and agents from and against any and all losses (including death), claims, damages, liabilities, costs and expenses (including but not limited to all actions, proceedings, or investigations in respect thereof and any outcome of any such action, proceeding, or investigation), caused by, relating to, based upon or arising out of any act or omission by contractor, it's directors, officers, employees, subcontractors, successors, assigns or agents, or otherwise in connection with it's acceptance, of the performance, or nonperformance, of it's obligations under this agreements.
11. **TAXES.** Fulton County is exempt from the State of Georgia sales tax and exemption certificate will be furnished upon request.
12. **DELIVERY.** All prices must be FOB Destination, unloaded inside and assembled unless otherwise indicated.
13. **RIGHTS AND REMEDIES OF COUNTY FOR DEFAULT.** If any item furnished by the Vendor fails to conform to specifications, or to the sample submitted by the Vendor, the County may reject it. Upon rejection, the Vendor must promptly reclaim and remove such item without expense to the County, and shall immediately replace all such rejected items with others conforming to such specification and samples. If the Vendor fails to do so, the County has the right to purchase in the open market a corresponding quantity of any such items and to deduct from any monies due the Vendor the difference between the prices named in the purchase order and the actual cost to the County. If the Vendor fails to make prompt delivery of any item, the County has the right to purchase such item in the open market and to deduct from any monies due the Vendor the difference between the prices named in the purchase order and the actual replacement cost to the County. The rights and remedies of the County identified above are in addition to any other rights and remedies provided by law or under the purchase order.
14. **INVOICES AND PAYMENT TERMS.** Invoices are to be mailed to the County department specified on the resulting purchase order or master agreement. All invoices must include the purchase order number or master agreement number. Failure to comply may result in delayed payments. The County payment terms are Net 30 days unless a cash discount is allowed for payment within not less than twenty (20) days. The payment term shall begin on the date the merchandise is inspected, delivered and accepted by the County and the correct invoice is received in the office specified on the purchase order.
15. **LEGAL REQUIREMENTS.** Federal, State, County and local ordinances, rules and regulations, and policies shall govern development, submittal and evaluation of quote and disputes about quotes. Lack of knowledge by any Vendor about applicable law is not a defense.

RESPONDENT ACKNOWLEDGES HAVING READ, UNDERSTAND AND AGREE TO COMPLY WITH THE ABOVE STATEMENTS AND IS AUTHORIZED TO SIGN CONTRACTS ON BEHALF OF THE RESPONDING COMPANY.

COMPANY: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_  
NAME: \_\_\_\_\_ TITLE: \_\_\_\_\_ NAME: \_\_\_\_\_

REQUEST FOR QUOTE NO. 07SC58737YB-MW  
OPENING DATE: 10/31/07 2:00 P.M.

- 16. **ASSIGNMENT.** Any purchase order awarded shall not be assignable by the Vendor without the express written approval of the County, and shall not become an asset in any bankruptcy, receivership or guardianship proceedings.
- 17. **REJECTION OF BID.** Bids may be considered irregular and may be rejected if they show omissions, alternations of form, additions not called for, conditions, limitations, unauthorized alternate bids or other irregularities of any kind. The County reserves the right to waive minor technicalities or irregularities of bid.
- 18. **TERMINATION.** In the event any of the provisions of the purchase order are violated, the County may serve written notice of its intention to terminate the purchase order. Such notice will state the reason(s) for such intention, and unless within ten (10) days after serving notice upon the contractor, such violation has ceased and satisfactory arrangements for correction made, the purchase order shall, upon expiration of ten (10) days, be terminated. Further, the County reserves the right to terminate for its convenience any purchase order in whole or in part upon giving thirty (30) days prior written notice to the other party.
- 19. **DEBARMENT.** If a Bidder is presently debarred, suspended, proposed for debarment, declared ineligible, or otherwise excluded from doing business with any government agency which prohibits your firm from participating in any procurement, the Bidder must provide the County with that information as part of its response to this solicitation. Failure to fully and truthfully provide the information required, may result in the disqualification of your bid from consideration or termination of the purchase order, once awarded.
- 20. **RIGHT TO PROTEST.** Any actual or prospective Bidder who is aggrieved in connection with a solicitation or award of a contract/purchase order must submit its protest in writing to the Director of Purchasing, 130 Peachtree St. S.W., Suite 1168, Atlanta, GA 30303. A protest must be submitted to the Director of Purchasing in writing within 14 days after such aggrieved entity knows or should have known of the solicitation, the award of contract/purchase order to another or other acts giving rise to a protest. An oral protest or a protest to an official, employee, user department, or other person apart from the Director of Purchasing does not comply with Fulton County Code Section 2-324 and does not toll the protest time period.

**SIGNATURE BELOW IS THAT OF A PERSON AUTHORIZED TO SIGN CONTRACTS FOR THE QUOTING COMPANY WHO HAS READ, UNDERSTANDS, AND AGREES TO COMPLY WITH THE ABOVE GENERAL TERMS AND CONDITIONS.**

COMPANY: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_

NAME: \_\_\_\_\_ TITLE: \_\_\_\_\_ DATE: \_\_\_\_\_

**THIS SIGNED FORM MUST BE SUBMITTED WITH YOUR BID. FAILURE TO DO SO MAY RESULT IN YOUR BID BEING FOUND NON-RESPONSIVE.**

**REQUEST FOR QUOTE SPECIFICATIONS  
QUOTE NUMBER: 07SC58737YB-MW  
OPENING DATE: 10/31/07 AT 2:00 P.M.**

**IT TECHNICAL LEARNING & ONLINE COURSES  
INFORMATION TECHNOLOGY**

**1. DESCRIPTION**

The Fulton County Purchasing Department is soliciting quotes from qualified vendors to provide the Information Technology Department with Technical Learning and Leadership Online Courses.

**2. CONTACT PERSON**

Please contact Procurement Officer, Mae E. Wesley at 404-730-5817 or by email [Mae.wesley@fultoncountyga.gov](mailto:Mae.wesley@fultoncountyga.gov) with any procedural or technical questions. All questions should be submitted in writing to the Purchasing contact person. Any responses made by the County will be provided in writing to all Bidders by addendum. No verbal responses shall be authoritative.

You must be registered in the County's AMS System in order for the Department of Purchasing & Contract Compliance to issue your company a Purchase Order or to receive payments. If you are not a registered vendor you may access and complete the vendor application via the County's Vendor Registration website ([www.fultonvendorselfservice.co.fulton.ga.us](http://www.fultonvendorselfservice.co.fulton.ga.us)). If your company is a registered vendor, you can respond to all quotes on line and in real time on this website.

**3. PRODUCT/SERVICE SPECIFICATIONS**

Fulton County will look to purchase the following:

Get Abstract Book Summaries – 10  
Developing Leaders – 10  
Developing Managers – 10  
Management Transitions – 10  
Developing Organizational Initiatives – 10  
Stepping up to Management – 10  
Grammar and Business Writing Courses -10

**REQUEST FOR QUOTE NO. 07SC58737YB-MW**  
**OPENING DATE: 10/31/07 AT 2:00 P.M.**

The bidder shall list on a separate sheet of paper any variations from, or exceptions to, the conditions and specifications on this bid. This sheet shall be labeled "Exceptions to Bid Conditions" and shall be attached to quote.

Respondent must provide the following information;

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

Contact Person: \_\_\_\_\_

Street Address: \_\_\_\_\_

A/C and Telephone: \_\_\_\_\_

Any award made as a result of this quote shall be for the remainder of the calendar year 2007.

**Point of Contact:**

Please contact **Mae E. Wesley, Procurement Officer at (404) 730-5817** with any procedural or technical questions. All such contacts shall be in writing and submitted through the Department of Purchasing.

4. **SPECIAL CONDITIONS/INSTRUCTIONS**

**General Requirements:**

The vendor shall list on a separate sheet of paper any variations from or exceptions to the conditions and specifications of this request for quote.

This sheet shall be labeled "Exceptions to Quote Conditions" and shall be attached to the quote.

**Vendors not providing quote pricing on the exact items(s) listed in these specifications must provide literature, brochure, drawing, etc., that clearly demonstrates the proposed item(s) is equal. Any bidder that is not compliant in providing the exact items listed or the requested information shall be deemed as a non-responsive quote.**

No person, firm or business entity, however situated or composed, obtaining a copy of or responding to the solicitation shall initiate or continue any verbal or written communications regarding this solicitation with any county officer, elected official, employee, or designated county representative between the date of the issuance of this

solicitation and the date of the final contract award by the authorized and permitted by the terms and conditions of this solicitation.

**REQUEST FOR QUOTE NO. 07SC58737YB-MW**  
**OPENING DATE: 10/31/07 AT 2:00 P.M.**

All verbal and written communications initiated by such person, firm or entity regarding this solicitation, same are authorized and permitted by the terms and conditions of this solicitation shall be directed to Mae E. Wesley at 404-730-5817. Any violation of this prohibition or the initiation or continuation or verbal or written communications with county officers, elected officials, employees or designated county representatives shall result a written finding by the purchasing agent that the submitted quote of the person, firm or entity in violations is not responsive and same shall not thereafter be considered for award.

**5. PRICING SHEETS**

**Quote Pricing and Format:**

Show information and prices in the format requested. Prices are to be quoted F.O.B. Destination, and shall include all costs changeable to the contractor in executing the purchase order, including taxes. Unless otherwise provided in the purchase order. Fulton County shall have no liability for any cost not included in the price. The contractor shall provide Fulton County the benefit through a reduction in price of any decrease in the contractor's costs by reason of any tax exemption based upon Fulton County's status as a Tax-Exempt Entity.

**Information Technology Department Requirements**

Fulton County is looking to purchase subscriptions of the on-line Element K Technical Library and Management Leadership courses as outlined below:

1. Fulton County will need to purchase subscriptions for a 12 month period, beginning January 1, 2008 – December 31, 2008
2. Must be able to retain employee records (transcripts, bookmarks and bookshelf) for the past 4 years that are part of the Element K site. If there is a fee to transfer records, please include charge to do so.
3. Training Modalities: students need to have multiple options for learning. They need to be able to have self-study courses that will simulate the software environment using an interactive multimedia format.
4. Students also need to have access to instructor led courses that take place in threaded message boards where instructors who are subject matter experts, provide instruction by posting lessons, assignments, quizzes and labs.

**REQUEST FOR QUOTE NO. 07SC58737YB-MW**  
**OPENING DATE: 10/31/07 AT 2:00 P.M.**

5. Some parts of the courses should be made available in a synchronous environment where students and instructors meet online at a designated time for demos and other lessons.
6. Students need to have access on-line books, which contains over 1200 technical reference books. These books are from leading technology publishers such as Safari, MIT Press, O'Reilly, Que, Sams, McGraw-Hill, Sybex, Wiley and others.
7. These books need to be available on the following topics: desktop, networking, Operating Systems, Design and media, Cisco, Telephony, E-Business, Project Management and Programming and web development.
8. Skills assessments need to be available so that students can gauge their knowledge and test their skills after they have completed the course. Results need to be available in reports for management. Previous results for the past 4 years must be maintained so that trends and comparisons can be evaluated.
9. Additional support needs to be available for students to receive answers on software questions. This can be done via a community forum.
10. Free upgrades of courses need to be given to Fulton County when revisions occur to content or if the software provider moves to another level of software, i.e. Microsoft 2000 to Office XP or Flash 6 to Flash 8. New or updated courses must be seamlessly uploaded within 72 hours of being available.
11. Fully hosted Learning Management System (LMS) with features such as:
  - a. Student and group management
  - b. Reports by course attendance, site activity, assessment activity.
  - c. Ability to load client logos and 3<sup>rd</sup> party courseware
  - d. Ability to allow multiple people to run reports
  - e. Ability to set rights to users and to staff who are given rights to run reports.
  - f. SCORM and AICC compliant Site
  - g. Ability to track classroom courses and allows students to register for these courses on the site.
  - h. Customizable interface
  - i. Ability to offer and track live learning events
12. The Learning Management System needs to create a learning path for the students for Desktop courses and for high-end technical courses.

13. Virtual Labs need to be included in the cost of the subscriptions. These labs need to be available for Cisco and Microsoft Client/Server Technology. Labs need to be available so that students can complete actual hands-on exercises. Students need to be able to

**REQUEST FOR QUOTE NO. 07SC58737YB-MW**

**OPENING DATE: 10/31/07 AT 2:00 P.M.**

14. reserve time on the equipment to practice new skills. Labs must utilize real equipment – not simulations.
15. Independent internet-based certification testing needs to be made available for courses that prepare for MCSE, MOUS, Business Writing, etc. These tests need to be free of charge to any users of the site.
16. Vendor will need to provide support to Fulton County to help implement the on-line training to their audience. This support will need to be provided in on-site visits and telephone conversations. Vendor will need to supply sample documents that have been used in other installations to educate the audience on options available to them. This rollout process will be weighted heavily.
17. Explain on-going support after the initial implementation is complete. List any charges.
18. Please indicate if classroom Instructor led courseware is available that maps to the on-line training being proposed.
19. Vendor should automatically provide Fulton County with access to any new courses that become available under the associated libraries to which we currently subscribe.
20. Technical support needs to be available 24 X 5 for students. This support needs to be available by phone, email or live chat.
21. Users should have access to over 2800 courses in the IT library.
22. IT Library must also include access to Virtual Labs. This access will include over 100 Virtual Labs CCNA, BSCI, BCRAN, BCMSN. CIT, CCIE, CIPT, Cisco ARCH, Cisco DSGN and CVOICE. For Microsoft the labs should focus on MCSA and MCSE.
23. Access for individuals to executive book summaries. These summaries give them access to over 1600 book summaries.
24. Access to courses from Harvard Business School of Publishing. These courses will focus on areas such as Developing Leaders, Managers, Organizational Initiatives and Management transitions.
25. In the Leadership courses, there should be a library that focuses on the new manager. The courses should help them work with groups, colleges and others. There should also be a focus on how to work through others and how to evolve in their role.

26. Leadership courses should also have corresponding blended materials to use such as Instructor Guides, PowerPoints, etc. These materials should be included at no charge.

**REQUEST FOR QUOTE NO. 07SC58737YB**

**OPENING DATE: 10/31/07 AT 2:00 P.M.**

**Courses**

1. ) IT library to include the following categories of learning. These categories contain over 2800 courses.

Fulton County will look to purchase 45 Subscriptions to the following groupings of courses.

<b>IT Comprehensive</b>	
<b>Office Productivity Multi-Lingual</b>	
Office Productivity	
Microsoft Office Pack	
<b>Computer Professional</b>	
<b>Networking &amp; Operating Systems</b>	
MCSE	-
MCSA	-
MCDBA	-
CNE	-
CompTIA	-
Linux	
<b>Programming &amp; Web Development</b>	
Java	
Microsoft SQL Server	
Oracle	
Visual Basic	
<b>Design &amp; Media</b>	
<b>Cisco</b>	
CCNA	
CCNP	
BSCI	
BCRAN	
BCMSN	
CIT	
CCDA	
CCDP	
CCSP	
CCVP	
<b>Cisco Advanced Technology</b>	
Advance Security Technology	Microsoft for Cisco Voice
CallManager	Multiprotocol Label Switching
Cisco IOS	Optical Networking
Cisco Wireless	Service Provider

IPv6 E-Business Project Management Security Security+ Telephony	Storage Networking
--	--------------------

Online course content and supporting courseware materials must be Microsoft and Cisco Authorized curriculum.

2.) Leadership library to include the following categories of learning.

Fulton County will look to purchase the following:

- Get Abstract Book Summaries – 10
- Developing Leaders – 10
- Developing Managers – 10
- Management Transitions – 10
- Developing Organizational Initiatives – 10
- Stepping up to Management – 10
- Grammar and Business Writing Courses -10

**PRICING PAGE**

**Below Please find the list of services desired:**

Library/Product	Cost Each	Total
IT Platinum (with books and vLabs) qty of 45 subscriptions) and Get Abstract Book Summaries, Harvard Stepping up to Management, RGI Comprehensive Business Writing, Van Write Business Communication (qty of 10 subscriptions each).		
	<b>Total:</b>	