



**TO:** Roger Breed, Ed.D.  
Commissioner of Education

**FROM:** Diane Stuehmer, Administrator Federal Programs

**SUBJECT:** Authorization for the Commissioner to Contract with Colyar Consulting Group, Inc., from January 1, 2011 to December 31, 2011 for Maintenance and two on-site visits by the Colyar Consulting Group, Inc., consultant assigned to Nebraska

**Proposed Board Action:**

Authorization for the Commissioner to Contract with Colyar Consulting Group, Inc., from January 1, 2011 to December 31, 2011 for Maintenance and two on-site visits by the Colyar Consulting Group, Inc., consultant assigned to Nebraska.

**Background Information:**

Nutrition Services implemented a web-based reporting system in 2000. U.S. Department of Agriculture (USDA) regulations cause the need for up-grades to this system. On-going maintenance is also required to insure uninterrupted service to schools and institutions. USDA provides the funding for the web-based reporting system.

**Estimated Cost:**

\$58,500.00

**Supporting Documentation Included:**

Colyar Maintenance and Support Proposal for Nebraska Department of Education, September 2011

**For Additional Information on this item:**

Call Diane Stuehmer 471-1740 or email [Diane.Stuehmer@nebraska.gov](mailto:Diane.Stuehmer@nebraska.gov)



Maintenance and Support Proposal  
For  
Nebraska Department of Education

September, 2011



Colyar Consulting Group, Inc. is pleased to present the following proposal for maintenance and support of the CNP software system to the Nebraska Department of Education (NDE).

This will provide ongoing support through December 31, 2012 allowing the Nebraska Department of Education to maintain a high level of automated efficiency through this period.

Enclosed are individual cost estimates for the following items:

- Software Maintenance and Support
- Help Desk

Any questions regarding this proposal should be referred to either Jeff Colyar or Richard Roeckner at (623) 209-1700 or via e-mail to [Jeff.Colyar@ccglink.com](mailto:Jeff.Colyar@ccglink.com) or [Richard.Roeckner@ccglink.com](mailto:Richard.Roeckner@ccglink.com).

## **1. SOFTWARE MAINTENANCE AND SUPPORT**

The Web has touched-off an information deployment revolution and now that users at every business level can access corporate information via the Web, the ability to support and maintain these emerging mission-critical applications is more important than ever.

We offer a maintenance plan that covers the CNP software for a period of one year. This maintenance will cover the following modules:

- National School Lunch Program
- Summer Food Service Program
- Child and Adult Care Program

The Software maintenance and support services include all of the following items:

### **Version Control**

- ❑ We will maintain on our servers a replica of your installation. In the event that you have a system crash, or lost files, we will be able to quickly reinstall your system the way it was before the incident.
- ❑ Software updates can be tested on our site first before releasing them to you. This relieves you of the worry that typically comes from new software releases.

### **Software Updates**

- ❑ CCG will keep your CNP software up-to-date by providing patches associated with CNP, as they become available.
- ❑ Software updates do not include customization to support your state's specific needs.
- ❑ This agreement does not include modifications to the software to support new regulations enacted by Congress or the USDA unless software was built by another state and their implementation can be applied to your software design.

**Hot-Line support Incidents**

- ❑ **Unlimited** hot line support calls may be received for up to two designated individuals that are designated at the start of the contract.
- ❑ Support incidents are taken between the hours of 8:00am and 5:00pm Monday through Friday, Mountain Standard Time.
- ❑ The four-hour response time is calculated at the time the call is taken, using Pacific Time.
- ❑ The response time does not include a resolution time. Resolution can vary greatly depending on the nature of the problem. It is our goal however, to have your problem resolved as quickly as possible.
- ❑ Support calls may also be email to support@ccglink.com

**Connection Support**

- ❑ We will provide technical assistance and support for your CNP installation via VPN and FTP access.

**Server Support**

- ❑ Includes the support of Microsoft Internet Information Server, and Microsoft SQL Server used for the installation of the CNP software.
- ❑ Does not include hardware support.

**Additional Information**

- ❑ This contract proposal covers 12 months of service and support, which will be specified in the agreement contract.
- ❑ Any of the services not used during the covered year cannot be rolled over to another year.
- ❑ Maintenance agreements are non-transferable Does not include modification to the software to support new regulations enacted by Congress or the USDA.

**On-Site Support**

CCG will provide two (2) on-site technical support and maintenance visits during the duration of this support agreement. Visits will typically be scheduled for one visit for each of the two calendar-halves of the year. This will allow for but is limited to project planning, staff communications, design discussions, troubleshooting, and review of disaster recovery procedures.

Restrictions

- Unless an emergency has been declared by both parties, onsite support trips should be agreed upon and scheduled at least 30 days in advance.
- It is generally assumed that onsite visits will last for a duration of 3 days unless other arrangements have been agreed upon.
- Any costs that arise from the cancellation of a scheduled onsite support trip where sufficient notice was not given may be billed back to the client.
- Costs for on-site support includes travel costs.
- Onsite Support is contingent upon availability of local hotel accommodations.

**Annual Software Maintenance and Support Cost**

Item Description	Costs
CNP Software Maintenance for (NSLP, CACFP, SFSP Modules)	\$52,500
Onsite Support (2 on-site visits)	\$6,000
<b>Total Maintenance</b>	<b>\$58,500</b>