



Department of Purchasing

100 N. Main Street, 2nd Floor

Suffolk, VA 23434

Ph. (757)925-6762 Fax (757)942-4333

January 10, 2022

Jake Whitley, Account Executive
incidentIQ
519 Memorial Dr. SE
Suite B-12
Atlanta, GA 30312

Dear Mr. Whitley,

**Subject: Notice of Award for RFP 1775-P
Technology Ticketing & Asset Management System**

This notice of award is to incident IQ to provide a Technology Ticketing & Asset Management System for Suffolk Public Schools, based on evaluations conducted by committee. Performance of all services and pricing related to this award shall be in accordance with RFP 1775-P, your proposal dated November 22, 2021 and subsequent negotiations, all made a part of this award by reference. Contact me if you have questions or need additional information.

Please return an acknowledged copy of this Notice of Award to the above address within ten (10) calendar days. Thank you and we look forward to working with you.

Sincerely,

Linda Bates, VCO,VCA
Purchasing Technician II

Please sign below to acknowledge receipt of the Notice of Award and to agree to the terms of RFP 1775-P, your proposal dated November 22, 2021, and subsequent negotiations.

Acknowledged this the _____ day of _____, 2022

By _____ Title _____

Copies: John Gordon, III, Superintendent
John Littlefield, Director of Technology
Bid File

RFP 1775-P
Technology Ticketing & Asset Management System
January 10, 2022

Terms of Agreement:

The initial term of this agreement shall begin on the February 1, 2022 and continue through June 30, 2023 after which this agreement will automatically be extended for four additional one year periods, beginning July 1st and ending June 30th of each year, unless otherwise terminated by either party by giving written notice prior to June 30th of each year. The School Board may approve a price increase for each subsequent year. The request shall be presented in writing 30 days prior to June 30th of each year and the cost increases shall not exceed the Consumer Price Index (CPI) as developed by the Bureau of Labor Statistics, U. S. Department of Labor, for all Urban Consumers (CPI-U) South, for the preceding calendar year. The School Board reserves the right to extend the contract for up to 6 months after the expiration of all renewal terms for the purpose of rebidding. Suffolk Public Schools reserves the right to purchase additional goods and or services to meet the intent of this RFP.

Additional Terms:

Unlimited Technician Seats

Unlimited Assets

iiQ Platform w/Ticketing, annual subscription \$28,190.00

iiQ Assets add-on, annual subscription \$11,276.00

Launchpad Onboarding Cost, one-time fee \$1,995.00

From February 1, 2022 through June 30, 2022 the price of the above services will be \$16,444.20

Starting July 1, 2022 through June 30, 2023, the price for the above services will be \$39,466.00

Initials: _____

Date: _____

