

# **ERATE Year 14 (2011-2012) RFP**

## **Kings River Union Elementary School District**

### **Basic Maintenance**

### **INVITATION TO BID**

#### **TERMS AND CONDITIONS OF REQUEST FOR PROPOSAL (RFP)**

##### **General Considerations:**

Kings River UESD is requesting bid proposals under the E-Rate categories of Telecommunications Service, Internal Connections, and Internet Access.

1. An approved contract for Telecommunication Service will cover the period between July 1, 2011 and June 30, 2012.
2. Internal Connections will cover the billing period of July 1, 2011 and June 30, 2012.
3. Internet Access will cover the billing period of July 1, 2011 and June 30, 2012.
4. Vendor must be willing to participate in the FCC E-Rate Program and is responsible for complying with all rules and regulations of this program, including providing invoices to the Schools and Library Division in order for the school system to receive appropriate discounts.
5. Vendor must provide one primary contact number for all billing inquiries.
6. This bid is made without any previous understanding or agreement with any other person, firm or corporation making a bid for the same purpose, and is in all respect fair and without collusion of fraud.

##### **Selection Criteria:**

Kings River Union Elementary School reserves the right to reject any or all proposals and select the bid that offers the best overall benefit to the school system. Along with price, special consideration will be given to proposal of components/services that we believe offer the highest quality and usability. In addition, special consideration will be given to vendors that are stable and have established themselves in the market. Price is the primary consideration but not the only consideration per FCC rules for evaluating RFP's for E-Rate. Special consideration will be given to the following:

## Vendor Qualifications

1. In order to submit a proposal, the vendor
  - a. Must be registered as a service provider with the Schools and Libraries Division (SLD) of the Federal Communications Commission (FCC), have a Service Provider Identification Number (SPIN) and comply with all SLD service provider requirements.
  - b. Must have a minimum of five years experience in the area of expertise of this RFP.
  - c. Must have highly-qualified network engineers and technicians on staff, capable of diagnosing problems quickly and providing/recommending solutions.
2. Proposals submitted by the vendor must comply with the competitive bidding requirement of the SLD for Universal Service Fund services and support, along with state and local bid laws.
3. Vendors must be able to provide at least six references from customers with environments similar to KINGS RIVER UESD. Reference information must include company name/project, contact name, address and telephone number.
4. The vendor must provide information regarding availability of technical support (on- site). Vendors must have a maximum travel time of 30 minutes to Kings River Union Elementary School District and must be available upon request.
5. The vendor must provide a history of the company, strengths and stability, including years in business, licensing information, years in providing the type of proposed service, existing customer satisfaction, number of customers in California and areas covered in California.
6. The vendor must certify that no federal or state suspension or debarment is in place which would preclude receiving a state or federally funded contract.
7. The vendor must provide a letter of solvency and a letter from a Surety Company stating maximum bonding capacity.
8. The vendor must provide a certificate of liability insurance.

## Response Submission

### Mailed Submission

Sealed responses to this RFP must be submitted and delivered to Kings River UESD no later than Friday, January 7, 2011 at 4:00pm Pacific Standard Time. The outside of the sealed envelope should be clearly marked with the vendor name, and E-rate SPIN number. It is the sole responsibility of the respondents to ensure that their responses arrive in a timely manner. Kings River UESD reserves the right to reject all late arrivals. Envelopes containing RFP's shall be so marked as to be easily identified as containing RFP proposals. If bidding on multiple RFPs, you may include them in the same envelope. The outside of the envelope shall be identified as follows:

Kings River UESD  
ERate Year 14 - RFP Name  
Attn: Janet Bellin  
3961 Avenue 400  
Kingsburg, CA 93631

**E-Mail Bids**

E-mail bids must be submitted to Kings River UESD no later than, January 7, 2011 at 4:00pm Pacific Standard Time. E-mails shall be identified as follows:

To: Erate@kings-river.k12.ca.us

Subject: ERate Year 14 - RFP Name (Your Company's Name)

**Other**

Oral or telephone bids shall not be considered, nor will modifications of proposals by such communication be considered. The completed proposal shall be without erasures or alterations.

The customer will not be liable for any cost incurred by the respondents in preparing responses to this RFP or negotiations associated with award of a contract.

# **Basic Maintenance of Internal Connections**

## **General:**

Service contracts for basic maintenance are for all erate equipment that are both existing and current year installations. The vendor shall provide maintenance and technical support for the entire district. The provider must have customer service presence within 30 minutes of the school site in order to ensure prompt service.

## **Basic Maintenance for the Entire District:**

Kings River Union Elementary School is requesting 8x5 (same day if feasible) maintenance and technical support, 500 annual hours, on the following network components:

1. Windows 2003 server, HP Proliant DL380 Qty (1) -- DC Server
2. Windows 2003 server, HP Proliant DL380 Qty (1) -- Web Server (ABI/AERIES)
3. CallManager server (VoIP); CISCO Media Convergence Server 7825H Qty (2) #: MCS-7825H-3.0-IPC1
4. Unity/Microsoft Exchange; CISCO Media Convergence Server 7825H Qty (1) #: MCS-7825H-3.0-ECS1
5. Other hardware to be purchased

**\*The Basic Maintenance bid must be a separate quote from the SmartNet Maintenance bid.**

## **SmartNet Maintenance for the Entire District:**

Kings River Union Elementary School is requesting 8x5 NBD SmartNet support and maintenance on the following products.

- |   |                               |
|---|-------------------------------|
| 1. Cisco 3845 Router (1)                      | Product #: CISCO3845-HSEC/K9  |
| 2. Cisco 3745 Router (Voice gateway) (1)      | Product #: CISCO3745          |
| 3. Catalyst 6506 (1)                          | Product #: WS-C6506-1300AC    |
| 4. Cisco Catalyst 3750-48TS-S (7)             | Product #: WS-C3750-48PS-S    |
| 5. Cisco Catalyst 3750 24 Port PoE Switch (3) | Product #: WS-C3750-24PS-S    |
| 6. Cisco Aironet 1242G WAP (21)               | Product #: AIR-AP1242AG-A-K9  |
| 7. Cisco 3550 24 Port Powered Switch (1)      | Product #: WS-C3550-24PWR-SMI |
| 8. Cisco MCS 7825H Call Manager Server (2)    | Product #: MCS-7825H-3.0-IPC1 |
| 9. Cisco MCS 7825H Unity Server (1)           | Product #: MCS-7825H-3.0-ECS1 |
| 10. Cisco PIX 515E Firewall (1)               | Product #: CON-SNT-PIX515E    |

**\*The Basic Maintenance bid must be a separate quote from the SmartNet Maintenance bid.**

Terms of service for contract: July 1, 2011 – June 30, 2012. All contracts are conditional of receipt of erate funding and are null and void in the absence of erate funding. Vendor must provide their SPIN. Service Provider Invoice method of providing billing discounts must be used by the vendor.

## **Specific Bid Requirements:**

1. The vendor must be willing to participate in the FCC E-Rate Program and is responsible for complying with all rules and regulations of this program, including providing invoices to the Schools & Library Division in order for the school system to receive appropriate discounts.
2. The vendor must provide one primary contract number with which all bills may be associated.
3. The vendor must provide separate proposals for Basic Maintenance and SmartNet Maintenance.

## **Terms, Maintenance, and Support**

1. Entrance into any formal agreement/contract with a provider is dependent on Schools and Libraries E-rate funding, and appropriation of funds by Kings River UESD.
2. The winning vendor must agree in writing that Kings River UESD can terminate a contract, if one is signed, regardless of the contract term if the provider does not provide the service as outlined in their proposal or if the e-rate funding program is discontinued or reduced.
3. The RFP requirements outlined in this document will become contractual obligations if a contract ensues. Failure of the successful vendor to accept these obligations will result in the rejection of the proposal.

## **Service**

1. Discuss your diagnostic and repair capabilities, focusing on your ability to quickly and accurately identify and resolve reported problems.
2. Vendors must commit to fixed maintenance windows during weekday hours only. There must be no network disruptions during weekday daylight and evening hours except for emergencies.
3. Vendors must commit to email notification of school board personnel for emergency outages that are not pre-scheduled, even if this occurs in nights and weekends.

## **Support**

Identify the make up of the technical staff who will be assigned to Kings River UESD, citing their experience with the proposed service.

## **Pricing**

1. The vendor is expected to comply with Universal Service rules and bill the SLD and the school board separately for the proper proportions on each invoice when the service begins. Kings River UESD prefers to pay only the non-discounted portion and shall be invoiced only for this amount. The discounted portion will be invoiced to the Schools and Libraries Division (SLD).
2. Vendors are expected to write all prices and descriptions in a legible manner so there will be no doubt as to the intent and scope of the proposal.
3. The proposal must be priced with delineation of e-rate eligible/ineligible items, installation/training charges, non-recurring charges and recurring charges clearly defined, as required by the Universal Service Fund rules. This information should be presented as displayed below using an Excel spreadsheet format with the following information and fields represented
  - a. Company: XYZ
  - b. Contract Term: <specify number> Year(s)
  - c. Table Fields:
    - i. RFP Name/Number
    - ii. Entity Name
    - iii. Entity Number
    - iv. Manufacturer
    - v. Model Number
    - vi. Description
    - vii. Standard/Extended Warranty Information
    - viii. Scalability
    - ix. Quantity
    - x. List Price

- xi. Eligible Discount Unit Price
  - xii. Ineligible Discount Unit Price
4. Subtotals for the Eligible Discount Unit Price, Ineligible Discount Unit Price and a Grand Total should be displayed.)
  5. A full detailed description with price breakdown must be given for all services provided such as installation charges, configuration charges and training/support.

**Note: Any additional material or equipment necessary for installation and operation of the service not specified or described herein, will be deemed to be part of the service at no additional charge to Kings River UESD.**