



Ravenswood City School District

Technology Department

2160 Euclid Avenue

East Palo Alto, CA 94303-1799

(650) 329-2800 x60166 - phone

(650) 327-7004 - fax

Request for Qualifications and Proposal- Basic Maintenance

Introduction

The Ravenswood City School District (RCSD) serves about 4500 students, kindergarten through eighth grades, from East Palo Alto and East Menlo Park. The ethnic make-up of the population is dominantly Hispanic 70%, followed by African American 20%, Pacific Islanders 9%, and other 1%. The district has embarked upon an aggressive and impressive initiative to improve the educational opportunities provided for students and their families. The District consistently strives to improve the academic, social, as well as the overall health and economic conditions for the entire Ravenswood community. Ravenswood District has about an 88% free and reduced school lunch rate.

The Ravenswood City Elementary School District (RCSD) is inviting proposals from qualified vendors with E-Rate SPIN numbers to submit a proposal to provide an all-in-one maintenance of the school district's E-Rate eligible sites networks (wired and wireless), routers, firewalls, switches, UPS's, IP Telephony equipment (IP Phones nor desktops will not be required to be covered) and Structured Cabling.

E-Rate Internal Connections request Form 470 #**150130000807634** shows that RCSD is seeking to replace its server infrastructure that supports network services critical to student learning.

RCSD currently utilizes Windows 2000 Servers for DNS, DHCP, print, file and other network services. Our network is setup in a star configuration, where 12 sites are connected via fiber and T1s to the central district office. Each site has two or more servers to provide primary network services, with a backup server.

All vendor proposals for this RFP are due to the RCSD Technology Department by Noon, Friday, February 5, 2010.

The selection process will include review and evaluation of proposals by school district staff. Cost will be the primary factor for evaluation, and other criteria include understanding of needs as expressed in the submitted bids, and vendor experience with providing requested services. The district may bring in outside consultants and/or members of the community to assist with the review of the proposals. Selections of proposals that best meet the requirements of the District are expected to be complete by February 10, 2010.

Background

The Ravenswood City School District currently supports 12 educational sites and a District office including nearly 4500 students and an employee base of approximately 120 teachers and central office staff. These offices and education sites are widely connected by a District supported Local Area Network (LAN) and Wide Area Network (WAN) utilizing 1Gbps fiber and T1 Lines to 11 school sites. Please note that in one special case, two “school sites” are actually located on one LAN site. The current use of our District LAN/WAN can be characterized as follows:

- Transmitting administrative data for managing our staff, schools and students.
- Providing resources for distributing educational content to the classroom.
- Providing access to the Internet for educational purposes.

All of these 11 LAN sites currently have a professionally installed data network infrastructure with Internet access available in every classroom. All classrooms contain a Cisco 3500 XL or Cisco 3560 PoE switch connected to a fiber backplane. Each school has between one and nine professionally installed IDF's that are connected to the MDF with fiber. Existing networked switches and routers are from Cisco Systems, Inc., (about 420 total). We have a Cisco CallManager 6 VOIP Telephone system.

The district currently has mostly old Dell PowerEdge 2500 servers running Windows 2000 Server which need replacing which sit inside of standard Dell PowerEdge 4210 racks and HP racks. A few servers reside in standard telecom racks. Our current MS Exchange 2003 Server has a Single Storage Group of 650 mailboxes and takes about 70GB of hard drive space.

Proposal Requirements

The Ravenswood City Elementary School District (RCSD) is inviting proposals from qualified vendors with E-Rate SPIN numbers to submit a proposal to provide an all-in-one maintenance of the school district's E-Rate eligible sites networks (wired and wireless), routers, firewalls, switches, UPS's, IP Telephony equipment (IP Phones nor desktops will not be required to be covered) and Structured Cabling. This will include vendor provided technical support, replacement of failed equipment and maintaining Cisco SMARTnet maintenance agreements as described on 'required' equipment spreadsheet. A CCIE must be on staff and employed by the awarded vendor. Vendor must have a service presence within 150 miles of the Ravenswood City School District. Prefer a CSE for SMARTnet maintenance. A 4 - hour response time is required.

The winning bidder will best (and at the least cost) fulfill the below requirements for basic maintenance services for the following items and as specified below along with any associated costs identified in the Proposal document:

1. General Requirements:

- √ Vendor will need to provide one-year 8 x 5 maintenance on internal district network infrastructure used for internal access
- √ Please see the *Required SMARTnet* spreadsheet for a product list of what product must have Cisco SMARTnet coverage and at what level.
- √ Please see the *List of Covered Equipment* for a complete list of product that will be required to be covered by this maintenance agreement.
- √ Support all existing CAT5, CAT5e and CAT6 cabling
- √ In the event of failure vendor will need to supply a loaner or replacement at equal or higher value.
- √ Bid should include 100 hours of configuration changes on any of the required systems.
- √ Bid should include 20 hours of additional "after hours" work.

2. Vendor Requirements:

- √ CMAS or Cisco WSCA Authorized
- √ Cisco Gold Partner or Cisco Silver Partner with Unified Communications specialization
- √ No subcontractors will be accepted
- √ Vendor must be able to provide a guaranteed 4 hour response time for all incidents, with a 24 hr on site response time for mission critical issues.
- √ Vendor must be able to provide references for at least four customers, preferably K-12 customers of like size, that are receiving the same maintenance service within the last 3 years that have deployed Cisco IP Telephony by the responding vendor

Assumptions & Bidder Requirements

1. This RFP will be posted on our Ravenswood City School District web page at the following address: <http://www.ravenswood.k12.ca.us/rfps>.
2. The scope of this contract may be scaled up or down to meet both the amount of received E-Rate funding and the Ravenswood City School District budget.
3. This Project will be a deliverable-based engagement.
4. The work of this project will not affect nor interfere with the functionality of the existing infrastructure or live systems until the new implementation has been thoroughly tested and documented and is ready to go into production.
5. Upon selection of a vendor, the District will provide access to various documents and key District personnel relevant to this project, as needed by the selected vendor.
6. The bidder must state their assumptions for this project, including how pricing was calculated and on what it was based. Include any other assumptions used to determine the amount of work necessary to ensure success.

7. The bidder must provide their SLD SPIN identification number along with their proposal.
8. Questions should be submitted in writing (preferably e-mail, see address below). Responses will be posted on the RFP webpage and e-mailed to questioner.
9. The District reserves the right to review resumes and credentials, and approve or disapprove the assignment or reassignment of Vendor personnel.
10. All work will be in accordance with drawings, specifications, and general contract conditions and subject to E-rate funding at level deemed acceptable by RCSD and SLD.
11. The selected vendor will be responsible for managing this project and be expected to use the PMBOK, Project Management Body of Knowledge Best Practices standard.
12. RCSD will not award this project based solely on lowest bid, but rather lowest qualified bidder and the following weighted criteria will be taken into account:

a. Price of the eligible goods and services	50%
b. Prior Experience and references	20%
c. Vendor Qualifications	20%
d. Vendor Local Support	10%

Submittal

- Please fill out and sign the attached proposal form (see below). This form must be submitted with your proposal.
- All proposals must be submitted with (1) electronic copy in Microsoft Word, Excel or Project or PDF format (preferably); or (1) original hard copy, and four (4) bound copies in 8-1/2" x 11" bound copies with any supporting documentation.
- Electronic proposals may be e-mailed as long as no piece of the e-mail submittal is larger than 10MB. If sending more than one e-mail, please label sequence in the e-mail subject, for example "1 of 5".
- Responses must be submitted by **Friday, February 5, 2010 by 12:00PM PST** to:

solomonh@ravenswood.k12.ca.us
Solomon Hill
Director of Technology
Ravenswood City School District
2160 Euclid Avenue
East Palo Alto, California 94303-1799

Proposal Form

- All proposals must be submitted with (1) electronic copy in Microsoft Word, Excel or Project or PDF format (preferably); or (1) original hard copy, and four (4) bound copies in 8-1/2" x 11" bound copies with any supporting documentation.

Complete these grids and compute totals:

	Manufacturer Maintenance	Vendor Maintenance
A. Cisco 3560/3750 Switches		
B. Cisco 2800 Routers		
C. Cisco 7206VXR Router		
D. Cisco VG2XX Gateways		
E. Cisco Call Managers		
F. Cisco Unity Server		
G. UPS(s)		
H. Wireless Access Points		
I. Structured Cabling		
J. Block of 120 Hours		
Subtotals		
Grand Total		

Start Date: July 1, 2010

Completion Date: June 30, 2011

District Option to Renew July 1, 2011 – June 30, 2012:

	Manufacturer Maintenance	Vendor Maintenance
A. Cisco 3560/3750 Switches		
B. Cisco 2800 Routers		
C. Cisco 7206VXR Router		
D. Cisco VG2XX Gateways		
E. Cisco Call Managers		
F. Cisco Unity Server		
G. UPS(s)		
H. Wireless Access Points		
I. Structured Cabling		
J. Block of 120 Hours		
Subtotals		
Grand Total		

District Option to Renew July 1, 2012 – June 30, 2013:

	Manufacturer Maintenance	Vendor Maintenance
A. Cisco 3560/3750 Switches		
B. Cisco 2800 Routers		
C. Cisco 7206VXR Router		
D. Cisco VG2XX Gateways		
E. Cisco Call Managers		
F. Cisco Unity Server		
G. UPS(s)		
H. Wireless Access Points		
I. Structured Cabling		
J. Block of 120 Hours		
Subtotals		
Grand Total		

1. Contract Period: Contract period shall remain in effect for a one year term starting July 1, 2010. The District shall have the option to extend the contract two additional years beyond June 30, 2011, ending on June 30, 2013.
2. References: List contact names and phone numbers for jobs completed of a similar magnitude.

Company	Contact	Telephone	Project
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Company	Contact	Telephone	Project
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Company	Contact	Telephone	Project
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Company	Contact	Telephone	Project
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3. Acknowledgment of Addenda

Receipt of the following addenda issued during the time of bidding is acknowledged and the information therein contained has been considered in the preparation of this bid.

Addendum No. (NONE), (1), (2), (3), (4)

4. It is understood that the District has the right to accept or reject any or all bids, and/or waive any formality in any bid received and to be the sole judge of the suitability.

5. Bidder Information

Company Name: _____

Bidder's Name (Please Print): _____

Bidder's Signature: _____

Bidder's Title: _____

Address: _____

Telephone # _____ Fax # _____ E-mail: _____

Contractor's License # _____ License Expires: _____

CMAS #, Products Covered & Expiration Date _____

Cisco WSCA # & Expiration Date _____
