



Savanna School District

1330 S. Knott Ave., Anaheim 92804 • 714) 236-3800

E-rate Year FY2018: Basic Maintenance for Internal Connections
RFP # 01/2017-2018

Due: January 17, 2018
1:00pm PST

www.savsd.org

SAVANNA SCHOOL DISTRICT
REQUEST FOR PROPOSAL #01/2017-18
Opening Date and Time: January 17, 2018 at 1:00 p.m. PST

Savanna School District will accept PROPOSALS for
E-rate Year 18: Basic Maintenance for Internal Connections

Proposals must be received prior to but no later than January 17, 2018 at 1:00 p.m. PST, in a sealed envelope labeled with the title and number and addressed to the Savanna School District at 1330 S. Knott Ave., Anaheim, CA 92804. Proposals will be opened at above time and date. Proposals received after the above stated time will be returned to bidder unopened. Proposal may be submitted via email to Teresa.lennox@savsd.org. However, they must be submitted by the same time/date listed above and signed.

The Board of Trustees of the Savanna School District reserves the right to accept or reject any and all proposals, to waive any irregularities in the proposals, to be sole judge as to the merit, quality and acceptability of materials proposed and their compliance to the specifications, if it be in the best interest of the District.

A copy of this Request for Proposals has been posted to our website at: www.savsd.org

RFP Schedule:

RFP Issued:	November 17, 2017
Deadline for Questions:	December 13, 2017
Addendum Issued (if needed):	December 15, 2017
Proposals Due:	January 17, 2018
Board Approval of Contract:	February 6, 2018

E-Rate Requirement

The requirements outlined in this document will apply to all contracts entered into as a result of the posting of E-rate Form 470/471 as set forth below:

- 1) Quotations can be submitted within the 28-day posting period, but are not required for submittal until the 29th day, or after the job walk (not required for this proposal), whichever is later.
- 2) All Service Providers responding to the posted Form 470 are to be listed as California Multiple Awards Schedule (CMAS) Service Providers unless expressly noted otherwise in the quote or Applicant's Scope of Work (SOW).
- 3) These projects and services depend on partial funding from the E-Rate program:
 - a. The District expects each Service Provider to have a thorough understanding of all rules or regulations regarding the E-Rate program.
 - b. All contracts entered into as a result of the posting of this Form 470 will be contingent upon the specific funding of the FRN at the percentage rate submitted.
 - c. The maximum percentage (%) discount the District will be liable for is the pre-discount amount, minus the funded amount, as shown on the Form 471 Block 5. The District will be submitting to USAC via the BEAR process for funding.
 - d. NO billing or work can take place prior to July 1, 2018.
 - e. The Service Provider is responsible for providing a valid SPIN (Service Provider Identification Number) with its quotation submittal.
 - f. The Service Provider is responsible for providing a FCC Registration Number (FRN) and proof of Green Light Status from the FCC. Any potential Service Provider found to be in Red-Light Status will be disqualified from participation in the quotation process and will be considered non-responsive.

- g. All work is subject to 100% approval of the project or purchase by the FCC under the E- Rate discount program as referenced by the Telecommunications Act of 1996.
- h. No change orders will be allowed for the work resulting from this posting.
- i. Additional terms and conditions are delineated in the specifications referenced in the Form 470(s) and associated Requests for Proposal (RFP).
- j. The Service Provider is required to send copies of all forms and invoices to the Applicant prior to invoicing the SLD.
- k. The Applicant reserves the right to deny any or all quotations associated with a particular Form 470, even with USAC funding approval. The Applicant reserves the right to accept the pricing quotations solely dependent upon USAC approval.
- l. Within one (1) week of award, the awarded Service Provider will provide the District with a bill of materials suitable for the FCC Form 471 Item 21 Attachment. Approval for any deviation from the Item 21 Attachment must be obtained from District. Subsequent schedules of values and invoices for each site must match Item 21 Attachment or subsequent service substitutions.
- m. This proposal is requesting only E-rate eligible maintenance services, please break out any ineligible services.

Part A. Qualifications

- 1) Service Provider must meet the following qualifications to be considered for award:
 - a. When providing electronic equipment quotes for switches/hubs/routers, Service Provider must have at least 1 CCIE (Cisco Certified Internet Expert) on staff.
 - b. When providing cable work, Service Provider must be RCDD certified.
- 2) When providing cable work, Service Provider must provide as-built diagrams in electronic and paper copy formats, and cable test results within 45 days of completion of work.
- 3) If providing cabling work, Service Provider must have **C-7** License and maintain compliance with all required State of California Public Works/Prevailing Wage requirements.
- 4) No Subcontractors can be contracted (i.e., used) to meet the CMAS contract requirements.
- 5) If requested by the Applicant, Service Provider must be willing to have employees fingerprinted.
- 6) All product pricing provided for Form 471 purposes must be functional equivalent or better, once the Applicant has received USAC approval for purchase.
- 7) Service Provider shall provide with its quote the complete CMAS contract pages, including all pages that show the goods and/or services in Service Provider's quotation submittal. Said products shall be clearly highlighted for ease of identification.
- 8) Service Provider shall provide **three (3)** original RFP Responses if providing hard copies, or **one (1)** copy if by email.
- 9) Service Provider must pay any CMAS contract usage administrative fee.
- 10) Equivalency- For convenience in designation on the plans or in the scope or work, certain articles or materials to be incorporated in the work may be designated under a trade name or in the name of a manufacturer. Whenever in specifications any materials, process, or article is indicated or specified by grade, patent, or proprietary name or by name of manufacturer, such specification shall be deemed to be used for the purpose of facilitating description of material, process or article desired and shall be deemed to be followed by the words "or equal

Part B. Additional Clarifications

- 1) Right to Reject Any and All Quotes: The District reserves the right to reject any or all quotation submittals and to waive any informalities or regularities. The Service Provider's quotation submission is recognition of this right. In addition, the District reserves the right to fund, (proceed with project or purchase) or not to fund, regardless of E-Rate approval.
- 2) Additional Services: The District may elect, at any time, to amend any contract awarded hereunder to require the selected firm(s) to provide additional services.
- 3) Withdrawal of Request: The Proposer may withdraw its proposal by submitting a written or facsimile request signed by the Proposer's authorized representative, prior to the time and date specified for proposal submission to the District contact person identified herein.

Proposals may be withdrawn and resubmitted in the same manner if done so before the proposal submission deadline. Withdrawal or modification offered in any other manner will not be considered.

- 4) Reservations: The District reserves the right to cancel this Request at any time prior to contract award without obligation in any manner for proposal preparation, fee negotiation or other marketing costs associated with this Request. District further reserves the right not to contract for the services described in this Request.

The District may reject any or all proposals and may waive any immaterial deviation(s) in a proposal. The District's waiver of an immaterial deviation shall in no way modify this Request documents or excuse the Proposer from compliance with the other provisions of this Request.

- 5) Non-Discrimination: The District does not discriminate on the basis of race, color, national origin, religion, age, ancestry, medical condition, disability or gender in consideration for an award of contract.
- 6) If the District chooses, newly purchased equipment will be added to the maintenance service as their warranty periods expire and will be maintained at the pro-rated annual price listed herein.
- 7) Any questions regarding RFP shall be submitted in writing to the Form 470 contact contained herein. Email inquiries are acceptable. The District will not respond to phone call inquiries. All questions must be submitted no later than 5pm on December 13, 2017.

Part C. Proposal Scope

This RFP covers LAN, WAN AND WLAN; or equivalent; and a Proactive Maintenance Plan for 5 District sites:

District Office:	1330 S. Knott Ave, Anaheim CA 92804
Cerritos School:	3731 Cerritos Ave, Anaheim CA 92804
Hansen school:	1300 S. Knott Ave, Anaheim CA 92804
Holder School:	9550 Holder St, Buena Park CA 90620
Reid School:	720 S. Western Ave, Anaheim CA 92804

Please provide a separate quote broken out by site location for a Managed Services Agreement for E-rate eligible services

Minimum Services Required:

Service Desk LAN/WAN/WLAN
Technical Support for
LAN/WAN/WLAN Monitoring for
LAN/WAN/WLAN Managed
LAN/WAN/WLAN
Managed Network Security

Contract Term: Minimum contract term is one (1) year. Quoted prices are firm for one (1) year after award of bid and may be extended upon mutual consent of District and vendor for an additional four (4) one-year periods in accordance with provisions contained in the Education Code, Sections 39644 (K-12) and 81644 (Community Colleges). A maximum price increase of equal to the April Consumer Price Index (CPI) for Los Angeles/Orange Counties per contract term may be negotiated subject to existing market conditions. In the event of a general price decrease the District reserves the right to revoke the bid award unless the decrease is passed on to the District. Fuel or government imposed surcharges may be passed on to the District with no additional markup based upon market condition.

E-rate Eligible Maintenance and Technical Support of Internal Connections Defined:

Necessary basic maintenance services are defined as follows: "but for the maintenance at issue, the connection would not function and serve its intended purpose with the degree of reliability ordinarily provided in the marketplace to entities receiving such services without E-rate discounts." The following maintenance services are eligible:

- Repair and upkeep of eligible hardware
- Wire and cable maintenance
- Basic technical support
- Configuration changes

The FCC's Third Report and Order clarified and narrowed the scope of Technical Support Services dealing with maintaining installed and functional eligible Internal Connections to only those tasks necessary to keep the equipment functioning, but not to add additional functionality. Pointedly, the FCC has mandated that "repair", "upkeep" and "configuration changes" are eligible, but nothing more. They have specifically excluded help desk services and network monitoring.

Basic Maintenance therefore comprises standards and best practices derived from accepted industry "Best Practices" documentation developed and adopted by the various equipment manufacturers, including Cisco Systems, Microsoft, and others.

VENDOR's Basic Maintenance solutions will provide diagnostic, repair, upkeep and configuration change services in accordance with established industry best practices to help maintain Savanna District's eligible E-Rate equipment. Please refer to SLD web site for "Eligible Basic Maintenance Tasks" for the specific tasks which can be performed under an E-Rate eligible contract.

Inspection of Network and Sites: Prior to each job it shall be the responsibility of the successful VENDOR(s) to inspect the work site. Along with a District assigned representative, the VENDOR shall examine each site and become thoroughly familiar with all existing conditions within the scope of the work. This examination shall be arranged with the District's assigned personnel and shall be made prior to the commencement of work.

Review District's current technology:

- o Applications
- o LAN / WAN protocols utilized
- o Internetworking devices (routers, switches, CSU/DSU's, gateways, radios)

Review and/or analyze network logical topology design to include

- o Router/Firewall to establish network connectivity for monitoring
- o IP Addresses of switches that monitored camera's are connected to
- o IP Address for Recording Server
- o All IP Addresses of Camera's
- o VNC or Remote Desktop to view Camera functionality
- o Document all 3rd party service agreements associated with those devices and or circuits referenced in this agreement.

Reports: The VENDOR shall maintain and provide an electronic copy and two (2) hard copies of repair reports to District on a monthly basis. The report shall be in Excel format. The report shall contain the following minimum information: site, make, model, serial number, District number of equipment, date of requested repair, date of completion of repair, and a statement of what was repaired. At the end of the year, the vendor will provide an updated logical drawing documenting the network inventory for each school including moves, adds and changes using Visio or other agreed upon software.

Limit of Service: District may place, and the VENDOR will respond and repair, an unlimited number of service requests. No additional fees will be charged.

Manuals: VENDOR shall furnish, at no charge to the District, one copy of all operating manuals for every new piece of equipment installed as a result of maintenance item replacement.

Technical Support and Helpdesk Support: VENDORS are to provide information on their technical support. Location, hours, phone number, and key contact names are to be provided at no additional cost to the District for this service.

Response Requirement: One hundred percent parts, materials, labor, time, travel, installation, preventative maintenance and repair maintenance with a twenty-four (24) hour response time (next business day) between the hours of 7:00 am to 5:00 pm. A 24-hour maximum limit to bring the system to District acceptable functionality is required, (full repairs to be completed as soon as possible, and in agreement with the District authorized personnel.), with 24-hour repair time for all critical components, Monday through Friday, excluding holidays, at various and simultaneous SSD sites. On a case-by-case basis, other times and days may be agreed to by the District and VENDOR in writing.

Repair Requirement: Twenty-four hour maximum repair time for all components, Monday through Friday, excluding holidays, at various and simultaneous District sites. On a case-by-case basis, other times and days may be agreed to by the District and VENDOR in writing. The VENDOR shall provide and remove loaner equipment at no additional cost to District if above maximum time frames cannot be met.

Part D. Maintenance Pricing Proposal

Quantities shown are estimates only. District reserves the right to order more, less or none of the quantities/items indicated. VENDORS should insert an annual unit cost for maintenance coverage for the items shown below: (include California sales tax and all costs incidental to this contract in the annual unit maintenance cost.)

The cost for each component shall include Reactive and Proactive Maintenance, including HelpDesk and Technical Support.

Reactive Services

- Remote Troubleshooting of Network Device
- Onsite Troubleshooting of Network Device
- Outage Support with Vendor/Carrier Escalation

Proactive Services

IOS Upgrade Service

- o Semi-Annual

System Check

- o Monthly
- o Network Appraisal
 - Review of network architecture
 - Initial assessment and diagnosis of existing problems
 - Analyze traffic load patterns
 - Characterize application patterns
 - Assess performance
 - Locate logical/physical network inconsistencies

Network Checkup

- Routing
- Line Failures
- Application Responses
- Over-utilization
- Broadcast Errors, broadcast vs. unicast
- Problem Workstations
- Router Retransmissions

Network Backbone Analysis

- Define heavy hitter segments, primary hosts, servers and router connections
- Check network design for accommodation of peak transmission rates
- Determine network efficiency

Network Health Report

- Usage information to familiarize all system and operational infrastructures
- Network architecture, current or potential related problems
- Application and device response times
- Most active error prone devices
- Recommendations for configuration management and network architecture documentation
- Recommendations to gather and prioritize network expansion design requirements

Completion Criteria: This activity will be complete when the total contract value of this Statement of Work has been invoiced or the estimated end date is reached, whichever first occurs.

Deliverable Materials: Monthly Status Report

Equipment to be included in proposal:

District Office

<i>Equipment</i>	<i>Quantity</i>
Cisco WS-4510R+E	1
Cisco WS-C3560G-48PS-S	7
Cisco AIR-LAP1131AG-A-K9	7
Cisco AIR-CT5760	1
Cisco UCSC-C240-M3S	3
Cisco ASA 5545	1

Cerritos Elementary

<i>Equipment</i>	<i>Quantity</i>
Cisco WS-4510R+E	1
Cisco WS-C3750X-48P	8
Cisco WS-C3560G-48PS-S	6
Cisco AIR-LAP1131AG-A-K9	26

Hansen Elementary

<i>Equipment</i>	<i>Quantity</i>
Cisco WS-4510R+E	1
Cisco WS-C3750X-48P	11
Cisco WS-C3560G-48PS-S	6
Cisco AIR-LAP1131AG-A-K9	28

Holder Elementary

<i>Equipment</i>	<i>Quantity</i>
Cisco WS-4510R+E	1
Cisco WS-C3750X-48P	11
Cisco WS-C3560G-48PS-S	6
Cisco AIR-LAP1131AG-A-K9	29

Reid Elementary

<i>Equipment</i>	<i>Quantity</i>
Cisco WS-4510R+E	1
Cisco WS-C3750X-48P	11
Cisco WS-C3560G-48PS-S	5
Cisco AIR-LAP1131AG-A-K9	33

Part E. Additional Documents Required in Proposal

- 1) Proof of Cisco Authorized Service Provider
- 2) Proof that RFP respondent is not in FCC Red-Light Status, such as FCC Registration Number and documentation
- 3) Insurance-Claim/Litigation History-One (1) Page, (excluding certificates): Reference the Sample Agreement and note the required insurance limits for Professional Liability, General Liability, Personal Liability, and Workman’s Compensation. Also note that the same amount of insurance limits is required to be carried by your consultants. Provide a copy of your insurance certificate.
- 4) Insurance-Claim/Litigation History – One (1) Page, (excluding certificate): List all of the occasions that your firm has been a party to any claim, dispute or litigation, including arbitration, concerning a school project in the State of California during the past five (5) years and explain the circumstances including resolution of the claims made both by and against your firm.
- 5) References from 3 similar institutions located in Southern California where similar work has been completed in the last 12 months.
- 6) Documentation on the call Management process for all Service Calls
- 7) Technical Support Information
- 8) The successful VENDOR(s) must hold a Cisco Silver Certification or above and hold security specialization. Please include proof of this with your proposal. All staff provided to service SSD must possess a valid Cisco Certified Network Professional (CCNP) certification or District approved equivalent that meets our network requirement. Please include proof of this with your proposal.
- 9) The successful vendor must have a CCIE locally available to perform work for the district within 24 hours of notice of network disruption. Please include proof of this with your proposal.

- 10) VENDORS are to provide information on their technical support. Location, hours, phone number, and key contact names are to be provided at no additional cost to the District for this service.
- 11) District is responsible for actual replacement costs associated with hardware failure (i.e. manufacturer extended warranty/maintenance, sparing strategy, etc.).
- 12) District is responsible for any applicable software application renewals.

Part F. Evaluation Criteria

Price	30%
References	20%
Past Experiences with Application	20%
Past Successful E-rate Experience	15%
Completeness of Response	15%
Total	100%

Applicant will score all responses submitted within the guidelines noted above, using the rubric/matrix scoring system.

All RFP responses must be submitted **Not Later Than January 17, 2018 1:00 PM (PST)** to the contact information contained herein:

Teresa Lennox
 Savanna School District
 ATTN: E-Rate Year 18 Proposals
 1330 S. Knott Ave. Anaheim, CA 92804
teresa.lennox@savsd.org

END OF REQUEST FOR PROPOSAL