

**RFP (REQUEST FOR PROPOSAL)
2010-2011 Erate Application
for Telecommunication Services, Basic Maintenance,
and Internal Connections
Good Will-Hinckley
PO Box 159
Hinckley, ME 04944**

Good Will-Hinckley in Hinckley, Maine, will receive sealed bids on the list of Telecommunication Services, Basic Maintenance, and Internal Connections as defined by the E-Rate Program, listed below to be received **no later than December 11, 2009 at 3:00 p.m.** in the Director of IT's office at the Averill High School building Route 201, Maine. Bids should be marked on the outside of the envelope "E-Rate Telecommunication Services, Basic Maintenance, and Internal Connections."

Mandatory specifications are enclosed. Please submit quotations using the enclosed form. Complete all information requested on this form. It is imperative that the additional documentation requested in this bid solicitation be included so that your bid may be equitably evaluated.

All quotes offered on this bid solicitation should include delivery charges and should be quoted F.O.B. delivered to the school(s) as noted at the addresses indicated on the attachments. Please respond according to the quantities requested.

Please attach literature and specification sheets for the equipment that your firm is offering and be sure to indicate any items that do not meet the written specifications. Be advised that sample equipment and/or references may be required for further examination or demonstration prior to the awarding of the bid. Quote all options called for in this bid quote as minimum requirements.

If there are any questions concerning the specifications on this bid, please contact Luke Schaedle, c/o Good Will-Hinckley, PO Box 159, Hinckley, ME 04944
P: (207) 238-4011, E: Lschaedle@gwh.org.

Good Will-Hinckley reserves the right to reject any and all bids without recourse from the vendor. If you cannot or chose not to quote on this bid and wish to remain on the bid list for this type of equipment please indicate "No Bid" on the enclosed quotation form along with your firm's name and return it to the above address.

Luke Schaedle
Director of IT
Good Will-Hinckley

E-RATE Telecommunications, Basic Maintenance, and Internal Connections

GWH is seeking the following for Telecommunication Services and Basic Maintenance as defined by the E-rate program:

Telecommunication Services:

1. Two 24 channel PRI circuit. The PRI circuit(s) will provide outbound information compliant with E-911 standards, and it will handle all outbound local calls and all inbound calls. Circuit(s) is expected to interface with our Nortel Option 11c PBX switch.
2. 400 DID's routed on the PRI circuit.
3. A 24 channel, T1 circuit for all outbound long distance calls. Circuit is expected to interface with our Nortel Option 11c PBX switch.
4. 3, 800 toll free numbers routed over either the PRI circuit or T1 circuit.
5. 1, Centrex service with 7 lines.
6. Cellular service for 35 cell phones and 15 pagers.

Basic Maintenance:

1. A contract providing maintenance on our Nortel Option 11c PBX, and the connected physical cable plant. The cable plant connects 39 locations on our contiguous campus, has a total of 902 current cable pairs, and 436 digital and analog ports. We require the contract to be a 24/7 plan that includes:
 - 24/7 monitoring
 - Normal hardware failure repair and replacement
 - Replacement of defective handset/cords
 - Database backup/maintenance patches
 - Cabling and wiring plant problems
 - Telco/circuit problems
 - Travel charges
 - On site diagnostic time
 - Remote technical assistance
 - Technical/engineering consulting
 - 2 hour response time in the event of a major equipment failure
 - 4 hour response time in the event of a minor equipment failure
 - Defined labor rates for adds, moves, and changes.
2. A contract to provide maintenance on E-Rate eligible network servers and network devices. We require a one year contract to cover a minimum of 300 hours of maintenance time that can be performed remotely or on-site if required. The contract should cover the following:
 - Ensuring that our email, web, dns, and dhcp servers are functioning properly, and updated with the latest patches and fixes as defined by the manufacturer.
 - Ensuring that our switches, router, firewall, and UPS's are functioning properly and are updated with necessary patches and fixes as defined by the manufacturer.

3. CISCO Smartnet contracts for Erate eligible switches.

Internal Connections:

1. Replace existing 10/100 switches with fiber uplinks to gigabit switches with fiber uplinks. 20, 48 port switches. Some of the switches are not eligible for Erate funding.
2. Replacement for Cisco 5509 network bridge.

Conditions that will be necessary for a vendor to meet as part of the RFP process:

1. Award of this proposal is contingent upon the approval of funding from the Schools and Libraries Universal Service Program. The successful bidder agrees to receive a portion of the payment for the provisions of goods and services described herein directly from the Universal Service Fund (“USF”), and/or its agents, the National Exchange Carrier Associations (“NECA”), and/or the Schools and Libraries Corporation (“SLC”). Good Will-Hinckley and successful bidder will act in a reasonable manner and comply with any Schools and Libraries Universal Service Fund Program requirements as described under Section 254 of the Communications Act of 1934, as amended, 47 C.F.R. #254, and any competitive bidding requirements contained in 47 C.F.R. #54.504.

2. Contract(s) will begin July 1, 2010 thru June 30, 2011.

3. Not all equipment and/or services are E-Rate eligible. Vendors should indicate which products and/or services are E-Rate eligible.

Invitation

- RFP will be due: December 11, 2009. Submissions received after this deadline will be disqualified. If possible, please submit responses 10 days prior to bid closing to allow for review by appropriate parties.
- There will be no vendor conference.
- Main Technical Contact is Luke Schaedle, Good Will-Hinckley Director of IT (207) 238-4011.
- Please submit RFP to:
Good Will-Hinckley
Attn: Luke Schaedle
PO Box 159
Hinckley, ME 04944

Good Will-Hinckley
2009-2010 Erate Application RFP Form

Bidders: indicate below what portions of this RFP you are bidding on. Provide attachments detailing specific items, quantities, and prices. Copies of proposed contracts also welcome.

Telecommunication Services:

- | | | |
|--|------------------------------|-----------------------------|
| 1. PRI Circuit | Yes ☐ | No ☐ |
| 2. 400 DID's | Yes ☐ | No ☐ |
| 3. T1 for outbound long distance calls | Yes ☐ | No ☐ |
| 4. 3, 800 toll free numbers | Yes ☐ | No ☐ |
| 5. Centrex Service | Yes ☐ | No ☐ |
| 6. Cellular service, pagers & phones | Yes ☐ | No ☐ |

Basic Maintenance:

- | | | |
|-------------------------------------|------------------------------|-----------------------------|
| 1. PBX and wiring plant maintenance | Yes ☐ | No ☐ |
| 2. Server and network maintenance | Yes ☐ | No ☐ |
| 3. CISCO Smartnets | Yes ☐ | No ☐ |

WE HEREBY ACKNOWLEDGE RECEIPT AND UNDERSTANDING THE
ADDENDUM AND INFORMATION CONTAINED HEREIN AND AGREE TO
FURNISH THE ITEMS ON WHICH PRICES ARE QUOTED IN ACCORDANCE
WITH ALL TERMS AND CONDITIONS PREVIOUSLY LISTED AND ANY
ATTACHED SPECIFICATIONS.

Signature: _____ Print Name: _____

Title: _____ Firm: _____

Phone: _____

Date: _____