

Bay-Arenac ISD
4228 Two Mile Road
Bay City, MI 48706
(989) 667-3201

Request for Proposal
LAN/WAN Support

July 27, 2009

GENERAL CONDITIONS

The Bay-Arenac ISD is soliciting proposals from qualified firms for 24 x 7 Monitoring Service of its local and wide area networks.

The following Request for Proposal (RFP) is being provided to you for your consideration. To be considered for this engagement, your firm must meet the qualifications and satisfy the requirements set forth in this RFP.

Michael R. Dewey
Superintendent
Bay-Arenac ISD
4228 Two Mile Road
Bay City, MI 48706

Completed proposals must be received at the address noted above by 1:00 p.m. on Wednesday, August, 26, 2009. Proposals must be submitted in an envelope that is clearly marked "LAN/WAN Support". Proposals submitted by facsimile or email will not be accepted.

Although cost will be an important factor in awarding the contract, the school district is not obligated by any statute or regulation to award the LAN/WAN Support solely on the basis of cost. Accordingly, the school district reserves the right to evaluate all proposals objectively and subjectively and to accept or reject any or all proposals or portion thereof. Additionally, the district reserves the right to negotiate changes in services with the firm determined to have submitted the proposal that is in the best interest of the district. (See *Method of Evaluating Proposals* on page 3.)

It is to be understood that this RFP constitutes specifications only for the purpose of receiving proposals for services and does not constitute an agreement for those services. It is further expected that each bidder will read these specifications with care. Failure to provide requested information or meet certain specified conditions may invalidate the proposal(s).

The information contained herein is believed to be accurate, but is not to be considered in any way as a warranty.

All questions and correspondence should be directed to Michael R. Dewey at the address noted above or by email. In order to assure consistency of information provided regarding this RFP, contact with Bay-Arenac ISD personnel other than Mr. Dewey is discouraged and may be grounds for elimination from the selection process.

WITHDRAWAL OF PROPOSALS:

Proposals shall remain valid for a period of ninety (90) days after submission. Modifications to proposals will not be accepted by the district, except as may be mutually agreed upon following the acceptance of the proposal.

TIME TABLE:

1. Release of RFP on or about Monday, July 27, 2009.
2. Proposals due at 1:00 p.m. on Wednesday, August 26, 2009.
3. Proposals will be opened at 1:15 p.m. on Wednesday, August 26, 2009 at the Bay-Arenac ISD Educational Service Center, 4228 Two Mile Road, Bay City, MI 48706.
4. Board of Education action on Monday, September 21, 2009.
5. Notification to all firms as soon as possible after September 21, 2009.

REQUIREMENTS:

- Responding firm must have personnel available with the following minimal qualifications:
Microsoft Certified Systems Engineer on Windows 2003 (MCSE2003)
Cisco Certified Network Associate (CCNA)
Citrix Certified Administrator (CCA)
Novell CNE 6.5
- All work must be done by the entity submitting the proposal (no subcontracting) unless authorized by the ISD.
- Any proposal must specify the complete cost of the proposed services. Bay-Arenac ISD will not recognize nor honor any additional charges beyond what the awarded bid contains.
- Bay-Arenac ISD may award different parts of this project separately to different vendors.
- Minimum of five (5) years experience.
- List of references must be provided.

ISD INFORMATION:

Bay-Arenac ISD is soliciting bids for an annual 24 x 7 Monitoring Service of its local and wide area networks. The Monitoring Service reports problem and proposed solutions to Bay-Arenac ISD Personnel. Bay-Arenac ISD approves proposed solution prior to work performed on its LAN/WAN system.

SUPPORT REQUIREMENTS:

- Response time must be less than 4 hours for issues requiring on-site support.
- Response time must be less than 2 hours for issues that can be resolved with remote support.
- Support must be available 24 hours a day, 7 days a week on an on-call basis.
- Support of Windows 2003 services; Windows 2008.
- Support of Microsoft Active Directory Services.
- Support of DHCP.
- Support of TCP/IP and DNS in a multi network/district environment.
- Support of fiber backbone utilizing Cisco Catalyst switches.
- Support of copper local area networks utilizing HP Procurve switches.
- Support of Citrix services.

- Support of Exchange email servers.
- Support of Barricuda SPAM filters.
- Support of an 8e6Marshall web content filter.
- Support of dual Fortinet Fortigate firewalls.
- Support of Computer Associates Arcserve backup system.
- Support of Novell 6.5 server.
- Support of Novell Groupwise 7.2
- Level III Desktop Support XP, VISTA

METHOD OF EVALUATING PROPOSALS

Proposals will be evaluated with a strict emphasis on ability to provide and deliver the requested services. After the technical abilities have been evaluated, cost and other considerations will be evaluated. Once all factors have been evaluated, the vendor that is most qualified and reasonable in cost will be selected for recommendation to the Board of Education for the award of this RFP.

LAN/WAN SUPPORT PROPOSAL FORM

Please complete and return this proposal form with your firms' qualifications and any additional information you feel is necessary to help us evaluate your firm. **Proposals are due by 1:00 p.m. on Wednesday, August 26, 2009. Pricing must be good for 90 days.**

QUALIFICATIONS

- Provide the costs of 24 x 7 Monitoring Service of the LAN/WAN support on an annual basis.
- Provide the hourly costs for on-site and remote support.
- Provide pricing for a one-year contract and three-year contract.

Total annual retainer cost for one (1) and three (3) years	_____	_____
	1 year	3 year

Maximum number of support hours included	_____	_____
	1 year	3 year

Total cost per hour over maximum	_____	_____
	1 year	3 year

Total additional cost per on-site incident (travel, time, etc.)	_____	_____
	1 year	3 year

Name of Vendor: _____

Address: _____

Telephone: _____

_____ (Please Type or Print) Name of Person in Charge of Account	_____ Title
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_____ Signature	_____ Date
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