

PROJECT Bid #GR-Y13-BM-12.1
INVITATION TO BID MAINTENANCE CONTRACT FOR LAN/WAN SYSTEMS

Bidders must email or send their bid responses to K-12 Solutions Group at info@k-12group.com or delivery to K-12 Solutions Group, 9608 Spokane Avenue, Bakersfield, CA. no later than **February 8, 2010 at 2:00 PM. p.s.t.**

Golden Rule Charter School is requesting quotes for a maintenance contract on the LAN/WAN System described below.

The District is requesting a maintenance contract for up to **300** hours annually.

Maintenance Contract shall provide repair/replacement of all defective or improperly installed materials at no additional cost to the Owner (including labor, drive time, etc.). Maintenance will cover normal business hours, 8am – 5pm, Monday thru Friday for “Next Day Basic” calls. All calls received on a Friday or the day before a holiday will be held until the following regular business day.

Please refer to the SLD website for a description of “Basic Maintenance”.

Bid Quotes must include:

1. Hourly rate;
2. Preference is being given to service provider's that are currently providing maintenance services on the School's LAN and/or WAN equipment;
3. Description of the service provider's technical abilities servicing systems listed above;
4. Three school references including school name, contact person, address, telephone number, and contact person's email address;
5. SPIN number;
6. Verification that their Service Provider Annual Certification form is current;
7. Total yearly amount for the entire service; and
8. Two copies of the Service Provider's Bid response that has been signed and dated.

The Service Provider shall also provide an hourly rate for services that may be required to fix or repair ineligible components of the systems listed above. Those hours will be billed separately to the District outside of the Erate maintenance contract. Any repairs or maintenance of ineligible components shall be pre-approved by the District representative prior to repairing these components.

Once the project is funded by Erate, the Service Provider will send in their monthly bills to Erate (USAC) for the actual hours technicians were on site that month. Each time the technician comes on site he/she will check in with the School's designated representative to get an update on system problems and to update the School's designated representative on the maintenance they will be performing during that visit. Service Providers can only bill for hours that have been approved by the School's representative and funded by Erate. A daily job ticket will be generated each day the technician is on site and shall be attached to the Service Provider's monthly invoice.

Evaluation Criteria

Per Erate rules, price is the highest weighted factor. Other evaluation factors are:

1. Past or present maintenance work done at the district;
2. Proximity of the Service Provider's maintenance facility to the District site(s);
3. Maintenance staff qualifications;
4. Service Provider's past experience with the Erate program and Erate billing.

In order to be considered responsive, the Service Provider must include the above Evaluation Criteria documentation with their Bid response.

Please feel free to contact K-12 Solutions Group via email, info@k-12group.com if you have any questions regarding this proposal.

Pricing

E-Rate Year 13- Server Maintenance

Description	Hours	Rate	Total
Server Technical Support Services	Up to 200 Hrs. Year		

E-Rate Year 13 – Network Maintenance

Description	Hours	Rate	Total
Network Technical Support Services	Up to 100 Hrs. Year		

E-Rate Year 13 – Non-Eligible E-Rate equipment

Description	Hours	Total
Computer Repair Services		

Any questions must be submitted via e-mail to info@k-12group.com. No phone calls will be accepted by either, the school nor K-12 Solutions Group for this bid.

All questions will be answered in the form of a FAQ to all vendors that have submitted interest in the project. The FAQ's will be released within 48 hours of submitted questions and queries.

No questions will be answered from 48 hours prior to the bid date & time.

Eligible Equipment to be serviced under E-Rate

Vendor will provide a Basic Maintenance for the listed equipment.

Item #	Material Description	Part	Manufacture	Quantity
1	24 Port Switches	Switch	Linksys	5
2	UPS550VA	Switch	APC	8
3	Switch Transceiver	Switch	Linksys	6
4	5 Port Switches	Switch	Linksys	8
5	Managed Switches	Switch	Watchguard	2
6	Fileserver computer, Intel Core 2 Duo Processor, 4GB base memory, Mirrored 250 Gig Hard Drives, Tape Drive, Floppy Disk Drive, DVDRW, network card, Windows 2003 Server	Server	A-Z	2
7	Nortec VOIP Server, Intel Processor, 1GB base memory, 80 Gig Hard Drive, CD-Rom, network cards, Linux	Server	HP	1
8	UPS1000VA	Server	APC	3
9	8 Port Switches	Switch	Linksys	6

No on site Labor for delivery, installation, activation is requested of extended warranties.

Total Annual Contract Price: _____ (Eligible Components)

Accepted: Golden Rule Charter School

Service Provider Name: _____

Signature: _____

Signature: _____

Printed Name: _____

Printed Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

SPIN: _____

Contract Term: July 1, 2009 – June 30, 2010

END OF INVITATION TO BID