

**MACON COUNTY SCHOOL DISTRICT
Request for Proposal (RFP)
BASIC MAINTENANCE NETWORK SUPPORT SERVICES
Bid Opening Date: January 13, 2011 at 1:30 PM (Central Time)**

I.	<u>MISCELLANEOUS</u>
A.	<p>The Macon County School District/Board of Education intends to contract for Basic Maintenance Network Support Services for the school district to purchase support services for the district locations on an hourly and as needed basis with the most responsive bidder offering a proposal deemed the most acceptable and advantageous to the Macon County School District. The district intends to file for E-rate funding for services provided to eligible equipment/software and locations. The district is also seeking support services to support the ineligible equipment/software and locations. Therefore, a minimum of two separate contracts are being sought; Eligible Network Support Services and Ineligible Computer and Network Support Services. Macon County School District reserves the right to award to a single vendor for both E-rate eligible and ineligible services, to award to different vendors for each service, or to reject all bid proposals if deemed necessary.</p> <p>Macon County School District will accept sealed bids to provide specified services beginning July 1, 2012 to June 30, 2013 with the school system having the option of two one-year extensions (July 1, 2013 to June 30, 2014 and July 1, 2014 to June 30, 2015). The Options will be executed at the school district’s discretion provided pricing remains the same, vendor continues to meet all other requirements, and the school district continues to be funded through the E-rate program.</p> <p>All requirements specified in this RFP and the vendor’s bid become part of any awarded contract.</p>
B.	<p>Point of Contact: Randy Johnson, Technology Coordinator Macon County School District Board of Education P.O Box 830090 501 South School Street Tuskegee, AL 36083 E-mail: johnsonr@maconk12.org</p> <p>Vendors with questions regarding bid specifications must submit their questions in writing to the Technology Coordinator at email: johnsonr@maconk12.org not later than January 6, 2012. All questions and responses will be posted to the district’s website (for information purposes only) (www.maconk12.org - Click on “Files and Documents” on the left side of the homepage, then click on “RFPs”). It is the vendor’s responsibility to check the website periodically before submitting a bid.</p>
C.	<p>Any changes, additions, or modifications to the bid request will be posted to the Macon County School’s web site at www.maconk12.org (Click on “Files and Documents” on the left side of the homepage, then click on “RFPs”). It is the vendor’s responsibility to check the website for any changes to the bid request periodically and before submitting a bid.</p>

D.	<p>Sealed bids must be submitted in two (2) printed copies and 1 electronic exact copy (.doc or .pdf format) prior to the bid opening, on January 13, 2011 at 1:30 PM (Central Time), at the Macon County School District Board of Education, 501 South School St, Tuskegee, AL 36083.</p> <p>The envelope/container must be marked “Bid BMNSS-Y15, Basic Maintenance Network Support Services” on the front and “SEALED BID DO NOT OPEN” on the seal. Mail to Attention: Randy Johnson, at the address listed above.</p> <p>Any late bids will not be opened or considered. No faxed or electronic bids will be accepted.</p> <p><i>Failure to provide the information requested in this RFP in the requested format is reason for rejection, without consideration.</i></p>
E.	<p>Specifications are not intended to eliminate any reputable manufacturer, brand, or bidder. Reference to manufacturers, brand names, suppliers’ itemization numbers, etc. is intended to set quality and feature standards and does NOT exclude bids from others as long as quality and feature standards are met.</p>
F.	<p>If a bid differs in any way from the bid specifications, the bidder must list the differences on the Bid Response Form telling exactly where and how the bid deviates from said specifications. If no exceptions are listed in this section, it will be presumed the bidder proposes to meet all specifications in every respect; and if awarded the contract, performance on this basis will be required.</p>
G.	<p>All vendors must complete and submit the Bid Response Form included with this document, as a minimum, for submitting their bid pricing and company information. The vendor’s bid may include additional quote pages in the vendor’s preferred format. However, all pricing must be entered in the Bid Response Form, as a minimum, to enable the district to compare pricing from all vendors using the Bid Response Forms. Reference statements, such as “See Page XX,” “Refer to Page XX,” etc. should not be entered in the Bid Response Form.</p>
H.	<p>All vendors submitting a bid are responsible for understanding USAC and FCC E-rate eligibility rules and are required to identify any costs, fees, products, or proposed uses that do not meet the rules of eligibility for E-rate funding and should be filed as ineligible fees/charges.</p>
I.	<p>It is the bidder’s responsibility to comply with all local, state, and federal laws as they apply to this bid.</p>
J.	<p>Macon County School District is exempt from all sales and use taxes under the provisions of Title 40, Chapter 23, Section 4 (15), Code of Alabama, 1975.</p>
K.	<p>Bid price is to be all-inclusive (including taxes, fees, etc.) with no allowable additional costs to Macon County School District.</p>
L.	<p>Contracts over \$10,000 require compliance with Equal Employment Opportunity Regulations, The Clean Air Act, The Clean Water Act, and Environmental Protection Agency Regulations.</p>
M.	<p>The Macon County School District is an equal educational opportunity agency and prohibits discrimination in any of its educational programs, including employment, on the basis of sex, race, religion, national origin, color, age or any handicapping condition. The Board of Education complies fully with the provisions of Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, and the appropriate Department of Education regulations.</p>
N.	<p>The final awarding of this bid will be made by the Macon County School District/Board of Education based on a recommendation from the Superintendent.</p>
O.	<p>If you choose not to bid, please return the invitation to Macon County School District and state the reason. Failure to respond may cause your company to be removed from the bid list file.</p>
P.	<p>The Macon County School District reserves the right to reject any and all bid proposals if deemed necessary.</p>

Q.	All vendors must have a valid Service Provider Identification Number (SPIN) with the Schools and Libraries Division (SLD) of the Universal Services Administration Company (USAC). Vendors must remain in good standing with USAC for the duration of the contract and all extensions.
R.	Macon County School District will review all proposals for service utilizing guidelines outlined by the Alabama State Bid Law and USAC-SLD E-rate program funding requirements.
S.	Vendor must have been in continuous business for a minimum of 3 years.
T.	In the event vendor equipment, software, materials, etc. are necessary to provide services, they must be compatible with existing equipment, software, material, etc. The school system is not required make any purchase of equipment, software, material, etc. to accept the vendors services.
U.	Prices shall be good for the length of this contract (including option years). Any sites added to the district during the term of this contract and all extensions will be covered by the awarded contract at the same rates.
V.	Macon County School District reserves the right to terminate services if E-rate funding is not approved or is reduced during the specified period of the contract and/or extension periods.
W.	Macon County School District reserves the right to cancel the contract/s with the vendor for nonperformance at any time during the contract period. Nonperformance includes, but is not limited to; failure to supply good quality service, failure to provide services for the full term of the contract, installation performance, poor billing and customer service services, and failure to maintain status as an authorized representative of services.
X.	At the request of Macon County School District, the Vendor shall invoice the Schools and Library Division (SLD) directly (generate a Service Provider Invoice, FCC Form 474) for the discounted portion of each bill in accordance with SLD regulations. In this case, if requested, the school district will only be invoiced for the undiscounted portion and 100% of all ineligible services.
Y.	The Vendor shall protect all buildings, furniture, equipment, personal items, trees, shrubs, lawns and all landscaping on school property from damage. Any damaged property shall be repaired or replaced at The Vendor's expense.
Z.	The Vendor and his representatives shall follow all applicable school district regulations while on Macon County School property, including the no smoking, no weapons, and drug free policies. No work shall interfere with school activities or environment unless permission is given by the Principal or person in charge. All Vendor personnel shall be easily identified by the use of identification badges and uniforms or shirts with The Vendor's logo clearly visible.
AA.	Macon County School District requires the Vendor to ensure any technicians providing support services in any district facility have been tested for tuberculosis at least once in three years and do not have tuberculosis in an infectious stage. If the result of such test indicates the presence of tuberculosis in an infectious stage, the technician shall be ineligible for further service in Macon County School District until satisfactory proof of recovery is furnished.
BB.	<p>Before the start of services, the Vendor shall furnish to Macon County Schools a Certificate of Insurance showing compliance within the following limitations and is required to maintain this insurance for the duration of the contract:</p> <p>Below is a list of the insurance coverage that must be procured and maintained by The Vendor at his own expense:</p> <ul style="list-style-type: none"> • Personal injury, including death. Limits of \$1,000,000.00 for each person and \$1,000,000.00 for each accident. • Property Damage limits of \$1,000,000.00 for each accident and \$5,000,000.00 for the aggregate.

CC.	This bid and any resulting contract does not restrict Macon County Schools from using other support services from other vendors.
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II.	<u>REQUIREMENT SPECIFICATIONS</u>
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A.	<p>Background and Basic Description of the Requirement: Macon County School District has local area networks at each location comprised of the cabling, equipment, and software needed for the network to operate and to enable the district to communicate, conduct educational activities and have access to the Internet. Macon County School District is seeking bids for as needed basic maintenance support to supplement the existing Network Support staff consisting of 2 fulltime personnel. Macon County School District is seeking bids for the following services:</p> <ol style="list-style-type: none"> 1.) E-rate Eligible Basic Maintenance Network Support Services - limits support to only E-rate eligible activities, equipment/software, & locations (break-fix support) as outlined by the Schools and Libraries eligibility guidance and direction. 2.) Computer & Network Maintenance Support for Ineligible Equipment, Software, & Locations (Not E-rate Eligible) – support services beyond E-rate eligible Basic Maintenance (i.e. support of end user equipment, proactive support (such as, installing equipment, monitoring, controlling, and/or managing the network or components), support of ineligible distance learning components, data/application servers, support to ineligible locations, support to locations not listed on a funded E-rate application, etc.). <p>Note: Separate contracts are necessary to ensure a separation of eligible and ineligible services, where possible.</p>
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B.	<p>E-rate Support Limitations</p> <ol style="list-style-type: none"> 1.) Support Services Eligible for E-rate Funding. E-rate eligible support and services shall meet all guidelines established by the FCC and administered by SLD to ensure services meet E-rate eligibility requirements. Eligible “necessary” support services are defined by SLD’s 2012 Eligible Services List as: <p>“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.” 47 C.F.R. § 54.506(b). “The following basic maintenance services are eligible:</p> <ul style="list-style-type: none"> • Repair and upkeep of eligible hardware • Wire and cable maintenance • Basic technical support • Configuration changes” <p>The Federal Communication Commission's Sixth Report and Order (FCC 10-175) states, the E-rate Program will support payment "...on the actual work performed and hours used only." Therefore, the support services and materials used can only be invoiced after the services have been performed, with the following exception:</p> <p>FCC’s Order 10-2355A1, Released: December 15, 2010, “Services such as software upgrades and patches, including bug fixes and security patches, and online and telephone-based technical assistance and tools that are typically standard fixed priced offerings will continue to be funded as BMIC if the service or equipment would not function and serve its intended purpose with the degree of reliability ordinarily provided but for these specific services.”</p>
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	<p>2.) Support Services Not Eligible for E-rate Funding. According to SLD’s 2012 Eligible Services List, the “following products and services are NOT ELIGIBLE:</p> <ul style="list-style-type: none"> • Unbundled Warranties, including prepaid retainers for Basic service that may not actually need to be performed. • On-site technical support (i.e., contractor duty station at the applicant site) when off-site technical support can provide basic maintenance on an as-needed basis, unless applicants present sufficient evidence demonstrating that on-site technical support is more cost-effective than utilizing off-site support. • Services such as network management and 24-hour network monitoring. • Help desks that provide a comprehensive level of support beyond basic maintenance of only eligible components...” <p>“Eligible basic maintenance does not include services to maintain ineligible equipment, to enhance the utility of equipment beyond the transport of information, or to provide diagnostic services in excess of those necessary to maintain the equipment’s ability to transport information.”</p> <p>The following additional activities are also not eligible (this and the above lists are not all inclusive):</p> <ul style="list-style-type: none"> • Maintenance to end user equipment/software, applications servers, etc. • Equipment installations or moves (i.e. new equipment installations or moving equipment from one location to another), except if in direct support of a repair action • Installation of new network drops (only repair of existing drops is eligible) • Support services to ineligible locations, non-instructional locations (generally), and locations not listed on an approved E-rate application
<p>C.</p>	<p>E-rate Eligible Basic Maintenance Network Support Services Requirements – The Vendor must provide qualified personnel to deliver Basic Maintenance support on an as needed basis for the E-rate eligible network components (equipment, software, cabling, etc.) at the locations identified below. Support must meet all guidelines established by the FCC and administered by SLD to ensure services meet E-rate eligibility requirements.</p> <p>1.) Technical Expertise: Vendor personnel must be able to diagnose and resolve network-layer issues related to passive and active network hardware (hubs, converters, switches, routers, etc.), eligible servers, IP address problems, network connection problems, and network-centered system configuration issues, and apply current software upgrades and patches, including bug fixes and security patches for network hardware (eligible servers, switches, routers, etc.) and software components, as required. Services include support for the repair, or if the problem is beyond repair, replacement (if approved by the Technology Coordinator) of the networking equipment listed herein.</p> <ul style="list-style-type: none"> ➤ Firewalls ➤ Routers ➤ Switches ➤ Hubs ➤ VPNs ➤ VLANs ➤ Routed Networks ➤ Switched Networks ➤ Static and Dynamic Routes Configuration ➤ Ethernet Topology ➤ Cisco Products

- Cisco Wireless Access Points and Controllers
- Microsoft Windows 2003 Active Directory (on eligible servers – not desktops)
- Microsoft Windows Operating System (on eligible servers – not desktops)
- Servers – DHCP, Domain Name Server, and Email
- Network Troubleshooting
- Troubleshoot, Install (for repair), and Terminate Category 5e and Multimode Fiber Cables and Components.

2.) **Equipment and Locations to be Supported:** The following E-rate eligible equipment, facilities, and materials will be covered by this basic maintenance agreement:

1. D C Wolfe School

- 1 APC-SUA1000RM2U – Smart –UPS Rackmount USB Serial (6) Outlets
- 1 Cisco 3750-24FS-S
- 2 Cisco 2960C-48TC-L
- 17 Cisco 2940-8TF-S
- 1 Cisco AIR-WLC4402-25-K9
- 18 Cisco AIR LAP1242AG-A-K9
- 50 Cat5 Drops
- 18 Fiber Drops
- 28 Network Interface Cards

2. Booker T Washington High School

- 1 APC-SUA1000RM2U – Smart –UPS Rackmount USB Serial (6) Outlets
- 3 Cisco 3500 XL
- 3 Cisco 3750-24FS-S
- 5 Cisco 2960C-48TC-L
- 60 Cisco 2940-8TF-S
- 1 Cisco AIR-WLC4402-50-K9
- 34 Cisco AIR LAP1242AG-A-K9
- 80 Network Interface Cards
- 142 Cat5 Drops
- 60 Fiber Drops

3. Tuskegee Institute Middle School

- 1 APC-SUA1000RM2U – Smart –UPS Rackmount USB Serial (6) Outlets
- 2 Cisco 3500 XL
- 2 Cisco 3750-24FS-S
- 2 Cisco 2960C-48TC-L
- 34 Cisco 2940-8TF-S
- 1 Cisco AIR-WLC4402-50-K9
- 28 Cisco AIR LAP1242AG-A-K9
- 45 Network Interface Cards
- 65 Cat5 Drops
- 35 Fiber Drops

4. Tuskegee Public School

- 1 APC-SUA1000RM2U – Smart –UPS Rackmount USB Serial (6) Outlets
- 2 Cisco 3500 XL
- 1 Cisco 3750-24FS-S
- 2 Cisco 2960C-48TC-L
- 15 Cisco 2940-8TF-S

- 1 Cisco AIR-WLC4402-25-K9
- 15 Cisco AIR LAP1242AG-A-K9
- 65 Network Interface Cards
- 105 Cat5 Drops
- 16 Fiber Drops

5. Notasulga Elementary/High School

- 1 APC-SUA1000RM2U – Smart –UPS Rackmount USB Serial (6) Outlets
- 3 Cisco 3500 XL
- 3 Cisco 3750-24FS-S
- 3 Cisco 2960C-48TC-L
- 24 Cisco 2940-8TF-S
- 1 Cisco AIR-WLC4402-25-K9
- 1 Cisco AIR-WLC4402-12-K9
- 30 Cisco AIR LAP1242AG-A-K9
- 45 Network Interface Cards
- 130 Cat5 Drops
- 24 Fiber Drops

6. George Washington Carver School

- 2 APC-SUA1000RM2U – Smart –UPS Rackmount USB Serial (6) Outlets
- 3 Cisco 3750-24FS-S
- 5 Cisco 2960C-48TC-L
- 49 Cisco 2940-8TF-S
- 1 Cisco AIR-WLC4402-25-K9
- 16 Cisco AIR LAP1242AG-A-K9
- 90 Cat5 Drops
- 40 Fiber Drops
- 70 Network Interface Cards

7. Macon County Alternative Learning Center

- 50 Cat5 Drops
- 3 Fiber Drops
- 40 Network Interface Cards

8. Macon County Career and Technical Education Center

- 4 Cisco AIR-LAP1131AG-A-K9
- 2 Cisco WS-C2960-48PST-L
- 50 Cat5 Drops
- 1 Fiber Drops
- 50 Network Interface Cards

9. Macon County Central Office/BOE (for E-rate eligible portion providing essential communications to schools)

- 1 APC-SUA1000RM2U – Smart –UPS Rackmount USB Serial (6) Outlets
- 1 Cisco 2960C-48TC-L

Servers Serving All Schools but Located at the BOE

- 1 Email Server – Dell Server Dual Core Xeon Processor, Windows 2003
- 1 DHCP – Dell Server, Windows 2003
- 1 DNS – Dell Server, Windows 2003

	<p>NOTE: The list of equipment and cabling drops will change during the course of the contract due to upgrades, additions and/or replacement. Additionally, with closures and openings of new schools, the list of locations and supported equipment/software may change over the course of this contract and any and all extensions.</p>
<p>D.</p>	<p>Computer & Network Maintenance Support for Ineligible Equipment, Software, & Locations (Not E-rate Eligible) – Vender must provide qualified personnel to deliver computer and network support services supporting Macon County School District ineligible equipment, software, and locations (i.e. computers, computer peripherals, network equipment/software, ineligible locations, locations not on a funded application, etc.). Services are required on an as needed or scheduled basis, as determined, for technical support at all Macon County School District locations. Vendor may also provide new equipment and cabling configuration and installation services for small projects under this contract.</p> <p>1.) Technical Expertise: The Vendor must be able to diagnose and resolve issues related to end user equipment (PCs, peripherals, distance learning equipment, smart boards, etc.) and network-layer issues related to passive and active network hardware (switches, routers, hubs, etc.), servers, IP address problems, network connection problems, network-centered system configuration issues, and other computer/network problems. Apply current software upgrades and patches, including bug fixes and security patches for network hardware (servers, switches, routers, etc.) and software components, as required. Services include support for the repair, or if the problem is beyond repair, replacement (if approved by the Technology Coordinator), of the listed herein. Upgrade network hardware (servers, switches, routers, PCs, etc.) and software components, as required, and be able to configure, install, troubleshoot, maintain and integrate the following types of hardware and software products:</p> <ul style="list-style-type: none"> ➤ Windows 98/2000/XP/Vista/Windows 7 PCs (hardware and software) ➤ PC Applications and peripherals ➤ Install and configure new network switches/routers ➤ Proactive checks to ensure network devices and LANs are operating, when needed ➤ Microsoft Windows Operating System ➤ Servers – Application, Data, Archive, etc. ➤ Server Based Applications Software ➤ Network Troubleshooting ➤ Various PC Applications ➤ Printers ➤ Scanners ➤ Smart boards ➤ Other end-user devices not specified ➤ Troubleshoot, install and terminate Category 5e and multimode fiber cables and components. <p>2.) Sites Requiring Support: Same as Section II.C.2.) above plus the following additional sites:</p> <ol style="list-style-type: none"> 1. Macon County Maintenance and Receiving 2. Macon County Transportation Department

<p>E.</p>	<p>Software Upgrades, Patches (including bug fixes & security patches), and Manufacturer Support.</p> <p>1.) Vendor is required to obtain, provide, and install current software upgrades and patches, including bug fixes and security patches for network hardware (switches, wireless, etc.) and software, as required. If the equipment manufacturer for the supported equipment requires users to purchase the manufacturer’s support services coverage (i.e. manufacturer maintenance) in order for the Vendor to have access to the required upgrades and patches, then the Vendor must specify pricing for these manufacturer maintenance support services in Section III of the Bid Response Form. Coverage that provides for the repair and replacement of equipment is not eligible for E-rate funding. Therefore, if these services are also included in the packaged manufacturer maintenance coverage quoted in Section III of the Bid Response Form, then the Vendor must specify the manufacturers approved E-rate eligible percentage of each item quoted in the Bid Response Form and provide separate pricing for the eligible and ineligible portions.</p> <p>If the Vendor does not provide pricing in Section III of the Bid Response Form and does not specify in the Exceptions to Specifications and/or Comments sheet that software upgrades, patches, etc., will NOT be provided as part of the quoted services, the Customer will conclude the Vendor has access to the latest software upgrades and patches, including bug fixes and security patches and will provide these as part of the services quoted in the hourly rate.</p> <p>If Vendor is bidding only Section III, Software Upgrades, Patches, and Manufacturer Support, indicate this in Sections I & II of the Bid Response Form.</p> <p>(Note: Coverage that is eligible for E-rate funding provides software upgrades and patches, including bug fixes and security patches, and online and telephone-based technical assistance and tools. Coverage that provides for the repair and replacement of equipment is not eligible for E-rate funding.)</p> <p>2.) If manufacturer maintenance/coverage is required, provide single year pricing (not bundled) and part numbers for manufacturer maintenance on all network equipment listed in the Bid Response Form for coverage to be purchased during the term of the contract and any and all extensions. Bidder is also required to provide a percentage off of list for the purchase of manufacturer maintenance coverage for equipment not listed. This will ensure the district is able to obtain coverage for equipment purchased later in the contract as the equipment on the list becomes outdated and new equipment is purchased. Do not provide multiple year bundled pricing since E-rate funding must be applied for each year for coverage during the funding year.</p> <p>3.) Vendor pricing should include the vendor completing any registration actions required by the manufacturer for all maintenance purchased by Macon County School District. The vendor must provide a list of the manufacturer maintenance purchased; in printed format (1 copy) and in electronic Excel format (1 copy – provided to the Technology Coordinator). This list should include the manufacturer maintenance purchased (part number & description), covered equipment part number and serial number, dates of coverage, date of purchase and the E-rate FRN the coverage was purchased under, if applicable.</p>
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<p>F.</p>	<p>Vendor must provide services and bid for the following labor categories (specific hourly pricing) :</p> <ol style="list-style-type: none"> 1. Senior Communications Network Specialist. Troubleshoots LAN/WAN and other network related problems, provides technical expertise for configuration of networks. Performs general LAN maintenance. Highly skilled in troubleshooting all aspects of complex networks. Minimum 10 years of experience preferred but not required in the Telecommunications Field. 2. Network Maintenance Technician. Troubleshoots LAN/WAN and other network related problems, provides technical expertise for configuration of networks. Skilled in troubleshooting all aspects of complex networks. Minimum 5 years of experience is preferred but not required in the Telecommunications Field. 3. Support Technician. Troubleshoots LAN/WAN and other network related problems, provides technical expertise for configuration of networks. Skilled in troubleshooting most aspects of networks. Minimum 3 years of experience is preferred but not required in the Telecommunications Field. 4. PC Technician (Not E-rate Eligible). Install, configure, upgrade, maintain and troubleshoot end-user computers (operating system and applications), printers, software, scanners, and other end-user devices. Minimum 3 years of experience is preferred but not required in the Computer Support of Telecommunications Fields.
<p>G.</p>	<p>Required Service Levels and Response Times:</p> <ol style="list-style-type: none"> 1.) Macon County School District's requires the awarded vendor to respond to all requests for service as quickly as possible. The District will prioritize each request for support using the following general guidelines: <ul style="list-style-type: none"> • Urgent requests are those that meet one or more of the following criteria (ineligible if related to end user equipment or software, ineligible component/software/activity, or ineligible location): <ul style="list-style-type: none"> ○ A critical component is <i>down</i> with multiple users affected. ○ The network is inaccessible to multiple users at <i>multiple</i> locations. ○ A priority user is working under a deadline or on a time sensitive task. ○ A priority user is unable to send or receive email. ○ The security of one or more machines is compromised. ○ The problem is with software that is vital to the nature of the priority user's work. • High requests are those that meet one or more of the following criteria (ineligible if related to end user equipment or software, ineligible component/software/activity, or ineligible location): <ul style="list-style-type: none"> ○ A critical component is <i>degraded</i> with multiple users affected. ○ Multiple users are unable to send or receive email. ○ The network is inaccessible to multiple users at a <i>single</i> location. ○ The problem is with software that is vital to the nature of the district's work. • Routine requests typically fall into the following categories (ineligible if related to end user equipment or software, ineligible component/software/activity, or ineligible location):: <ul style="list-style-type: none"> ○ Non-critical problem or requirement. ○ The request is specified as non-urgent. ○ The request involves peripheral equipment such as printers, cameras, smart boards, etc. ○ The user is experiencing an application problem that does not interfere with critical functions. • Planned requests are those that require scheduling, research, or other advance preparation. Examples of planned requests might include the following (ineligible if related to end user equipment or software, ineligible component/software/activity, or ineligible location): <ul style="list-style-type: none"> ○ Hardware or software recommendations (ineligible).

- Computer setups (ineligible).
- Proactive/preventive maintenances (ineligible).
- Software installation, bug fixes, or upgrades (only eligible for operating system software on eligible components).
- Installation of new network drops (ineligible)
- Installation and setup of new Hardware (ineligible).
- Computer moves (i.e., configuring machines for a new location; does not require the vendor representative to physically move computers) (ineligible).

Note: The descriptions and limits between categories are not absolute. For example, there are times when a request that would normally fall into the "Normal" category might in fact be urgent.

2.) The vendor is required to provide the following response times:

Category	Initial Response Time	Commencement of Work
Urgent	0 – 90 minutes	0 – 4 hours
High	0 – 90 minutes	0 – 24 hours
Routine	0 – 24 hours	0 – 96 hours
Planned	48 – 72 hours	To be arranged

The "initial response time" refers to the time during which a vendor representative will contact the designated Macon County School District Representative (generally by email, telephone, or an in-person visit) to get additional information or schedule a time for a visit. In some cases, the problem may be resolved in the initial response phase. For cases in which the problem cannot be resolved in the initial response phase, "commencement of work" refers to the period in which vendor's technician will be able to take steps to resolve the problem.

All times in the table above refer to normal working hours, considered to be between 7:00 a.m. and 5:00 p.m.

Responsibilities: In order for the above response times to apply, the vendor must provide an appropriate email address and trouble call phone number that will be used by the Technology Coordinator or designated representative to report trouble calls. If the vendor has a trouble ticket system, then Routine trouble calls will be reported using this method.

H. Support Services Documentation: Vendor must maintain and provide a trouble ticketing system for authorized district personnel to report problems requiring resolution and support. This system must be accessible through a web interface and must document the problem, the date submitted, the date support was provided, the equipment worked on (by make & model), the labor hours used to resolve the problem, and the corrective action. Vendor must provide summary activity reports of the services provided detailing this information to the District Technology Coordinator (see Section II, Item L).

Documentation must be prepared for any equipment that is moved or replaced during maintenance support (technical support or manufacturer maintenance) and provided to the District Technology Coordinator within 24 hours of the replacement action. Vendor must:

- Ensure all replacement equipment is tagged with the E-rate Funding Request Number (FRN) (for equipment purchased with E-rate funding) and Macon County asset tag at a minimum.
- Provide the location (room and building) where the equipment was replaced and the following information for equipment that was removed and the replacement equipment:

	<ul style="list-style-type: none"> ○ Manufacturer ○ Model ○ Serial number ○ E-rate FRN, if applicable ○ Macon County asset tag number ○ Date of removal ○ Reason for replacement ○ Disposition/location of the equipment replaced
I.	<p>Tools and Materials. The Vendor must provide their own tools and testing devices needed to perform the required diagnosis and repair of the network cabling infrastructure, equipment, or software.</p> <ol style="list-style-type: none"> 1.) For repairs requiring replacement materials, equipment, or components (i.e. Cat 5e cable, a fiber connector, a GBIC, a switch, etc.), the Vendor will utilize materials and spare equipment provided by the Technology Coordinator, if available. If the required materials are not available, the Vendor will provide the cost of the required materials needed to complete a repair, to the District Technology Coordinator, at the time of repair, and seek approval to obtain the required equipment/materials/component. After contract award, the Vendor may provide a list of common materials and components and their pricing to the Technology Coordinator for pre-approval and the preapproved list and pricing will be used for the length of the contract and any and all options. 2.) The Vendor will invoice for approved materials used to complete repairs, with item level detail, in the same invoice provided for the hourly network support services (on the appropriate eligible or ineligible services invoice).
J.	<p>Purchase Levels. Macon County School District does not guarantee any purchase levels. The Technology Coordinator will determine what support and equipment coverage is needed, if any, each year and will purchase some, none, or all support/coverage, whatever is in the best interest of the Macon County School District. If manufacturer’s support services coverage (i.e. manufacturer maintenance) is required and quoted, the district will purchase packages from the Vendor at the beginning of each E-rate funding year, as and if deemed necessary for critical components.</p>
K.	<p>Invoicing for Eligible and Ineligible Support Services Must be Separate: Support to any partially or wholly ineligible products will be identified by the Vendor during invoicing and the ineligible portion/amount invoiced to the Macon County School District as “ineligible”. The Vendor must not invoice SLD for the ineligible portion of any services to ineligible or partially eligible products, locations, etc.</p> <p>All ineligible charges (except support to partially eligible components) shall be invoiced on separate invoices.</p>

<p>L.</p>	<p>Activity Reports: The Vendor must provide monthly reports to the District Technology Coordinator detailing the services provided (problem/resolution). The reports must include the diagnosed problem, the resolution, the location, the equipment worked on (by specific make & model), and the number of support hours used to resolve each problem, as a minimum. Two separate reports are required; one for E-rate eligible network support activities; and one for non-E-rate eligible/ ineligible support activities. The Vendor must maintain this information in their records for both the E-rate eligible services contract and the ineligible support services contract for a period of 5 years from the last day services are provided under this contract and any and all extensions.</p>
<p>M.</p>	<p>Equipment Moves: Documentation must be prepared identifying any equipment moved or replaced during maintenance support (technical support or manufacturer maintenance) and the cost of the replacement equipment, if applicable, and provide the documentation to the Technology Coordinator within 24 hours of the replacement action. Vendor must:</p> <ul style="list-style-type: none"> • Ensure all replacement equipment is tagged with the E-rate Funding Request Number (FRN) (for equipment purchased with E-rate funding) and Macon asset tag at a minimum. • Provide the location (room and building) where the equipment was replaced and the following information for equipment that was removed and the replacement equipment: <ul style="list-style-type: none"> ○ Manufacturer ○ Model ○ Serial number ○ E-rate FRN, if applicable ○ Macon asset tag number ○ Date of removal ○ Reason for replacement ○ Disposition/location of the equipment replaced
<p>N.</p>	<p>Travel time required for Vendor personnel to travel to Macon County School District locations to provide necessary services may be invoiced up to a maximum of one hour at the hourly rate.</p>
<p>O.</p>	<p>Vendor must provide a toll free number for emergency technical support Monday-Friday 7:00 a.m. to 5:00 p.m. as a minimum.</p>
<p>P.</p>	<p>Vendor must provide a copy of any Specializations and/or Certifications and reseller status of your company and employees that will demonstrate your company’s ability to support the equipment identified in the specifications. If relevant certifications are not available Vendor must provide a narrative description of the Vendor’s past experience and qualifications with troubleshooting, repairing, installing, updating, and configuring the supported equipment.</p>
<p>Q.</p>	<p>The Vendor is required to provide a description of on staff personnel experience and qualifications for each labor category proposed. Also, provide a description of the Vendor’s back office support/technical management support available to support the Vendor’s on-site technician/s, when needed.</p>
<p>R.</p>	<p>Vendor must provide a reference list of at least 3 customers where the vendor is currently providing proposed services. The reference list shall include the contact name, phone number, and email address, the services provided, and the number of supported sites per customer reference. At least one of the references should be for services to a customer of the same approximate size of the Customer.</p>
<p>S.</p>	<p>Vendor should provide, if available, 3 references where Vendor has provided similar size and scope of services under E-rate funded contracts. The reference list shall include the services provided, the scope of the services provided, names, addresses, and phone and email contact information for each reference. These references may be the same references provided Item R above, if identified as an E-rate reference in the response.</p>

T.	<p>Upon request, the Vendor must provide Item 21 Attachment documentation ready for filing for Universal Service Administrative Company (USAC), Schools and Libraries Division (SLD) FCC Form 471. The Item 21 Attachment must identify any/all ineligible products or partially eligible products receiving services. The Item 21 must also include an estimated number of hours required for the funding year based on historical support information as well as an estimated amount of materials needed to complete repairs during the funding year, based on historical support data.</p> <p>The Vendor must assist the Customer with providing information needed to respond to SLD application reviewer requests for information within the SLD deadlines.</p>
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III. BASIS OF AWARD

In keeping with the guidelines of USAC, this contract will be awarded to the most cost effective provider who submits a complete and accurate submittal that meets the stated requirements. Prices of the eligible products and services will be the primary factor, but not necessarily the sole factor, in evaluating the bids. Other factors of consideration may include but are not limited to price of the ineligible products and services; prior experience, including past performance; personnel qualifications, including technical excellence; management capability, including schedule compliance; and environmental objectives. Macon County School District does not guarantee award of a contract and reserves the right to reject any and all bids.

These factors as well as others may be utilized in weighing the RFP responses as follows:

Factor	Weight
Price of Eligible Services	30%
Personnel Qualifications/Experience	25%
Prior Experience	25%
Flexibility of Support Plan	10%
Management Capability	10%
TOTAL	100%

IV. REQUIRED CONTENTS OF BID AND ATTACHMENTS

Note: This list is not all inclusive. It is the vendor’s responsibility to read the entire RFP and comply with *all* requirements.

- a. Completed Bid Response Form (all pages)
- b. E-rate SPIN.
- c. References
- d. E-rate References, if available
- e. Specializations/Certifications & Reseller Status or Narrative Description, as appropriate
- f. Descriptions of Staff Personnel Qualifications/Experience
- g. Description of Back Office Support

An entire copy of the bid response and supporting documentation shall be submitted in two (2) paper copies and one exact electronic copy in Microsoft Word or Adobe Acrobat format (.doc or .pdf, respectively).

Failure to provide the required information in the specified manner will be a basis for disqualifying the bid and causing the bid to be thrown out without consideration.

**MACON COUNTY SCHOOL DISTRICT
Request for Proposal (RFP)
BASIC MAINTENANCE NETWORK SUPPORT SERVICES
Bid Opening Date: January 13, 2011 at 1:30 PM (Central Time)**

BID RESPONSE FORM (Page 1 of 6)

Name of Firm: _____

Address of Firm: _____

Representative's Name (Type or Print): _____

*Authorized Signature: _____

Date: _____ Telephone: (____) _____

E-mail: _____

E-rate SPIN: _____

Number of Years in Business: _____

***Signature certifies the proposed solution and services meet all requirements in the RFP and the Vendor will comply with all specified requirements unless exceptions are noted below.**

BID RESPONSE FORM (Page 3 of 6)

Section I of III. E-rate Eligible Basic Maintenance Network Support Services

Type of Assistance	Labor Cost Per Hour
Senior Communications Network Specialist	\$ Hour
Network Maintenance Technician	\$ Hour
Support Technician	\$ Hour

Award will be made for the labor category/categories and for the number of hours deemed most appropriate to meet the needs of the Macon County School District. The number of hours required each year will vary, dependent on equipment failures (break-fix), district funding, and system needs.

BID RESPONSE FORM (Page 4 of 6)

Section II of III. Computer & Network Maintenance Support for Ineligible Equipment, Software, & Locations (Not E-rate Eligible)

Type of Assistance	Labor Cost Per Hour
Senior Communications Network Specialist	\$ Hour
Network Maintenance Technician	\$ Hour
Support Technician	\$ Hour
PC Technician	\$ Hour

(Note: Macon County School District expects the same rates for E-rate and Non-E-rate support where the same skill level is identified. The two labor rate tables are provided to establish a distinction between the E-rate Network Support (Basic Maintenance) contract and the Non-E-rate support contract)

Award will be made for the labor category/categories and for the number of hours deemed most appropriate to meet the needs of the Macon County School District. The number of hours required each year will vary, dependent on district funding and system needs.

BID RESPONSE FORM (Page 5 of 6)

Section III of III. Software Upgrades, Patches, & Access to Manufacturer Online and Telephone-based Technical Assistance and Tools (If required for the Vendor to maintain the supported equipment at the required level) *(Note: Pricing should be provided as per year, per package, to be purchased in various quantities of coverage as and if needed):*

Provide pricing for coverage of the specified item. If manufacturer coverage is not available for the specified item then indicate “N/A”. If coverage for the specified item is not available because it is End of Life/End of Service (EOL/EOS) indicate “EOS”.

Coverage that provides for the repair and replacement of equipment is not eligible for E-rate funding. Therefore, if these services are also included in the quoted manufacturer coverage the Vendor must specify the manufacturer approved percentage eligible for E-rate funding and provide the eligible and ineligible prices for each item quoted below. This information will be used for cost allocation in any associated E-rate application.

Equipment to be Covered	Manufacturer Maintenance Part Number	E-rate Eligible Price	% Eligible	Ineligible Portion Price, if any	Coverage Not Available (N/A) or EOS (indicate, if applicable)
WS-C2960C-48TC-L		\$ _____		\$ _____	
WS-C3750-24FS-S		\$ _____		\$ _____	
WS-C2940-8TF-S		\$ _____		\$ _____	
AIR-WLC4402-12-K9		\$ _____		\$ _____	
AIR-WLC4402-25-K9		\$ _____		\$ _____	

BID RESPONSE FORM (Page 6 of 6)

Equipment to be Covered	Manufacturer Maintenance Part Number	E-rate Eligible Price	% Eligible	Ineligible Portion Price, if any	Coverage Not Available (N/A) or EOS (indicate, if applicable)
AIR-WLC4402-50-K9		\$		\$	
AIR-LAP1242AG-A-K9		\$		\$	
AIR-WCS-WL-10-K9		\$		\$	
AIR-LOC2710-L-K9		\$		\$	

Miscellaneous Cisco Equipment: Request vendor identify the discount percentage off list price for manufacturer maintenance coverage on any Cisco equipment not listed (composition of equipment in Macon County School District will change during the course of the contract. Therefore, the above list is not all inclusive). If there any exceptions, identify them here. If additional space is need, please attach additional pages and indicate "See Exceptions Attached".

Exceptions to % off of list identified below, if any:

	% off List Price
Equipment Not Listed	%