MEADOWS VALLEY SCHOOL DISTRICT #11

TECHNICAL SPECIFICATIONS FOR:

Network Infrastructure

RFP #MDF03172017

DUE: 3/17/2017

2:00PM MST

http://www.mvsd11.org

# Meadows Valley School District #11

# REQUEST FOR PROPOSAL #MDF03172017

Opening Date and Time: 3/17/2017 at 2:00 p.m. MST

Meadows Valley School District #11 will accept PROPOSALS for TECHNICAL SPECIFICATIONS FOR MANAGED NETWORK INFRASTRUCTURE HARDWARE.

The PROPOSALS must be received prior to but no later than 3/17/2017 at 2:00 p.m. MST, in a sealed envelope clearly marked *“Filter-Firewall-Router, RFP#03172017”* and delivered to the Meadows Valley School District #11 District Office at 500 N. Miller, New Meadows, ID 83654. Proposals will be opened at above time and date. Proposals received after the above stated time will be returned to bidder unopened. Proposals must be signed.

The board of Trustees of the Meadows Valley School District #11 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.

Dated: 01/21/2017

Board of Trustees

Meadows Valley School District #11

## PROJECT BACKGROUND

Meadows Valley School District #11, “THE DISTRICT” (MVSD), technology’s infrastructure consists of a local area network with CAT-5e cable wired distribution and wireless Access Points. The Active Directory Domain Controllers (Microsoft Windows 2008R2) reside two (2) tower style servers. The distribution hardware includes Hewlett Packard and Dell PowerConnect switches. The current front-end network protection is provided by a Web Filter (Barracuda 410) and a router-firewall (Mikrotik 1100AHx2). The proposed action is to replace the oldest server (MV-DC1), five HP switches and the two-unit firewall and web filter.

## E-RATE REQUIREMENT

The Telecommunications Act of 1996 established a fund by which Schools and Libraries across the Country could access discounts on eligible telecommunications products and services. The program is commonly known as the E-Rate Program. The eligibility for discounts on internet access, telecommunications products and services, and internal connection products, services and maintenance is determined by the Federal Communications Commission (FCC). Funding is made available upon application approval by the Schools and Libraries Division (SLD of the Universal Service Corporation, which was established by the Act. The amount of discount is based on the numbers of children receiving free and reduced price meals

MVSD applied for E-Rate discounts and received funding in the 2015 cycle. Suppliers are required to be in full compliance with all current requirements and future requirements issued by the SLD for participation in the E-Rate program throughout the contractual period of any contract entered into with MVSD as a result of this RFP.

Additionally, respondents are required to submit the following to substantiate E-Rate Service Provider compliance.

* Proposers Service Provider Identification Number (SPIN)
* Service Provider Annual Certification (SPAC verification (2012/2013 and/or 2013/2014)
  + (SPIN contact page from USAC website will suffice)
* Verification that the proposer is an eligible telecommunications provider.
  + (SPIN contact page from USAC website will suffice)
* Proof that Proposer is not on FCC Red-Light Status
* Requires FCC Registration Number and documentation from FCC. Information can be accessed at http://www.fcc.gov/redlight/

## PROJECT GOALS

## The DISTRICT (MVSD) is seeking an equipment provider that is able to meet its data telecommunication security needs.

## There are five 48-port HP switches; the new switches must be backplane cable compatible with the newer Dell PowerConnect 6224 (hub) & 6248 (distribution) switches.

* The replacement server must
* Support Windows Domain Controller server 2008R2 and up
* Support VMWare vSphere 6.5
* Preferred to be rack mountable in a standard communications rack
* The two device Router-Filter combination are to be replaced by a single device that
* Facilitates the District’s federal Children’s Internet Protection Act (Internet Safe School) compliance requirements
* Performs router functions
* Provides firewall functionality
* Filters traffic at the secure socket layer level
* Web Filter is user configurable for exceptions (blocked and allowed traffic by site URL or IP/Port addressing or user/user groups)
* Meets the requirements for Category 2 eRate support
* The provided hardware must be able to accept the current content filter and router firewall definitions
* Preparation and transition of current protocols are at the vendor’s expense
* Desired Functionality:
* Provide integrated and transparent authentication for Active Directory integrated Windows computers and mobile devices (Surface Pro's and similar Windows 10 AD joined devices). This means it never prompts, it just knows who they are.
* Provide a captive portal web page to authenticate all non-windows Active Directory integrated devices (everything else such as iPads, Mac's, Chromebooks, etc) using Active Directory credentials. There should be no installation required of any agents on the endpoint devices to allow for AD user authentication to happen through the captive portal.
* Provide for reporting capabilities based on Active Directory users and group internet activity with specific information about sites visited, videos or audio streamed, bandwidth used, etc.
* Provide web content filtering that includes SSL deep packet analysis and filtering capabilities based on a yearly subscription database that is kept up to date when new websites appear that need to be categorized.
* Support blacklists/blocklists by IP addresses from well known IP address block  lists such as countries, known spammers, known virus/malware IP's, known botnet networks, proxy networks, etc.
* Support network address translation and state full firewall inspection capabilities. Both one to one and one to many translation capability is required.
* Support bandwidth shaping based on IP addresses (both internal and external IP address as well as web site domain names), as well as user account/groups in Active Directory. Custom queue strategies based on policies with burst and limit capabilities are required. QoS type shaping such as DSCP is not needed nor will be accepted in lieu of a true custom queuing based shaping and prioritization policy.
* Internet gateway anti-virus scanning (HTTPS too) and Anti Malware at the packet level. Managed end point integration is a plus to keep the reporting and policy settings in one place. Any proposed endpoint software must contain both and anti virus and anti malware component with active threat blocking and support for zero day streaming updates to be considered.

## QUALIFICATIONS

Please provide responses to the following questions as well as details to offer a comprehensive representation of your company and its services.

|  |  |
| --- | --- |
| 1. The vendor must be able to guarantee customer support at least  99.5% of the time in a calendar month, except for outages caused by the customer’s equipment, fiber cuts by third parties, acts of God, or other Force Majeure events. | Yes/No |
| Please elaborate: |  |
| 2. Does your company monitor all telecommunication and/or Internet services 24 hours per day, seven days per week, 365 days per year? |  |
| Please elaborate: |  |
| 3. Is your company able to provide, at no additional charge, immediate  notification to MVSD network department representative of any and all equipment outages or anomalies which affect the use of the facilities, circuits, or network within MVSD? |  |
| Please elaborate: |  |
| 4. Please provide the process for MVSD to report any problems with the telecommunication equipment including the minimum response time. |  |
| Please elaborate: |  |
| 5. Provide details regarding your company’s service center, including, but  not limited to, staffing experience, process and priority service. |  |
| Please elaborate: |  |
| 6. Your company will provide a non-performance policy with MVSD which provides MVSD a monthly credit equal to two times the monthly rate multiplied by the percentage of monthly outage to any site within MVSD, when such faults, outages or anomalies are due to the oversight, neglect or unreliability of your company’s services. |  |
| Please elaborate: |  |
| 7. Does your company maintain compliance with any and all legal requirements set forth under the Idaho Public Utilities Commission and the Federal Communications Commission of the United States of America? |  |
| Please elaborate: |  |
| 8. Does your company agree that MVSD can reserve the option to terminate service, without penalty and full expectation of refund of any and all proceeds paid prior to date of termination of contract or services for balance of services not rendered? |  |
| Please elaborate: |  |

## TRANSITION PLAN

As the cut-over date for any new hardware is no earlier than July 1, 2017, MVSD requires a transition plan to be provided with any proposal response. The plan is to include the resources to be dedicated to the transition, all costs associated with the transition, a timeline of actions with a completion target date for the supplier and for the MVSD transition team. The transition plan is to outline the expectations the supplier team would have of MVSD and the information or task MVSD is to provide the supplier and the date any information or task would be required.

MVSD reserves the option to terminate service, without penalty and full expectation of refund of any and all proceeds paid prior to date of termination of contract or services for balance of services not rendered, if the district is dissatisfied with the service.

Service/equipment Provider warrants that such facilities and services will maintain the performance criteria stated above at all times during the continuation of this Agreement. Service Provider warrants that it had good title to all elements of the facilities and services and has the legal right to contract with MVSD for the installation and use of such facilities and services. Service Provider shall indemnify MVSD and its trustees and employees against any claims or threat of claims brought by any third party alleging infringement of any proprietary rights.

## Customer Requirements

## Service

Service must include maintenance and repair with no additional pass through costs to the district.

Monitoring - Network services must follow an automatic detect and preventative maintenance procedure.

Monitoring - Provide MVSD Technicians with network monitoring tools to monitor web filter parsing, rules violations and traffic throughput across the WAN.

Support - Response must be available within 2 hours of reported network malfunction. Support - Provide MVSD with elevated tech support access to your network engineers.

Repair – Web Filter repairs must be completed within 12 hours of the problem being reported.

Response - Provide a line item detail stating everything that is included with the service and a complete description/definition of each.

## Information Requested

* Proposed solution pricing
  + Special construction costs in the Main Distribution Frame at Meadows Valley Junior High shall be determined by MVSD technical staff.
  + Include pricing to install equipment
  + Include any extra expenses that we may incur for initial setup and installation.
  + Include any one-time and recurring costs (for example: content filter subscriptions).
  + Application services on the District’s server(s) in the MDF.
* Explain any additional associated contractual obligations associated with growth option (as stated above).
* Support agreements including response times.
* Network Diagram
  + Provide diagrams of proposed MDF physical and logical layout in Powerpoint or PDF format.

# Instructions to Vendors

## General Information

All responses shall conform to instructions provided in this Request for Proposal (RFP) document. Please use the bid worksheet included at the end of this document for ease in scoring your bidding packet.

## Installation Timeline

No billing can take place prior to July 1, 2016 though start up work can begin as early as 06/01/2017 in order to meet this deadline and maintain compliance with the E-Rate Program rules.

## Deadline for RFP Submittal

Vendors must submit all required documents prior to the deadline. All proposals shall be complete and final with no additional information required after the close of the submittal date, unless specifically requested by the District. Responses received after the deadline will be returned unopened as not meeting the RFP requirements.

## Award of Contract

The District reserves the right to accept or reject any or all proposals, to negotiate with any or all responsible submitters, and to waive any informality in the Proposal. Firms submitting proposals shall be responsible for any and all expenses that they may incur in preparing proposals.

## Request for Proposal Preparation Cost

Costs for preparing responses and any other related material is the responsibility of the VENDOR, and shall not be chargeable in any manner to the DISTRICT. The DISTRICT will not be held liable for any cost incurred by VENDORS in responding to the RFP.

## Request for Proposal Submission Requirements

All responses to this RFP should be submitted no later than 2/27/2017, 2:00 p.m. MST and clearly marked “Managed Wide Area Network Service, RFP #MDF03172017” delivered to the Meadows Valley School District #11 District Office at 500 N. Miller, New Meadows, Idaho 83654.

All other inquiries should be submitted in writing to: Forrest Stanley, Technology Coordinator, Meadows Valley School District, email: fstanley@mvsd11.org.

All submissions meeting the deadline requirement are the property of MVSD and will not be returned. All information submitted in this public bid are open for inspection by other parties including other vendors bidding on this project.

The content and sequence of the proposal will be as follows:

1. CoverLetter/Letter of Interest
2. Table of Contents
3. Vendor Company Data
4. Experience and Client References
5. Technical Capabilities
6. Cost Proposal
7. Transition Plan
8. RFP Worksheet w/corresponding information

## Subcontracting

Vendor must provide the name and address of any subcontracting firm with proposal. No subcontracting may take place until MVSD provides written approval of subcontracting firms to the awarded Vendor.

The MVSD reserves the right to reject a subcontractor who previously failed in the proper performance of an award or failed to deliver on-time contracts of a similar nature, or who is not in the position to perform this award. The MVSD reserves the right to inspect all facilities of any subcontractor in order to make determination as to the foregoing. The subcontract will be equally responsible for meeting all requirements specified in the RFP.

## Contract Terms

* Multi-year contract not to exceed 4 years
* Contract must be reviewed and approved by MVSD’s legal counsel or designated representative.

## References

Before awarding any contract, the DISTRICT reserves the right to require the vendor to submit evidence of qualifications, as it may deem appropriate. This evidence may be concerning financial, technical, and other qualifications as well as relevant experience and skills of the vendor.

## Schedule

The District and successful vendor must mutually agree on the implementation schedule. Failure to meet the timelines agreed upon may result in a penalty equal to 0.10% per day reduction in the total contract value for each day the provider fails to deliver the procured services from the date said same service became due.

## Payment and Funding

The District intends to partially fund the services contemplated herein by leveraging the federal E-Rate program. Vendors should be familiar with and compliant with all applicable federal E-Rate policies. Bids from vendors that are not E-Rate eligible will not be considered for this RFP. Vendors must provide a response to the RFP that is compliant with E-Rate.

Vendors must submit their E-Rate Service Provider Identification Number (SPIN) in the vendor response. Vendors must submit their E-Rate Federal Communications Commission Registration Number (FCCRN) in the vendor response along with proof of FCC Green Light Status. The successful bidder also must abide by the requirements for vendors under the E- Rate program as set forth by the E-Rate program administrators. These requirements include, but are not limited to; filing of all Form 474 forms, extension of appropriate discounts to the participating eligible entities, careful record keeping for auditing purposes, and the provision of any information participating eligible entities must submit as part of their filing requirements. The bidder must identify and separate any costs that are associated with non E- Rate eligible entities and services as identified in the scope of work herein.

Appendix A

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Site | Address | City | State | Zip |
| MVSD District Office | 500 N. Miller, PO Drawer F | New Meadows | ID | 83654 |
| Meadows Valley Schools | 500 N. North Miller | New Meadows | ID | 83654 |

# Bidding Worksheet

* Proposers Service Provider Identification Number (SPIN) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Service Provider Annual Certification (SPAC verification (2010/2011 and/or 2011/2012)
  + (SPIN contact page from USAC website will suffice) Y or N
* Verification that the proposer is an eligible telecommunications provider.
  + (SPIN contact page from USAC website will suffice) Y or N
* Proof that Proposer is not on FCC Red-Light Status Y or N
* Requires FCC Registration Number and documentation from FCC. Information can be accessed at <http://www.fcc.gov/redlight/> Y or N
* Total Monthly Cost to District for Managed WAN Service\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
* Option for growth including, but not limited to, increases in bandwidth and/or additions of locations, as determined necessary by the District. Y or N
* Options for removal of sites due to closures or re-organization requirements as deemed necessary by the District. The District will require that there be no early termination charges or other penalties assessed in such situation that is determined to be outside the control of the District. Y or N
* All vendor equipment installed shall be under repair maintenance at no cost to MVSD for the life of the contract agreement. Y or N
* Fully answered the Qualifications worksheet