

ST FRANCIS XAVIER SCHOOL

Request for Proposal - Basic Maintenance

Bid Requirements

- Bids are Due Jan 29, 2016 @ 4:00 PM
- Submission by email
Email: paul.russo@sfxphx.org
Subject: RFP 2016-2017 Basic Maintenance
Mailing address:
Paul Russo
4715 N Central Ave
Phoenix, AZ 85012
- Our goal is to provide the school district cost effective and best available Basic Maintenance Services. Prefer service providers within 30 mile radius (approx. one-half hour) of school district for installation and basic maintenance services (if required)
- Products and services must be operational and compatible with all network equipment brands used by St Francis Xavier
- Must include specification sheets for all products and services proposed
- Requested products and services may be contingent upon Erate funding approval and school board approval.
- Products must be enterprise/commercial models – no refurbished equipment accepted.
- Must meet all terms and conditions by Universal Service Administration Company-Schools and Library (E-Rate program). Service provider must have SPIN # {Service Provider Identification Number) and provide on bid response.

For Additional information please contact:

Paul Russo, IT & Security Coordinator

Email: paul.russo@sfxphx.org

Office 602-212-4563

- SERVICES START DATE: July 1, 2016

Products and services are contingent on Erate funding approval and or school board approval. If approved, the plans to order and implement the equipment within 90 days of USAC funding approval unless unplanned circumstances beyond the school's control, for example construction projects, etc. The school has until June 30, 2017 to install requested equipment.

Basic Maintenance for Internal Connections requested Service Level Agreement or Block of Time

For all internal connection equipment listed on FORM 470 application.

A detailed description of services and pricing (may be inclusive of services requested not necessarily a separate option; only if separate charges apply):

- Service Measurements
 - o Response Time (Maximum):
 - Regular Business Hours: 1 Hour
 - After Hours (Emergencies): 2 Hours
 - o Service Quality: Service Provider is expected to identify and/or address issues within a timely manner. Staff should be easy to communicate with and friendly.
 - o Recovery Plans: Service Provider will work with the school to create/modify Recovery Plans.
 - o Customer Surveys should be provided by the Service Provider to the school for each service order.
- Service Provider Responsibilities:
 - o Network Monitoring:
 - Network health is to be monitored by Service Provider; Client should be notified of any irregularities or negative trends.
 - Performance and Usage Monitoring
 - Circuit availability Monitoring
 - Baseline and Trending
 - o Consulting Support
 - Phone, Remote, and Online Support
 - Emergency Support (24/7, 365 Days per Year)
 - o Management Support
 - Quarterly Network Health Review
 - o Service Orders:
 - Available through email and live phone support.
 - Visible progress to Client when updating the order.
 - o Expected Timeframes (Maximum):
 - Regular Business Hours:
 - Support Order Confirmation: 1 Hour
 - Support Order Completion: As agreed upon with Client.
 - After Hours (Regular Priority Support Orders)

- Support Order Confirmation: Next Business Day
 - Support Order Completion: As agreed upon with Client.
 - After Hours (Emergencies):
 - Support Order Confirmation: 2 Hours
 - Support Order Completion: As Agreed upon with Client.
 - o On-Site Equipment:
 - 1 Firewall Appliance (Cisco)
 - 30 Managed Switches (Cisco)
 - 43 Access Points (Cisco Meraki)
 - 11 UPS (APC)
- Client Responsibilities:
 - o Service Orders: Client will submit Service Orders via live phone call or email. Client will work to identify issues as time/skills permit.
 - o Expected Timeframes: Client will submit Service Orders as they are identified.
- Service Maintenance Schedule:
 - o Network Monitoring: 24/7, 365 Days per Year
 - o Network Health Review: Every 3 Months
 - o Monthly Consulting Support Time: 5 Hours (Minimum)
- Use of subcontractors is acceptable as long as all of the above requirements are satisfied.

Proposal Requirements:

- 1) Intend to bid page: Vendor registration page (see attached)– to be submitted upon response interest.
 - a. Must register to receive any email or updates to this request for proposal.
 - b. Submit any questions, concerns, or clarifications to paul.russo@sfxphx.org
DEADLINE FOR QUESTIONS – JAN 8, 2016
QUESTIONS/ ANSWERS posted by JAN 8, 2016
Note Thanksgiving Break – Nov 26 – 27th, 2015
Note Christmas Break - Dec 21, 2015 – Jan 1, 2016
Site visits are by appointments – contact Paul Russo via Email
 - c. Copy of questions and answers is a proposal documentation requirement.
- 2) Proposal MUST INCLUDE:
 - a. USAC SPIN#
 - b. Company information, background and experience, and contact information (may include sales, service, Erate and accounting with phone numbers & emails).
Plus, a complete copy of the contract terms.
 - c. Statement of Work / Services including maintenance & warranty information.
 - d. List of References (minimum 3 – within state of Arizona)
 - e. Copy of the list of posted questions & answers – as posted on www.sfxphx.org
 - f. Federal Tax ID certificate (W-9)
- 3) Instructions to submit:
 - a. Bids will be accepted after Jan 8, 2016 – to ensure all questions are addressed, answered and posted for notification.
 - b. Email proposal documentation to paul.russo@sfxphx.org no later than JAN 29, 2016 at 4PM (CST). Must include RFP number in subject line.**
 - c. NO LATE BIDS will be considered after deadline. If revised bids submitted last version will be considered final document.

Immediately Complete & submit THIS PAGE

Submit questions no later than Jan 8, 2016

TO:

Paul Russo

St Francis Xavier

Email: paul.russo@sfxphx.org

INTENT TO BID & SUBMIT RFP QUESTIONS

www.sfxphx.org

DATE: _____

SERVICE PROVIDER: _____

CONTACT: _____

EMAIL: _____

SITE VISIT: by appointment, Contact Paul Russo

Note Thanksgiving Break – Nov 26 – 27th, 2015

Note Christmas Break - Dec 21, 2015 – Jan 1, 2016

Email questions, if any.

Our intent is to provide a fair and open bid process,

We are not responsible for the delivery of any not received emails, if any.

No phones calls will be made to ensure individual receipt.

Your best option is to view to the webpage for updates.

All questions will be posted and answered by website – not through individual emails.

All questions and answers will be posted by Jan 8, 2016