

Request for Proposal

Eligible Entity:	St. Charles Youth and Family Services 151 South 84th Street Milwaukee, WI 53214
General Description:	Maintenance and Technical Support of Internal Connections
RFP Number:	SCYFS20080609105
470 Number:	453490000701322
470/RFP Post Date	2009-01-09
RFP Due Date:	2009-02-06 at 5:00P.M. (PST)
Billed Entity Number:	208230
Email Address:	SCYFS@adsadsi.com

St. Charles Youth and Family Services (“SCYFS”) seeks proposals in accordance with the terms and conditions posted within. The awarded contract may cover both E-Rate eligible and non-eligible items. If eligible and non-eligible items or services are bid, bidders must break out the non-eligible items and list them as such. Contract award(s) shall be made in accordance with FCC Universal Service Administration Company E-Rate Program Rules.

Responses to this Request for Proposal that include a demonstration shall not be considered.

Questions and Service Provider Responses MUST be received via email at: SCYFS@adsadsi.com. Questions and Service Provider Responses received in any other format shall NOT be answered or accepted.

SCYFS shall not be responsible for the pre-opening of, post-opening of or failure to open, a RFP not properly addressed or identified. **Offers must be in the actual possession of the SCYFS@adsadsi.com inbox on or prior to the time (based on the official email time and date stamp). Late offers shall not be considered.**

Note: St. Charles Youth and Family Services MUST wait at least 28 days after the posting of the Description of Services Requested and Certification Form (Form 470) on USAC's website before executing any contracts, selecting a Service Provider, or signing and submitting the Services Ordered and Certification Form (Form 471).

Service Providers are strongly encouraged to carefully read the entire solicitation document.

All or part of the potential award described within this document may be issued to one or multiple Service Providers. Equipment may be sourced from one Service Provider and Installed / Maintained by other Service Providers or one Service Provider may be awarded all of the requested products and services contained herein.

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Scope of Work

Priority 2 Internal Connections – Basic Maintenance

Internal Connections are components located at SCYFS's site that are necessary to transport information to classrooms and to eligible administrative areas or buildings. Internal Connections include connections within, between or among instructional buildings that comprise a school campus, but do not include services that extend beyond the school campus. Components at SCYFS's site are eligible only if they are an essential element in the transmission of information within the school. The components must be necessary to transport information all the way to individual classrooms. Internal Connections do not include services that extend across a public right-of-way beyond the school.

Basic maintenance services are defined as follows: "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." Please provide a Basic Maintenance Contract to perform the following tasks on the equipment listed below:

1. Repair and upkeep of eligible hardware
2. Wire and cable maintenance
3. Basic technical support
4. Configuration changes

Required: 8x5xNBD service on hardware
Block of up to 480 hours for Basic Maintenance is – 40 hours per month

Location Deployed	BEN	Product / Service to be Covered	Model Number
Main Server Room 76th Street Location	208230	Dell Power Connect Switch 24 Port	2724
Main Server Room 76th Street Location	208230	Zyxel Vantage Radius Server	Vantage Radius 50
Main Server Room 76th Street Location	208230	Cisco Pix Firewall	506E
Main Server Room 76th Street Location	208230	Netopia DSL Modem	Cayman 3500 Series
Main Server Room 76th Street Location	208230	Adtran	TDU 120eAC
Main Server Room 76th Street Location	208230	Cisco Router	1700
Main Server Room 76th Street Location	208230	Sonicwall UTM Appliance	Pro3060
Main Server Room 76th Street Location	208230	3COM SuperStack Switch 24 Port	4226T
Main Server Room 76th Street Location	208230	3COM SuperStack Switch 24 Port	4226T
Main Server Room 76th Street Location	208230	Cisco Catalyst Switch 24 Port	2950
Computer Room Waukesha Location	208230	Tadiran IPX 500 telephone system - 16 extension	IPX500
Phone Room 76 street Location	208230	Tadiran IPX 500 telephone system - 97 extensions	IPX 800/v15
Phone Room 84 street Location	208230	Tadiran IPX 800 Rack Mount MEX-IP2 - 184 extensions	IPX 800/v15
Phone Room CATC Location	208230	Tadiran IPX 500 - 34 extensions	IPX500
Computer Room 84th Street	208230	Netopia DSL Modem	3346N
Computer Room 84th Street	208230	Cisco Router	2600
Computer Room 84th Street	208230	Cisco Switch	2900 Series XL
Computer Room 84th Street	208230	Cisco PIX	515
Computer Room 84th Street	208230	Zyxel Vantage Radius Server	Vantage Radius 50
Computer Room 84th Street	208230	Adtran TDU 120eAC	120eAC
Computer Room 84th Street	208230	Adtran TDU Ace	TSU-ACE
Computer Room 84th Street	208230	Adtran TDU LT	TSU-LT
Main Server Room 76th Street Location	208230	Sonicwall UTM Appliance	Pro3060
Computer Room 84th Street	208230	Powerware UPS	9125
Computer Room 84th Street	208230	Powerware UPS	9125
Computer Room 84th Street	208230	Powerware UPS	9125
84th Street Education Building 3	208230	Dell Power Connect Switch 24 Port	2724
84th Street Education Building 3	208230	Dell Power Connect Switch 24 Port	2724
84th Street Education Building 3	208230	Dell Power Connect Switch 24 Port	2724
84th Street Education Building 3	208230	Cisco Switch Fiber 24 port	1900
84th Street Education Building 7	208230	3Com Switch 4226	4226
84th Street Education Building 7	208230	Dell Power Connect Switch 24 Port	2724
84th Street Education Building 7	208230	Dell Power Connect Switch 24 Port	2724
84th Street Education Building 9	208230	Cisco Switch Fiber 24 port	1900
84th Street Education Building 4	208230	Dell Power Connect Switch 24 Port	2724

Location Deployed	BEN	Product / Service to be Covered	Model Number
CATC Location Building F South	208230	Dell Power Connect Switch 24 Port	2724
CATC Location Building F North	208230	Dell Power Connect Switch 24 Port	2724
CATC Location Building F South	208230	Cisco 1700	1700
CATC Location Building E East / West	208230	Cisco 1700	1700
CATC Location D Building	208230	Cisco Switch	1700
CATC Location Building F	208230	Zyxel Vantage Radius Server	Vantage Radius 50
CATC Location Building E	208230	Zyxel Vantage Radius Server	Vantage Radius 50
CATC Location Building D	208230	Zyxel Vantage Radius Server	Vantage Radius 50
Waukesha Computer Room	208230	Dell Power Connect Switch 24 Port	2724
Waukesha Computer Room	208230	Dell Power Connect Switch 24 Port	2724
Waukesha Computer Room	208230	Cisco Switch	1800
Madison	208230	TDS Xdata Services Internet Access 1.5mb	
Main Server Room 76th Street Location	208230	Sonicwall UTM Appliance	TZ170
Madison	208230	Cisco PIX	501
Madison	208230	Linksys Wireless	
Madison	208230	Dell Power Connect Switch 24 Port	2724

Coverage: Provide options for 1, 3 and 5 year Basic Maintenance with next business day onsite support. Maintenance Logs are required to be kept by the service provider and sent to school quarterly (please include a sample log). Please note: The following products and services **are NOT eligible:**

1. 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.
2. Services such as network management and 24-hour network monitoring.
3. Help desks that provide a comprehensive level of support beyond basic maintenance of only eligible components.
4. Technical support contracts that are more than basic maintenance.
5. End User Equipment (PCs and Phones).

Basic Maintenance Example: Smartnet 8x5 by Next Business Day Coverage with a block of 120 hours for Basic Maintenance.

Service Provider Instructions

Service Provider RFP Response Cover Sheet:

Service Provider must complete the Service Provider Authorized Response on the following page and include it as the first page of the Service Provider response. Bids submitted without a Service Provider Authorized Response Cover Sheet shall not be evaluated.

In addition to the Service Provider Quote Cover Sheet, please include all relevant documentation to include, but not limited to: Scope of Work, Authorized Master Service Agreement, Detail Line Item Pricing, Taxes, Surcharges, and/or Maintenance Service Agreement, etc...

A proposed agreement or contract **must** specifically identify the eligible components covered, including product name, model number, and location.

Service Provider Evaluation:

Factor	Value (1-5)	Weight	Score
Price of the ELIGIBLE goods and Services		30%	0.00
Prior Experience		20%	0.00
Personnel and Management Qualifications and Cabability		20%	0.00
Other Cost Factors (Ineligible Goods and Services)		20%	0.00
Local Vendor		10%	0.00
Total		100%	0.00

Note: The above evaluation is an interactive work sheet. Note: www.adsadsi.com for a sample excel file.

Service Provider RFP Response:

Item 21s, by location or entity number, must be included with the Service Provider response. All Service Provider responses without Item 21 attachments shall be considered incomplete and NOT considered. A sample and interactive worksheet is attached on the next page. Make and Model Numbers must be included on the Item 21 Attachments for Eligible Products and Services. Eligible Products and Services must be clearly separated from any and all Ineligible Products and Services.

All bids must be sent via email to: SCYFS@adsadsi.com with the RFP Number in the subject line. Please submit bids in either Microsoft Office Format (.doc, .xls, etc.) or Aboobe .pdf files. Facsimile, telegraphic or mailgram offer(s) shall be rejected and not considered.

By submitting a response, Service Provider Agrees to all Terms and Conditions contained within. If Service Provider's response is selected, St. Charles Youth and Family Services shall award SCYFS20080609105 to Service Provider and authorize this cover page - creating a contract. If required, an authorized and dated Service Provider Contract is encouraged to be submitted with the Service Provider's response. All signatures MUST be original.

Service Provider Terms, Conditions and/or additional Contracts:

In order to be considered for award any and all terms, conditions and, or contracts required by the Service Provider must be signed, dated and submitted with the RFP Response.

All Priority 2 Basic Maintenance agreements or contracts must specifically identify the eligible components covered, including product name, model number, and location.

Invoicing the Universal Services Administrative Company (USAC):

The Service Provider will be responsible for invoicing USAC by using the Service Provider Invoice (SPI) methodology.

**St. Charles Youth and Family Services
Item 21 for 470 453490000701322**

Location: _____
Category of Service: Internal Connections Basic Maintenance of Internal Connections

Narative:	
Additional Information:	

Quantity	Product Description (please include Make and Model when appropriate)	Unit Cost	Extended Eligible Pre-discount Cost		Extended Ineligible Pre-discount Cost	
			Eligible Recurring Cost	Eligible Non-Recurring Cost	Ineligible Recurring Cost	Ineligible Non-Recurring Cost
	Basic Maintenance for Product #1					
	Basic Maintenance for Product #2					
Totals:		\$ -	\$ -	\$ -	\$ -	\$ -

Note: The above Item 21 is an interactive work sheet. Note: www.adsadsi.com for a sample excel file.

Service Provider Authorized Response

This form must be completed and returned with RFP response.

Form 470 Number:	453490000701322
General Description:	Maintenance and Technical Support of Internal Connections
RFP Number:	SCYFS20080609105
RFP Due Date:	2009-02-06 at 5:00P.M. (PST)
Allowable Contract Date:	<u>2009-02-06</u>
Term:	July 1, 2009 thru June 30, 2012

Service Provider Name:	
Service Provider Address:	
Service Provider City, State and Zip:	
Service Provider Contact Name:	
Service Provider Contact Phone Number:	
Service Provider Contact FAX Number:	
Service Provider Contact Email Address:	
State Tax Number(s):	
Federal Tax Identification Number:	
Service Provider SPIN:	

By submitting an authorized response, Service Provider Agrees to all Terms and Conditions contained within. If additional Terms, Conditions or contracts are required please submit a signed copy within the RFP Response.

If Service Provider's response is selected, St. Charles Youth and Family Services shall award SCYFS20080609105 to Service Provider and authorize this cover page - creating a contract. If required, an authorized and dated Service Provider Contract is encouraged to be submitted with the Service Provider's response. All signatures MUST be original.

Item 21s, by location, must be included with the Service Provider response. All Service Provider responses without Item 21 attachments shall be considered incomplete and NOT considered. Make and Model Numbers must be included on the Item 21 Attachments. Eligible Products and Services must be clearly separated from any and all Ineligible Products and Services.

The Schools and Libraries Program of the Universal Service Fund, commonly known as "E-Rate," is administered by the Universal Service Administrative Company (USAC) under the direction of the Federal Communications Commission (FCC). To qualify as a Service Provider, your organization must be able to produce a valid SPIN (Service Provider Identification Number). If your organization does not currently have a valid SPIN and wishes to submit a response to this RFP, please visit: <http://www.universalservice.org/sl/providers/step01/> and obtain a SPIN prior to submitting a bid for consideration.

Service Provider Authorized Signature (Original)
Please do not submit with an electronic signature

Date of Service Provider Signature

SCYFS Authorized Signature

Date of SCYFS Signature