

**Washington West Supervisory Union (WWSU)
REQUEST FOR PROPOSALS**

**Managed Internet Services and Wide Area Network -
Identifier: WWSU-Erate2013**

Bids must be received by the contact person listed below by 3:00 PM on the last day of the required 28 day waiting period for the Form 470 filing window for Washington West Supervisory Union, or October 15, 2013 by 3:00PM.

**Washington West Supervisory Union
Craig Donnan, Systems Administrator
Phone: 802-496-2272 x120
Fax: 802-496-6515
cdonnan@wwsu.org**

**Any questions regarding this RFP should be e-mailed to:
Craig Donnan (cdonnan@wwsu.org)**

WWSU reserves the right to accept any proposal, deemed most favorable to the interests of the supervisory union and to reject any and all proposals or any portion of any proposal, submitted which, in its opinion, is not in the best interest of the School Districts. WWSU also reserves the right to waive any technicalities in the bid process not in the best interest of the district and award the proposal to one bidder or multiple bidders. It is not required to be present when bids are opened. Only price will be weighted at bid opening. Other weights will be tabulated within 1 week of bid opening. Award of bid will be announced within one month per SU board approval.

I. Overview

A. EXECUTIVE SUMMARY

Washington West Supervisory Union (WWSU) is seeking proposals for managed Internet Services and a Wide Area Network for all schools in the Supervisory Union. WWSU is a geographically large, diverse group of schools, mostly located in rural areas in the Mad River Valley.

Please submit an original and two (2) copies of your Proposal in a sealed envelope to the Contact person shown below. Bids must be received by the contact person listed below by 3:00 PM on the last day of the required 28 day waiting period for the Form 470 filing window for Washington West Supervisory Union. Electronically transmitted proposals will be accepted. Proposals not received by the specified time noted will be rejected.

All proposals shall be submitted and shall become the property of Washington West Supervisory Union.

All responses to the Request for Proposal shall be submitted to:

Craig Donnan
Systems Administrator
Washington West Supervisory Union
340 Mad River Park, Suite 7
Waitsfield VT, 05673
Fax: 802-496-2272

Questions may be submitted via mail or email to

Craig Donnan
Systems Administrator
Washington West Supervisory Union
340 Mad River Park, Suite 7
Waitsfield VT, 05673
Cdonnan@Wwsu.Org

II. INTRODUCTION

A. ABOUT Washington West Supervisory Union – SU42 – www.wwsu.org

WWSU has eight sites and a Central Office. WWSU website is <http://www.wwsu.org> and a directory of schools is published on that website. A detailed paper directory is available on request, and electronic versions are available on the 'Contact Us' tab of the website.

Each WWSU school and the central office are governed by a school board.

WWSU SCHOOL ENROLLMENTS as of Oct 19, 2012		
School	Grades	Total Enrollment
Thatcher Brook Elementary	K-4	357
Crossett Brook Middle	5-8	282
Moretown Elementary	K-6	97
Harwood Union High School/ Middle	7-12	735
Harwood Community Learning Center (HCLC)		N/A Calculated as part of Harwood HS/ MS
Waitsfield Elementary	K-8	129
Fayston Elementary	K-6	94
Warren Elementary	K-6	158
Washington West Supervisory Union	District Wide	1852

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III. SCOPE OF WORK

STATEMENT OF NEED FOR WWSU

WWSU is a geographically large, diverse group of schools, located in rural areas. Integrating technology into the classroom is of utmost importance and to achieve that end, reliable and knowledgeable professional support is needed to provide design and implementation services for a Wide Area Network connecting all schools to two central hubs, one each at Harwood Union High School, and Crossett Brook Middle School as well as Managed Internet Services to aggregate if possible, the internet demand. The Supervisory Union has the distinction of being served by Waitsfield Telecom, as well as by Fairpoint in certain schools, so the Supervisory Union (SU) has schools in each provider region. All schools except Harwood Union HS/MS and Thatcher Brook and Crossett Brook are served by Green Mountain Access. WWSU is seeking a vendor that understands the customer-contractor relationship who can provide responsible

implementation design and installation support to work in a school environment.

Scope of Work

1. Provide either one or another of the following scenarios:
 - a. Managed Internet Service Provider with services for redundant internet service connecting nine locations (Harwood HS/MS, Thatcher Brook Elementary, Crossett Brook Middle, Moretown Elementary, Harwood HCLC building, WWSU Central office, Waitsfield Elementary, Fayston Elementary, and Warren Elementary) with the following features:
 - i. Redundant Internet service to two gateways at different schools (Harwood Union High School/Middle School and Crossett Brook Middle) with failover to each.
 1. Current bandwidth utilization for each school is 15mb/s down 2 up, except for Harwood Union HS which is 50mb/sec synchronous service. Central Office has fiber with 15mb/s down 10 up. New service should match or improve bandwidth capacity at each school with the goal of 20mb/s synchronous at each site.
 - ii. Routing and programming support for Sonicwall or equivalent to create dual VPN connections from each of nine school locations to each of two Internet service gateways per item 1a.
 - iii. VLANs for each school entity providing adequate IP addresses to each school for data and phone services with QOS configuration for voice/data bandwidth management.
 1. VOIP Phone service will not be provided to satellite schools at this time, but planning for this from a centralized hosted or on-site PBX should be considered and planned for at this time.
 2. Vlan routing should allow for central IT support staff to access all networks through the Harwood and/or Crossett Brook hub locations to support remote desktop and remote support functions, as well as other support functions.
 - iv. Central Office currently houses hosted servers accessed through a Cisco 5505 firewall, and two terminal servers for NEMRC and Speddoc applications, using Windows Gateway Server, and for Mac connections, the Cisco Anyconnect VPN services. Access to these resources must be maintained without disruption during work hours.
 - v. Remote management services for monitoring and support of the network by both the vendor and internal IT support staff.
 - b. Alternatively, WWSU seeks to contract separately for Internet Bandwidth through local Internet service providers such that each remote school has a 20mb/sec dedicated data connection between the school and each of two gateways which is additive to any bandwidth requirements at the two gateway locations at Harwood and Crossett Brook to the Internet.

Vendors shall provide services to support the installation and routing of VPN services

between the schools as described above in Section a.

III. EXPECTATIONS AND GENERAL REQUIREMENTS FOR ALL VENDORS

A. ORGANIZATIONAL RELATIONSHIPS:

1. WWSU Systems Administrator is the Contract Administrator
2. Building Principals shall have the authority to direct the immediate removal of contractor personnel engaged in inappropriate or unprofessional behavior from their building at any time.
3. The contract may contain contract extension terms for multiple years; however, there shall be no automatic contract renewal provisions. If the contract is extended, it must be with board approval after discussion with WWSU Superintendent and Systems Administrator.

B. ASSIGNMENT OF PERSONNEL. Vendor personnel are required to meet the same legal requirements for employment in the United States and the State of Vermont as WWSU employees. Vendor personnel shall have a current background investigation on file in the WWSU Central Office before being assigned to work around students.

All Vendor personnel shall have verifiable documentation of formal training or certification to work on WWS. Documentation may be in the form of

1. College degree in computer science or related field,
2. Certification or successful completion of coursework leading to industry level certification in CompTIA A+ , NET+, CCNA, MOUS, etc.,
3. Equivalent military training and experience documented on form DD-214.

C. INTELLECTUAL PROPERTY. All hardware, software, property and services purchased by the Vendor in the performance of their duties on behalf of WWSU with district funds remains the property of WWSU. An inventory of district owned material purchased through the Vendor shall be prepared by the Vendor and provided to the WWSU Systems Administrator upon receipt. In addition, the Vendor shall provide all license keys, media, online locations, and all other documentation related to software ownership of software loaded on district computers, servers and any other computer equipment, including but not limited to servers, routers, switches, etc., to the WWSU Systems Administrator. All documentation pertaining to system configurations, network configurations, network addressing schemes, or any other aspect of WWSU or member schools computer technology systems produced by the Vendor in the course of the performance of the contract shall be the intellectual property of WWSU. The Vendor shall not purchase domain names, organizational memberships or enter into any agreements for goods and services as a representative of or for use by WWSU without the written consent of the Superintendent or designated representative and a properly executed Purchase Order.

D. SOFTWARE All software regardless of function loaded or preloaded on WWSU computers is the exclusive property of WWSU. WWSU shall retain the master copies, access to downloads, and keys to all software. WWSU will provide the information and access necessary for the Vendor to perform their contracted responsibilities. However, the use of this information or access to load software on computers in locations outside of WWSU or WWSU member schools is strictly prohibited.

E. MODIFICATION. Any contract or portions thereof may be modified at any time provided

90 days written notice is given. In the case of a multi-year contract, if funding is not appropriated in succeeding years, a contract shall be terminated on the last day of the fiscal year in which funding was appropriated without prejudice.

F. **TERMINATION.** A contract may be terminated at any time for the following reasons:

1. **Default by Vendor.** A Contract, or portions thereof, may be terminated by WWSU upon thirty (30) Days written notice to the Vendor in the event the Vendor is in default under any of the provisions of a Contract. In the event a Contract or portions thereof are terminated due to default by the Vendor, the Vendor shall not be entitled to receive any compensation for services performed or for any reimbursable expenses incurred.
2. **Automatic Termination.** A Contract will automatically terminate on the occurrence of any of the following events:
 - a) Bankruptcy or insolvency of either party;
 - b) Failure to comply with federal, state or local laws, regulations or requirements, or
 - c) Expiration of the Contract.

G. **NON-SOLICITATION COVENANT.**

1. Non-solicitation covenant agreements shall not exceed 12 months from the date of contract expiration or a former vendor employee's termination date if an employee leaves the vendor before the expiration of the contract.
2. Non-solicitation covenant agreements shall not extend to vendor employees who are unknown to WWSU, do not work directly on an WWSU technical support contracts, are substitute and occasional employees or are applying for publicly advertised positions within WWSU which are unrelated to any contractor positions filled under a technical support contract.
3. Non-solicitation covenant agreements shall not extend to contractor employees who pursue and become licensed educators and apply for professional educator positions within WWSU.
4. WWSU and member schools shall not be bound by a Non-Solicitation Covenant if the contract is terminated for any reason in section 5.a) Default of Vendor.

H. **SEVERABILITY.** If any provision of a Contract shall be held to be invalid or unenforceable for any reason, the remaining provisions shall continue to be valid and enforceable. If a court finds that any provision of a Contract is invalid or unenforceable, but that by limiting such provision it would become valid and enforceable, then such provision shall be deemed to be written, construed, and enforced as so limited.

I. **APPLICABLE LAW.** All Contracts shall be governed by the laws of the State of Vermont

IV. **EVALUATION OF PROPOSALS**

WWSU will review submitted proposals based upon, but not solely limited to, the criteria. Note that cost will be a factor, but not the only factor, in evaluating submitted proposals.

A. **Rejection of Proposals**

WWSU reserves the right to reject any or all submissions in whole or in part for any reason without incurring any cost or liability whatsoever. All proposals will be reviewed for completeness of the submission requirements.

If a proposal fails to meet a material requirement in the Request for Proposal, or is incomplete or contains irregularities, the proposal may be rejected. A deviation is material to the extent that a response is not in substantial accord with the requirements in the RFP.

B. **Evaluation Process and "Best Qualified Proposal"**

A selection committee will review in detail all proposals that are received to determine the best qualified proposal.

WWSU reserves the right to determine the suitability of proposals on the basis of a proposal's meeting administrative requirements, business objectives, technical requirements, the review team's assessment of the quality and performance of the equipment and services proposed, cost, and other criteria as assessed by the review team.

WWSU may require the vendor to clarify an answer. Failure to do so may result in sufficient cause for being non-responsive. The following factors will be considered during the evaluation process:

1. Responsiveness: Adherence to the requirements of this RFP and timeliness of submission.

2. Qualifications and Experience: The ability, capacity, flexibility, financial stability and skill of the Vendor to perform the contract, as evidenced by related factors such as personnel qualifications, strategic partnerships, customer base, standard financial reports, and ability to deliver acceptable service within a reasonable time without delay, etc. Also includes client reference information from current or prior customers.

3. Technical Approach and Quality: The ability of the Vendor to provide quality service in fulfillment of the contract based upon business efficiencies, organizational structure, technician training and qualification, customer service, and technological competitiveness.

4. Cost: Cost consideration will be reviewed only if a proposal is determined to be otherwise qualified. All figures entered on the vendor proposal must be clearly legible. After reviewing all proposals, WWSU may ask that the finalist make a formal presentation to the WWSU Executive Board at an WWSU Board meeting.

C. Award and Execution of Contract

The best qualified vendor(s) will be recommended to the WWSU Executive School Board and/or individual school district boards. WWSU reserves the right to reject all proposals or award portions of a contract to multiple vendors based on qualifications to perform positions in the scope of work. Prospective Vendors may apply for only those positions they can comfortably and competently fill.

D. Errors in the RFP

If a vendor submitting a proposal discovers any ambiguity, conflict, discrepancy, omission, or other error in the RFP, the vendor should immediately provide WWSU with written notice of the problem and request that the RFP be clarified or modified.

E. Withdrawal and Resubmission/Modification of Proposals

A vendor may withdraw their proposal at any time prior to the deadline for submitting proposals by notifying WWSU in writing of their request for withdrawal. Modification offered in any other manner, oral or written, will not be considered. Proposals cannot be changed after the evaluation process begins.

F. News Releases

News releases pertaining to the award of a contract may not be made without the prior written approval of WWSU.

G. Disposition of Materials

All materials submitted in response to an RFP will become the property of WWSU and will be returned only at WWSU's option and at the expense of the vendor submitting the proposal or bid. After the contract award has been made one copy of a submitted proposal will be retained for official files. Disclosure of those documents shall be governed by applicable Vermont Statutes.

H. Form of Notice

Where any notice is required or permitted in writing, the notice must be sent by U.S. mail and e-mail.

Exhibit A Cover Sheet for Bid Proposal

Bid Proposal for Support Services for Washington West Supervisory Union

We hereby propose to furnish Managed Internet Services in response to the WWSU Request for Proposals for Managed Internet services.

Company Name: _____ Company Address:

Total Proposed Annual Price: _____

Please provide an additional sheet with a detailed cost breakdown by position.

Signature of Authorized Representative:

Printed Name

Title

Date