

SOUTH KINGSTOWN SCHOOL DEPARTMENT

REQUEST FOR PROPOSALS

South Kingstown School Department is seeking proposals for the following;

2213 NETWORK SERVICES PROGRAM

This is a request for proposals, not a request for bid; responses will be evaluated on the basis of their relative merits of the service providers qualifications; there will be no public opening or reading of the proposals received by the Purchasing Office of the South Kingstown School Department pursuant to this request. Interested consultants may provide a qualification submittal **on or before October 26, 2007 by the close of business.** The district reserves the right, at its sole discretion, to consider proposals received after this date.

Specifications may be obtained by visiting the South Kingstown School Department web site <http://fc.skschools.net/Purchasing/> or by contacting Purchasing Manager, 307 Curtis Corner Road, Wakefield, RI 02879 - 2106, at (401) 360-1306.

The South Kingstown School Department reserves the right to reject any and all proposals, to waive any technical defect or informality in the proposals received, and to accept any of the proposals deemed most favorable to the interest of the school system.

The South Kingstown School Department does not discriminate on the basis of race, color, creed, national origin, age, sex, disability or sexual orientation. By submission of your proposal, you agree not to discriminate in named areas.

SOUTH KINGSTOWN SCHOOL DEPARTMENT REQUEST FOR PROPOSALS

2213 NETWORK SERVICES PROGRAM

The South Kingstown School Department is requesting proposals for a network services program that provides both proactive and reactive support services for: LAN/WAN, IP Telephony environment, using CISCO equipment. (Attached is a list of the CISCO equipment that would be covered.) A requirement of that program is a Helpdesk that is manned 7x24 and ready to respond to any performance related issue.

Interested parties may obtain a Request for Proposals (RFP) package at the South Kingstown Administration Building, 307 Curtis Corner Road, Wakefield, Rhode Island 02879, Monday through Friday, from 8:00 a.m. to 4:00 p.m. or by visiting our website at <http://fc.skschools.net/Purchasing/>.

This is a request for proposals, not a request for bid; responses will be evaluated on the basis of their relative merits of the consultant's qualifications; there will be no public opening or reading of the proposals received by the Purchasing Office of the South Kingstown School Department pursuant to this request. Interested consultants should provide six copies of their proposal **on or before October 26, 2007 by the close of business**. The district reserves the right, at its sole discretion, to consider proposals received after this date.

Purchasing Manager
South Kingstown School Department
307 Curtis Corner Road
Wakefield, RI 02879

The Network Services Program must offer the following:

Reactive Services

- Provide unlimited 7x24x365 service level problem resolution and break/fix support.
- Negotiate with the TAC on customer's behalf and work the open tickets until issue is resolved.
- Act as an authorized representative with client's carriers to troubleshoot Telco issues.
- Dispatch engineers to the client's facilities to remedy issues concerning covered Cisco equipment.
- Negotiate/manage RMA's from Cisco and meet the equipment at customer site to install and test.
- Customer sets the level of priority with service provider to initiate the required response.

Proactive Services

- Service provider will conduct Monthly Health Checks on all covered LAN/WAN and IP Telephony Devices (except phones).
- Run diagnostics to detect problems or errors which indicate performance issues.
- Provide a report showing results of health check and schedule a time to complete recommendations.
- Implement manufacturer Patches identified as critical for security or to restore lost functionality.
- LAN/WAN health checks performed quarterly.

Documentation & Run-book

- Maintain a baseline report detailing the client's contracted service equipment and software.
- Populate a "Run Book" to track service provider performed maintenance changes, and other services performed during the monthly and/or quarterly health checks.

Attachments: list of covered CISCO network equipment

Term of Agreement

The term of this agreement shall be for a **one-year** contract **with 2 (two) one (1) year extensions based on price and performance .**

Selection shall be made on the basis of:

1. Consultant's qualifications.
2. Total fees proposed.

Consultants may be requested to interview.

INDIVIDUALS REQUESTING INTERPRETER SERVICES FOR THE HEARING IMPAIRED MUST CALL 401-360-1306, AT LEAST 72 HOURS IN ADVANCE OF PROPOSAL DATE.