

Broadband System Monitoring and Maintenance

February 12, 2018

Issued by:

Royal Live Oaks Academy

Royal Live Oaks Representative:

Cindy Moore

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843-784-2630

Background & Purpose

Royal Live Oaks Academy, a South Carolina Public Charter School, is in need of Monitoring and Maintenance of the Broadband System for the 2018-2019 School Year (July 1, 2018 through June 30, 2019) and is accepting proposals in response to this Request for Proposal (RFP) in order to find a qualified source to provide monitoring and maintenance of the broadband network.

The objective of this Request for Proposal is to locate a source that will provide the best overall value to Royal Live Oaks Academy. While price is a significant factor, other criteria will form the basis of our award decision, as more fully described in the Evaluation Factors section of this Request for Proposal below.

Submission Guidelines & Requirements

The following submission guidelines & requirements apply to this Request for Proposal:

- First and foremost, only qualified individuals or firms with prior experience on projects such as this should submit proposals in response to this Request for Proposal.
- Bidders intent on submitting a proposal should so notify the representative identified on the cover page no later than **February 23, 2018**.
- Bidders must list at least 2 projects that are substantially similar to this project as part of their response, including references for each.
- A technical proposal must be provided that is not more than 5 pages. This technical proposal must provide an overview of the proposed solution as well as resumes of all key personnel performing the work. All personal must be able to pass background checks. All personnel will need to provide a State Issued Id to gain access to RLOA campus. In addition, the technical proposal should provide a proposed schedule and milestones, as applicable.
- This price proposal should indicate the overall fixed price for the project as well as hourly rates and an estimated total number of hours, should Royal Live Oaks Academy decide to award a contract on an hourly rate basis.
- Proposals must be signed by a representative that is authorized to commit bidder's company.
- If you have a standard set of terms and conditions, please submit them with your proposal. All terms and conditions will be subject to negotiation.
- **Proposals must be received prior to March 12, 2018 @ 3:00pm to be considered.**

- Proposals must remain valid for a period of 9 months.
- Provide Key persons contact information (email and direct phone number) to answer questions regarding the submitted proposal.

Project Scope

- Routinely monitor the broadband network and connections
- Maintain the physical appliances required for the broadband service as listed in table below.

Devices for Category 2 Services				
Device	Model	Quantity	Required Software	Notes:
Cisco Meraki Firewall	MX100	1	Yearly Update License	
Barracuda Web Filter	Web Filter 310	1	Yearly Update License	
Cisco Meraki Access Point	MX42	18	4 year license purchased	
HP Procurve Switch	1810-24g	20	N/A	
HP Procurve Switch	1810-48g	1	N/A	
HP Procurve Switch	1410-24g	1	N/A	
HP Server	ProLiant DL 380e Gen8	2	N/A	
APC Smart-UPS	2200VA Rack-Mountable UPS	1	N/A	Services the servers.
CAT5 Cabling	CAT5			Runs from cottage to cottage and under the road to the cafeteria.

- Maintain updated licenses software for all physical appliances
- Suggest changes in the network as needed to improve connectivity
- Routinely inspect and replace network cabling as needed to insure constant connectivity.
- Provide on-site visits as needed.
- Coordinate with Royal Live Oaks Academy IT Coordinator to troubleshoot problems/issues that may arise
- Any purchase or lease of new equipment or service must be approved by the Executive Director of Royal Live Oaks Academy.
- Any removal of devices must also be approved by Royal Live Oaks Academy IT Coordinator.
- Companies responding to this RFP must have the ability to monitor through remote access.
- Companies responding to this RFP must comply with all federal, state and local laws in regards to confidentiality of students, staff and any volunteers of Royal Live Oaks Academy. Some examples include FERPA, HIPPA, etc.
- The bidder's products, service and facilities shall be in full compliance with any and all applicable state, federal, local, environmental and safety laws, regulations, ordinances and standards or any standards adopted by nationally recognized testing facilities regardless of whether or not they are referred to in this invitation.
- Vendor shall maintain insurance from companies licensed to write business in South Carolina, with an A.M. Bets rating of "A" or higher, and acceptable to Royal Live Oaks Academy (RLOA).

- Certificates shall be furnished to RLOA naming Royal Live Oaks Academy as an additional insured. The amount of insurance to be provided for all coverages shall be not less than \$1,000,000 per occurrence for claims arising from Bodily injury and/or property damage, including accidental death which may arise directly or indirectly from Vendor's performance of professional services performed. Insurances to be included: Commercial General Liability, Workers' Compensation and Employer's Liability, Business Auto Liability, Professional Liability Insurance.

RFP & Project Timelines

All proposals in response to this RFP are due no later than 3pm EST, March 12, 2018.

Evaluation of proposals will be conducted from March 12 to March 19, 2018. If additional information or discussions are needed with any bidders during this period, the bidder(s) will be notified.

The selection decision for the winning bidder will be made no later than March 21, 2018.

Proposal Evaluation Criteria

The evaluation of the proposals will be based on the following criteria. To ensure consideration for this Request for Proposal, your proposal should be complete and include all of the following criteria:

- Overall proposal suitability: proposed solution(s) must meet the scope and needs included herein and presented in a clear organized manner
- Organizational Experience: Bidders will be evaluated on their experience as it pertains to the scope of this project
- Value and Cost: Bidders will be evaluated on the cost of their solutions(s) based on the work to be performed in accordance with the scope of this project
- Technical expertise and experience: Bidders must provide descriptions and documentation of staff technical expertise and experience

Each bidder must submit 3 copies of their proposal to the address below by March 12, 2018 no later than 3pm EST:

Royal Live Oaks Academy
1398 Church Ave
PO Box 528
Hardeeville, SC 29927

Royal Live Oaks Academy reserves the right to award to the bidder that presents the best value to Royal Live Oaks Academy as determined solely by Royal Live Oaks Academy in its absolute discretion.