

**REQUEST FOR PROPOSALS  
Amendment 1**

**MSAD No. 75 Internet Services**

The Maine School Administrative District (SAD) No. 75 request for proposals to provide Internet Services issued on 12/27/2006 is hereby amended as follows:

**III. Submission and Opening of Proposals**

1. Offerors are required to submit proposals in a sealed envelope clearly marked " MSAD No. 75 Internet Services " no later than **1:00 PM on Wednesday, January 24, 2007.**

The remainder of the request for proposals remains unchanged.

Questions regarding this amendment to the request for proposals may be directed to Ron Lavender, Business Manager, at 729-9961.

**REQUEST FOR PROPOSALS**  
**MSAD No. 75 Internet Services**

Maine School Administrative District (SAD) No. 75 hereby invites interested parties to submit proposals to provide Internet Services as described in the attached Scope of Services.

**I. Proposal Specifications**

1. The technical proposal must contain the vendor's proposed solution and must present their understanding of the service requirements addressed by this RFP and related Scope of Services. Each vendor should describe how its proposal meets the requirements.
2. All proposals must meet applicable State of Maine and federal regulations.
3. All proposals must provide a fixed monthly fee for each location to provide the services as described in the Scope of Services.
4. The vendor is required to describe its experience within the last three (3) years directly related to the proposed contract. Vendors shall provide information relating to experience with telecommunications networks, experience with an educational environment, and experience with hardware capacity, planning, sizing and installation. Proposals must include a minimum of two references to document recent prior experience in providing this type of service. The references should be:
  - a. for existing services,
  - b. for services of similar (or larger) scope and complexity,
  - c. located within 100 miles of Topsham, Maine, and
  - d. willing to allow the SAD No.75 technical representative to visit the site and inspect the services provided.

References must include a current point of contact, business address, and phone number.

5. Proposals must include a definitive statement that services to be performed will comply with all aspects of the Scope of Services except for exceptions that may be taken. Such exceptions must also be specified in writing as a part of the proposal. Proposals that include alternative specifications that may serve to reduce the overall price to SAD No. 75, but without negatively impacting the quality or effectiveness of the services, will be considered.

6. Services, including all testing and certification, must be in place beginning July 1, 2007 for a three-year period, through June 30, 2010.

## **II. Terms and Conditions**

1. The Board of Directors of SAD No. 75 will award a single contract for all locations serviced to the offeror(s) whose proposal provides the best value to SAD No. 75, price and other factors considered, and whose proposal complies with the conditions of the request for proposals.
2. SAD No. 75 reserves the right to waive all formalities and reject any and all proposals when it is in the best interests of SAD No. 75 to do so. This includes the right to reject the proposal of an offeror who is not in a position to perform the contract.
3. All proposals will be binding for a period of fifteen calendar days from the proposal opening date cited herein.
4. Vendor Identification and Information. In response to this section of the RFP, the vendor shall specify:
  - e. the organization's full or corporate name and the address of the organization's headquarters;
  - f. how the vendor is organized (proprietorship, partnership, corporation);
  - g. the state in which the vendor is incorporated or otherwise organized to do business;
  - h. the year in which the vendor was first organized to do business and whether or not the form of the organization has changed in the interim and if the name has changed. The intent of this requirement is to ascertain the longevity of continuous operation of the vendor;
  - i. the organization's approval for participation in E-rate as evidenced by a Service Provider Identification Number (SPIN).
5. Only after vendors have successfully demonstrated their ability to meet the technical requirements of this RFP will vendor pricing be assessed. Vendors must include their price proposal in a separate, sealed envelope marked "Price Proposal". Vendors must propose a single monthly price for Internet connectivity at each site at the current bit-rate speed (in Mbps) and including all maintenance. **Vendors should use the attached price proposal form or similar form.**

## **III. Submission and Opening of Proposals**

2. Offerors are required to submit proposals in a sealed envelope clearly marked " MSAD No. 75 Internet Services " no later than **1:00 PM on Friday, January 19, 2007.**

3. Vendors must submit a two-part proposal (the two parts should be provided in separate sealed envelopes and submitted within a single envelope):
  - A. Technical Proposal
  - B. Price Proposal
4. Proposals may be mailed or hand delivered to the SAD No. 75 District Office, 50 Republic Avenue, Topsham, ME 04086.
5. All proposals will be opened at the above date, time and place and will be available for inspection (and thereafter by appointment) by interested parties.

#### **IV. Further Information**

General questions regarding this request for proposals may be directed to Ron Lavender, Business Manager, at 729-9961. Questions regarding the Scope of Services may be directed to Bill Congdon (congdonb@link75.org), Network Administrator, or Mike Baker (bakerm@link75.org), Director of Technology, (207) 729-9961.

## **SAD No. 75 Internet Services Scope of Services**

### **Introduction**

The Maine School Administrative District (SAD) No. 75 is seeking proposals from qualified vendors to provide Internet services and associated support to its schools and offices for a three-year period from July 1, 2007, through June 30, 2010. The SAD No. 75 Internet Services consists of one major component - Internet Connectivity to all sites across the district.

SAD No. 75 provides high-speed Internet connectivity and service to 11 sites within the school district through this contracted service. The network supporting Internet services spans the towns of Bowdoin, Bowdoinham, Harpswell and Topsham, and is over 22 miles from end-to-end. It provides services to approximately two thousand end-user workstations, servers and printers.

This document outlines services as being provided today and illustrates services desired for the upcoming contract. Vendors are encouraged to propose alternative solutions that provide higher service levels than currently enjoyed by SAD No. 75 Internet users.

### **Description of SAD No. 75 Internet services today:**

The current service provider provides Internet service and 16 static publicly available Internet addresses with Reverse DNS support for required hosts. All new route requests, additional IP addresses, authoritative name service for SAD No. 75 domains, and any Internet related router arbiter database issues are the responsibility of the service provider. SAD No. 75 sites have 7-10 Mbps, dual channel symmetrical connectivity (20 Mbps aggregate bandwidth). Because of the centralized network topology, all sites utilize the Internet firewall at the Administrative Office, which connects to the Internet service provider's network; this connection is currently hosted at 7 Mbps.

Current service is at a 4-hour mean-time-to-repair for provider equipment and infrastructure related failures. Provider warrants system reliability at 99.999% calculated on a per location basis (4.32 minutes per month). Average of <15ms over one contiguous path between demarcation points with packet loss not exceeding .1% over any 24 hour period. Compensation for loss of service beyond the four hours is provided. Network

demarcation points are Ethernet RJ45 terminations. The entire network between demarcation points are monitored 24 hours per day, 7 days per week, 365 days per year. Bandwidth can be increased in 10 Mbps increments and can be completed within 48 business hours.

Some components of the SAD No. 75 Internet Services Network are owned and operated by SAD No. 75. The physical fiber connection supporting Mt Ararat High and Mt Ararat Middle School with two office facilities will continue to be supported by SAD No. 75 staff and does not need to be incorporated into the proposal. Additional components of SAD No. 75's Internet Services Network are provided by our current service provider as outlined in the provided diagram.

Existing service provider termination equipment is transparent to SAD No. 75 network users. SAD No. 75 does not own, monitor, or manage the provider's equipment - those functions are performed by the service provider.

History log information is utilized to determine bandwidth utilization trends. The current provider supplies an online service offering both live and archived bandwidth utilization reports for the Internet Delivery Network.

## **Minimum Requirements for All Vendor Proposals**

Services proposed must meet or exceed existing services provided. Services will be offered as specified in the SAD No. 75 Internet Services RFP. Technical solutions will be offered as a specification compliant, open protocol system. Vendors must propose a single monthly price for Internet connectivity for each site at the current bit-rate speeds or higher (in Mbps) and include maintenance cost.

Vendors must state specifically if the Internet component of the services proposed is a shared resource. Vendors proposing to provide Internet access over a shared resource must state so, and provide adequate assurances that the stated bandwidth proposed will indeed be securely delivered.

Alternative methods of achieving higher bandwidth will be considered. Specifically, all proposals should include a technical solution and price structure to continue the existing capability, but may also include a technical and price proposal to provide 1000Mbps access throughout the SAD No. 75 Internet

Services Network, or a demonstrated commitment or capacity to provide such access within twelve (12) months of such a request.

Vendors must, at a minimum, provide live and archived trend analysis reports for each site accessible online to SAD No. 75. Additionally, the vendor must provide additional ad-hoc trend analysis reports as requested for each site.

Vendors must state clearly all service commitments and/or maintenance contracts that will be continued, or entered into, to support the Internet Services components.

Vendors must warrant that all equipment and associated software will be properly licensed and paid for as required by the applicable manufacturers for the duration of the contract.

Vendors must propose minimum network availability standards for each site, and provide a mechanism for financial compensation to SAD No. 75 should the standards not be met. Service provider will offer a toll free number to initiate technical support for services provided. Any scheduled network maintenance and upgrades must be scheduled between the hours of 9:30 PM and 6:00 AM. Modifications and upgrades initiated to resolve network interruption or loss of service may take place at any hour of the day pending prior notification and approval.

As specified previously, services provided must meet the following expectations:

- 4-hour mean-time-to-repair for provider equipment and infrastructure related failures.
- Provider warrants system reliability at 99.999% calculated on a per location basis (4.32 minutes per month).
- Average of <15ms over one contiguous path between demarcation points with packet loss not exceeding .1% over any 24 hour period.
- Compensation for loss of service beyond the four hours is provided. Network demarcation points are Ethernet RJ45 terminations.
- The entire network between demarcation points are monitored 24 hours per day, 7 days per week, 365 days per year.
- Bandwidth can be increased in 10 Mbps increments and can be completed within 48 business hours.