

INVITATION FOR BID

IFB ADMIN20-1388

TELECOMMUNICATIONS, INTERNET ACCESS, AND EQUIPMENT MAINTENANCE AND
TECHNICAL SUPPORT

FOR THE CHINLE UNIFIED SCHOOL DISTRICT # 24
CHINLE, ARIZONA

PLEASE SEND RESPONSES TO BE RECEIVED NO LATER THAN 4:00 PM MST ON
WEDNESDAY, MARCH 6th, 2019 TO:

MS. CARMELITA NORCROSS, PURCHASING AGENT
CHINLE UNIFIED SCHOOL DISTRICT ADMINISTRATION OFFICES
US HWY 191 & NAVAJO ROUTE #7
CHINLE, ARIZONA 86503

(All responses must be received in hard copy, 1 original and 3 copies and a CD as well as a completed
and notarized copy of the Non-Collusion Affidavit (See Attachment 3))

(Questions regarding the bidding requirements may be directed to Ms. Carmelita Norcross via e-mail
at cnorcross@chinleusd.k12.az.us)

DATE OF IFB ISSUANCE: February 5th, 2019

Note: All Attachments listed in this document can be found here:

<http://www.chinleusd.k12.az.us/it-department/e-rate-programs/>

SECTION I: IFB Terms and Conditions (Please see Attachment 2: Standard Terms and Conditions and Attachment 3: Non-Collusion Affidavit)

The Chinle Unified School District reserves the right to:

- Reject any or all Proposals received in response to this IFB;
- Request clarification from any Bidder on any or all aspects of its proposal;
- Cancel and/or reissue this IFB at any time;
- Retain all Proposals submitted in response to this IFB; and,
- Invite some, all, or none of the Bidders for interviews and further discussion.

Provisions: If any provisions in a resultant agreement are held to be invalid, void, or unenforceable, the remaining provisions shall continue in full force and effect without being impaired or invalidated in any way.

Apart from a contact required for any on-going business at the Chinle Unified School District, vendors are specifically prohibited from contacting any individual at, or associated with the CUSD regarding this IFB. Vendor communication shall be limited to the Business Operations Department contact named on the cover page of this document. **A vendor's failure to adhere to this prohibition may, at the Chinle Unified School District's sole discretion, disqualify the vendor's Proposal.**

Cancellation for Lack of Funding: A resultant agreement may be canceled without any further obligation on the part of the Chinle Unified School District in the event that sufficient appropriated funding is unavailable to assure full performance of its terms. The vendor shall be notified in writing of such non-appropriation at the earliest opportunity.

Resultant Agreements Contingent upon Approval and Acceptance of E-Rate Funding for E-Rate Funding Year 22 (2019-2020): The Chinle Unified School District intends to apply for E-rate funding for E-rate Funding Year 22. Any agreements resulting from this IFB are expressly contingent upon the approval and acceptance of E-rate funding for E-rate Funding Year 22.

Termination of Agreement: Consistent failure by the vendor to meet the terms and conditions of a resultant agreement deemed by the CUSD, in its sole discretion, to be a material subject of the agreement, including, but not limited to delivery, required service-levels, quality, and invoice inaccuracies, will constitute a default of the agreement by the vendor. In the event that said default continues for a period of thirty (30) days after the vendor receipt of notice-of-default from the CUSD district, the CUSD reserves the right to immediately terminate the agreement. Termination shall in no way limit the CUSD's right to recover damages that occur as a result of the vendor's breach. Either party may cancel a resultant agreement after ninety (90) days from the effective date of the agreement by giving the other party thirty (30) days prior written notice of intent.

Quote: Response must be valid for 90 days.

Contract Term: The contract term will commence on or after July 1, 2019 and continue until June 30, 2020. For the maintenance portion of this agreement, pricing will remain firm for the duration of the contract. At the end of the initial 1-year period, the contract may be renewed for up to an additional 4, 1-year periods (at the same terms and conditions), upon the signed mutual agreement between the CUSD district and the awarded vendor. The CUSD will review requests for price increases for each of the 4 renewal periods.

IFB Response Format: Responses must address all aspects of the IFB and should follow the chronology of the IFB. Provide four (4) copies of your response; one (1) of the copies should clearly be labeled "MASTER". Should a discrepancy arise between copies of the response, the information contained in the "MASTER" copy shall prevail. Submit, also, 1 complete copy of your proposal in

digital format on a CD, properly labeled, using both PDF and Microsoft Excel for any of the spreadsheets. Also include a completed and notarized copy of the Non-Collusion Affidavit (Please see Attachment 3).

Responses may be submitted in a 3-ring binder or loose-leaf on 8-1/2 X 11 letter sized paper. Each response should be prepared simply and economically.

Bid Package Requirements Checklist

The Chinle Unified School District reserves the right to request from (at its sole discretion) some or all of the respondents, any further information or documentation that it deems necessary for the issuance of a purchase order or CUSD district contract.

Specifications (Background and Scope of Work Parameters)

TELECOMMUNICATIONS, INTERNET ACCESS AND EQUIPMENT MAINTENANCE AND TECHNICAL SUPPORT: REQUEST FOR PROPOSAL:

PART 1: CHINLE UNIFIED SCHOOL DISTRICT - TELECOMMUNICATIONS AND INTERNET ACCESS

TELECOMMUNICATIONS AND INTERNET ACCESS VENDORS SHOULD QUOTE THE FOLLOWING SERVICES:

Service	Quantity and/or Capacity
Internet Access/Transport	Internet Access/Transport to upgrade to up to 1 Gbps to Chinle Data Center to serve all District Buildings. Please bid 500 Mbps, 750 Mbps, and 1 Gbps. Also, Internet Access/Transport Service from ISP to Tsaile ES at 50 Mbps, 100 Mbps, and 200 Mbps. To ManyFarms at 50 Mbps, 50 Mbps, 100 Mbps and 200 Mbps.
Transport	To upgrade to up to 200 Mbps from Chinle Data Center to Many Farms ES (please bid 100 Mbps and 200 Mbps); to upgrade or replace current Transport service to up to 200 Mbps from Chinle Data Center to Tsaile ES (please bid 50 Mbps, 100 Mbps and 200 Mbps); and to upgrade to up to 100 Mbps from Chinle Data Center to Chinle Admin Building (please bid 50 Mbps and 100 Mbps)

Please identify and quote separately E-rate eligible and non-eligible services. Quotes should include all pertinent one time charges and fees.

PART 2: CHINLE UNIFIED SCHOOL DISTRICT – DISTRICT WIDE MAINTENANCE AND TECHNICAL SUPPORT

See also Attachment 1 (Inventory of Supported Equipment for Maintenance and Technical Support).

The listing of this equipment is for illustrative purposes only. Bidders are welcome to provide pricing for this or equivalent equipment.

The Chinle Unified School District is seeking proposals for maintenance to its technology at all schools in the District that are eligible for E-Rate funding. We seek vendors with a proven track record of service to their customers. The District presently has a Cisco equipped data communications network to all Schools and Departments. The Chinle Unified School District (“CHINLE”) seeks qualified vendors to provide on-call, off-site maintenance and technical support for a district-wide network electronics project for which costs shall not be incurred and work shall not begin earlier than the E-rate Funding Year 22, commencing July 1, 2019 and ending June 30, 2020, subject to the contingencies set forth in Section 1 IFB Terms and Conditions, and CUSD Board approval.

Currently all existing buildings in the district utilize Cisco hardware and software. Please see Attachment 1 for inventory of existing supported equipment for maintenance and technical support purposes.

Additional Detail provided / required for proposal responses being asked for in this IFB (see also Attachment 1):

- Basic Maintenance of Internal Connections (See also Attachment 1):
 - Data Cabling: all existing fiber and CAT 5e and 6 Drops
 - Switches: core and edge in all existing buildings
 - Routers: all existing buildings
 - Servers: all existing buildings
 - Firewalls: all existing buildings
 - Wireless Access Points: all existing buildings
 - Wireless Controllers: all existing buildings
 - UPS: all existing buildings
 - Cabinets/Racks: all existing buildings

PLEASE PROVIDE ITEMIZED COSTS OF THE APPROPRIATE EQUIPMENT IN THE BID PACKAGE. Please identify and quote separately E-rate eligible and non-eligible services and equipment. Please provide pricing for each item of equipment being maintained in the above Basic Maintenance of Internal Connections List and/or Attachment 2 of the equipment spreadsheets. **The listing of this equipment is for illustrative purposes only. Bidders are welcome to provide pricing for this or equivalent equipment.**

SECTION 2 - REQUIREMENTS

A. First Year and Beyond, Maintenance – Defined Requirements

1. **Maintenance of Equipment:** Costs should include annual maintenance following the expiration of the first year warranty period as well as annual renewal options. The cost must reflect guaranteed rates for years 1, 2, 3, 4 and 5. The cost of maintenance will not escalate at a rate higher than that of the Consumer Price Index as published by the United States Bureau of Labor Statistics for the area in which the system is installed unless stated otherwise in vendor's response. Rates are to be adjusted annually by the Bidder for increases and decreases in quantities of equipment and cables as outlined in Part 2 – Requirements.

The Bidder must describe the procedure for applying the maintenance rates (e.g. if the Bidder charges maintenance per port, per unit, per cable run, etc.) The Bidder must describe the charges and show the derivation of the quantities the Bidder has entered in the quantity column. Also, if the Bidder charges maintenance for the "switch equipment", exactly what components are included and excluded in this category. All rates must be listed. Ongoing maintenance (e.g., software patches and certain technical support) can be provided at a fixed annual price. Break/fix maintenance is e-rate eligible only to the extent that it is actually performed. As an E-rate funding matter, this means that an applicant must estimate an annual amount when applying for E-rate (proposing in this IFB), but invoices will be paid only as the work is performed.

2. **Maintenance Center Location and Personnel Profile:** Each proposal must contain a listing for the location from which maintenance personnel will be dispatched to service the systems. The proposal must also list the experience of service personnel at this location. Details of this information should be included in the response. Only Bidders with a fully staffed maintenance center able to adhere to the defined response times outlined will be considered responsive to this request.
3. **Request for References:** Provide a list containing a minimum of 6 references for comparable installations/projects. Provide a verifiable contact name and phone number. Include system size and major peripherals.
4. **Preventive Maintenance:** Proposals will specify the frequency and duration of preventive maintenance required for Basic Maintenance Services of the proposed equipment. Preventive maintenance will be performed according to a schedule that is mutually acceptable to CHINLE and the Contractor. The schedule will be consistent with the operating requirements of CHINLE and will be based upon the specific needs of the equipment being maintained. Bidders must include in proposals a description of any Remote Administration and Maintenance Service arrangements that are available with the proposed system. The description must include the frequency of the interrogations and the data that is available. Itemize the cost to CHINLE, if any, for any equipment required for CHINLE to perform this function and the cost of the service if provided by the supplier. Include the cost of Preventive maintenance as a separate price if not included within the complete base system price.
5. **Remedial Maintenance (on-call, off-site):** Remedial maintenance will be performed upon notification to the Maintenance Contractor that the equipment is inoperable or unsuitable for operation. The Maintenance Contractor will be responsible for assuring that on premise service for each request is provided within the Basic Maintenance requested and based in accordance with the following required levels of maintenance:

- Priority Emergency Service - A "Priority Emergency" is a situation involving a "major loss" of System service and is defined as the inability of 10% or more of the ports/stations to make operate and/or make and receive calls, loss of a console or any peripheral device/systems and/or functionality deemed essential for the facility's operation. The Bidder will respond in Priority Emergencies off site within two (2) hours of CHINLE notification thereof to the Bidder and if the problem cannot be resolved within an hour, bidder must arrive on site within two (2) hours after that.
- Emergency Service - An "Emergency" is a situation involving a "critical" System failure in the opinion of the CHINLE's representative. The Bidder will respond in Emergencies off site within four (4) continuous business hours of the CHINLE offices notification to the Bidder and if the problem cannot be resolved within an hour, bidder must arrive on site within two (2) hours after that.
- Non-Emergency Service - A "Non-Emergency" is a situation involving a System failure of a scope less than that described for an Emergency. The Bidder will respond in Non-Emergencies off site within four (4) hours and if the problem cannot be resolved within two hours, bidder must arrive on site within four (4) hours of the CHINLE office's notification to the Bidder.

Remedial on-call, off-site, maintenance must be available during normal business hours (8AM-6PM), five business days per week, official State of Arizona listed holidays excluded.

All of the above response limitations include travel time. Details of how the contractor will meet this level of responsiveness, and how any exception will be dealt with must be described in the proposal.

Vendors must provide a local telephone number for the facility. If a service or maintenance call to the service center would result in the local facility incurring toll charges, the Bidder must provide a toll free telephone number.

If the Bidder does not perform according to the contract, the CHINLE reserves the right to enforce the Manufacturer's Guarantee or to contract with another maintenance company. The difference in cost if any, between the two will be borne by the Contractor awarded this project.

Maintenance Request Reports: The Contractor will furnish CHINLE with a monthly report of all maintenance requests. The report will include, as a minimum, the following data for each request for assistance - Service ticket number, Telephone number reporting trouble, Date and time notified, Date and time of arrival, Description of malfunction reported, Diagnosis of failure, location, serial number of equipment provided maintenance, and work performed, Date and time failure was corrected, Charges for the service (if applicable), Name of person performing the service and Name of person and agency reporting trouble.

6. **Maintenance Credit for Equipment Malfunction:** The maintenance contract resulting from this Project Definition will contain a maintenance credit provision. The specific amount for each hour of failure and the conditions under which the maintenance credit will be due are defined in the Maintenance Guarantee below. When a maintenance credit is due, the total number of creditable hours, adjusted upward to the nearest hour, will be accumulated for the monthly billing period. Down time for each incident will begin from the time CHINLE places the maintenance request and will end when the equipment is returned to proper operating condition. Actual travel time, not to exceed two hours per day, is excluded from the down time computation.

7. **Maintenance Responsibility:** Malfunctions, which cannot be immediately diagnosed and pinpointed to a certain item of equipment or service, will require the participation of all service suppliers until responsibility for the problem has been unequivocally established. In no instance will the failure to resolve the issue of responsibility relieve any of the suppliers of the mutual obligation to restore system operability with the least impact on availability of service. CHINLE reserves the right to adjudicate such matters after the fact and validate charges and/or maintenance credits applicable to the provisions of the contracts or tariffs involved. As a part of maintenance responsibilities, the Contractor will work with all participating service suppliers (and the regulated telephone company) in order to identify and correct problems with any telephone service issues.
8. **Failure to Comply:** Should the Contractor fail to maintain its installed equipment at a level equal to the Standard of Performance requirement, CHINLE reserves the right to terminate the maintenance contract without any penalty whatsoever upon thirty days written notice to said Contractor.
9. **Maintenance Guarantee:**
The Contractor guarantees that within forty-eight (48) continuous hours of its response for any maintenance as provided above that repairs will be successfully completed and that system service will be fully restored so long as the malfunction is attributable to Contractor's equipment. Upon the Contractor's failure to provide such maintenance service to correct the malfunction within the forty-eight (48) hour time period, CHINLE will be entitled to a credit of 10% of the monthly system maintenance cost but not less than one hundred (\$100.00) dollars for every business hour (defined as the hours between nine [8] a.m. and five [5] p.m. Monday through Friday, excluding weekends and legal holidays) beyond the forty-eight (48) hour time period. During the Base Year, any such credit will be levied against any additional charges incurred by CHINLE with the Contractor, and thereafter against the applicable monthly maintenance charge.
10. **Disaster Recovery Plan:** In the event of a major system outage/emergency, the Bidder must have a means of delivering a replacement VOIP phone system and its auxiliary components within 48 hours. Describe in detail the measures your company will take to insure that this system is replaced or made equally functional to the original system installation prior to the disaster. Include any charges that may be incurred for this service.
11. **Moves, Adds, and Changes (MACs):** The selected Contractor will partner with the CHINLE in joint responsibility for performing moves, adds, and changes on an ongoing basis. Please provide pricing pertaining to the Bidder performing moves, adds, and changes. CHINLE requests 50 monthly configuration changes (MACs) within the E-rate parameters of basic maintenance.

B. Attached Documents (All Attachments listed in this document can be found here:

<http://www.chinleusd.k12.az.us/it-department/e-rate-programs/>)

1. Attachment 1 – Inventory of Supported Equipment for Maintenance & Technical Support
2. Attachment 2 – Standard Terms and Conditions
3. Attachment 3 – Non-Collusion Affidavit

C. Certifications

1. State if your company is a manufacturer certified re-seller for Ethernet Switching Equipment.
2. State if your company is certified for Copper/Fiber Optical Network Cable installation & testing.
3. Qualify / Quantify all certifications related to individuals working primarily out of the local office.

D. Response to this Statement of work

The following **MUST** be included in your response for you to be considered:

1. Proposal price including full price breakdown for all materials (itemized) and respective labor for each itemized item, as well as all other required labor for the work as described; the identical products as described; and any additions required for a fully functioning system. Pricing should be itemized and also totaled to provide individual and total costs for CHINLE to evaluate.
2. Unit proposal prices for additions and deletions as defined in the Statement of work
3. Time and Material rates for work outside the scope of this statement of work
4. Contract Offer including pricing for service continuation beyond the initial warranty period.
5. Annual basic maintenance services for all equipment as identified.
6. Answers to all Certification questions.
7. Individual prices for equipment, other equipment, materials, installation, and service
8. Certification and supporting documentation that you are authorized to provide this work including such items as certificates of manufacturer course completion.

E. Alternative Proposals

Vendors are welcome to submit additional materials including alternative proposals for specific portions of the work and the products used. Any submissions will be reviewed and considered for acceptance if they are in the best interest of CHINLE. **No alternate proposals will be considered unless the vendor has also submitted a proposal that fully complies with the statement of work without such alterations.**

SECTION 3 – SUBMISSION OF PROPOSALS

A. Method of Award:

The award of the contract resulting from this request for proposal will be based upon the basis of **best value** to “a responsive and responsible Bidder”. Proposals will be evaluated utilizing the best value methods.

CHINLE may accept any proposal, which it deems in the best interest of the CHINLE based upon the cost of the services relative to the services provided. Overall cost of the proposal will carry the highest number of points. CHINLE will account for potential E-rate discounts in the analysis of proposed prices. CHINLE may select a proposal that has not proposed the lowest price, if in its sole discretion, other selection criteria, although individually weighted less than price (the most highly weighted factor), cumulatively outweigh price considerations. Other selection criteria include, but are not limited to References/Experience of Company and Personnel; Total Life Cycle Cost and application benefits; Highest negotiated amount of credit for return of the existing Cisco equipment; Familiarity working within Educational (K-12) environment; Familiarity with all facilities that encompass CHINLE; Local presence including but not limited to local staffing, proximity of local office, hardware and software inventory, etc.; Compliance with Request for Proposal and CHINLE’s requirements; Ability to demonstrate experience in installing, programming and maintaining similar Network Electronics in similar networked environments; Maintenance capabilities; Installation practices ; Value Added Services such as but not limited to Alarm Coverage and Disaster Recovery; Financial Stability of the Vendor; Emerging Technologies Compatibility and firm’s experience in this area; Remote Administration and Programming Methodology; Optional proposed solutions; Environmental Considerations and acceptance of conditions; Potential E-rate discounts in the analysis of proposed prices; Any other information deemed relevant by CHINLE to the propriety of the services offered by a provider.

CHINLE is an affirmative Action, Equal Opportunity Enterprise and encourages MWBE firms to participate in the bid response.

CHINLE reserves the right to cancel the defined project at any time and prior to or following award, in whole or in part, upon thirty (30) days written notice to vendors.

B. Proposal Format and Deadline

Submit four (4) copies of the proposal material on or before 4:00 PM on Wednesday, March 6th, 2019. Submit, also, 1 complete copy of your proposal in digital format on a CD or flash drive, properly labeled, using both PDF and Microsoft Excel for any of the spreadsheets. Also include a completed and notarized copy of the Non-Collusion Affidavit (Please see Attachment 3). **Completed proposals are to be packaged, sealed and delivered to:**

MS. CARMELITA NORCROSS, PURCHASING AGENT
CHINLE UNIFIED SCHOOL DISTRICT ADMINISTRATION OFFICES
US HWY 191 & NAVAJO ROUTE #7
CHINLE, ARIZONA 86503

All proposals must have a label on the outside of the box or package itemizing the following information:

Response Enclosed (preferably bold, large print, all capital letters)

Vendor Information

IFB ADMIN18-1374

Sealed proposal clearly marked as “CHINLE TELECOMMUNICATIONS, INTERNET ACCESS, & MAINTENANCE SERVICES”

If using a commercial delivery company that requires you to use their shipping package or envelope, your proposal should be placed within second sealed envelope labeled as detailed above. This will ensure that your proposal is not prematurely opened.

Proposals not received by the time and date shown below will be returned, unopened. Bidders using commercial delivery companies are encouraged to ship early. If one of these companies is late delivering a bid, the proposal will be considered late and not considered. There will be no exceptions.

All questions concerning this proposal should be forwarded by e-mail **by 12:00 PM MST on Tuesday, February 12th, 2019** to BOTH of the following e-mail addresses:

Chinle.2019@naa.com

AND

Mr. Victor Trejo, IT Director at (928) 674-9659

Email: vtrejo@chinleusd.k12.az.us

Responses to these questions, if any, will be posted as an addenda to the E-rate Form 470 on the EPC Portal by 12:00PM MST on Wednesday, February 13th, 2019.

SCHEDULE A: Pricing Summary Form

Pricing form should be customized for the unique needs of each IFB. Nonetheless, this form should include, at least:

- Pricing format (e.g.: unit, extended, etc) – can be position before or after table
- Delivery Information
 - FOB: Destination
 - ARO – Delivery can be made _____ days ARO
- Payment Terms (e.g.: 2% Ten, Net 30)

SCHEDULE B: Bidder Questions Form

Should a Bidder question any section(s) of this document as unclear or as reasonably susceptible to more than one (1) interpretation; discover any significant ambiguity, error, conflict, discrepancy, omission, or other deficiency in this request for proposal, **the Bidders must email their questions regarding the specifications by 12:00 PM MST on Tuesday, February 12th, 2019.**

IFBP#: _____
Attn: Mr. Victor Trejo, IT Director at (928) 674-9659
Email: Chinle.2019@naa.com AND vtrejo@chinleusd.k12.az.us

Company Name: _____

Voice #: () **Fax #:** () **Email:** _____

Responses should be directed to: _____
(please print)

Section: _____ **Page Number:** _____

Question: _____

Section: _____ **Page Number:** _____

Question: _____

