

# Request for Proposal

2024-2025 E-Rate Basic Maintenance

## Tate County School District

### **NOTICE TO BIDDERS**

Notice is hereby given to interested bidders that the Tate County School District will receive written, sealed bids until the hour of 8:30 AM on March 4th, 2024, at the Tate County School District Central office at 574 Parkway, Coldwater, MS. Bids will be opened at 10AM on March 4th, 2024 in the Boardroom or other designated area of the Tate County School District Central Office.

### **2024-2025 E-Rate Basic Maintenance**

The proposal must guarantee performance sufficient to fulfill the needs of the Tate County School District as requested within this RFP. After implementation of the successful vendor's proposal, if additional equipment, cabling or labor is needed, the vendor will bear all costs necessary to satisfy the requirements of this RFP. There should be no recurring costs for further functionality. A mandatory walkthrough is required before a bid will be accepted.

A single bidder will be chosen to complete this project.

## **Section I. Basic Maintenance**

**Subject:** RFP-For a 1-year contract with the option to renew for 4 additional years for basic maintenance services for all schools, the Federal Funds, the Transportation office, and the Central Office, in Tate County School District (TCSD). The requested time is 100 hours. Travel time cannot exceed hourly rate. Please estimate and note the travel time required to reach Tate County School District in Coldwater, MS.

### **Purpose:**

Proposals are being sought by Tate County School District for the purpose of securing the most cost efficient way of providing basic maintenance of our LAN and WAN internet connections and equipment and a Watchguard firewall. This support will be of our Dell servers, HP/Aruba switches and routers, firewall, wireless, and the fiber connecting all district buildings and our district office in order to provide Internet access to all of our district's students and staff. Engineers supporting Tate County School District technologies needs to be a senior level engineer.

### **Background:**

Our district's students, teachers, staff, and administrators are using more devices and resources

that require Internet access and we need to be assured of consistent connectivity of these resources and devices at all locations. The purpose of this RFP is to provide support of our networking equipment that supports our internet connectivity through the E-Rate program and its Category TWO services.

**General Requirements:**

The Internet service provider (ISP) connection for Tate County School District is located at our district office at 574 Parkway Street, Coldwater, MS. We have fiber located at our District Office. Our wireless access points are located in each classroom at the schools as well as at the Central Office.

**Terms used throughout this RFP**

USAC – Universal Service Administrative Company

SPAC - Service Provider Annual Certification

SPIN – Service Provider Identification Number

The District – Tate County School District

**Proposal Forms**

Send proposals and supporting documentation to:

**Basic Maintenance RFP 2024-2025**

**Attn: Rogers Smith**

**Tate County School District**

**574 Parkway Street**

**Coldwater, MS 38618**

Do Not Fax or Email Proposals. The District at the address shown above will receive sealed proposals until 8:30AM. March 4th, 2024, in the District Office. Proposals must be mailed to the address above in time for delivery before the closing date or hand-delivered.

**CALENDAR OF EVENTS**

470 Filed and RFP Publication	January 31, 2024
Walk throughs	January 31, 2024 - February 26, 2024
Sealed bid deadline	9AM, March 4th, 2024

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**Inquiries**

All correspondence and inquiries regarding this RFP submitted by email with the subject line:  
**Basic Maintenance RFP 2024-2025.**

[rsmith@tcsdms.org](mailto:rsmith@tcsdms.org)

If a Service Provider does not receive a response within 24 hours, it is the responsibility of the Service Provider to call Rogers Smith at 662-562-5861 x1016 and confirm that the email message was received.

All responses to inquiries will be posted on The Tate County School District Technology site so that all Service Providers can view them.

Basic Maintenance e-rate rules must adhere to in regard to billing USAC and the District.

**Basis of Award:**

- E-rate approval by USAC
- Provider must have current USAC SPAC.
- References of at least three installations of similar application size, complexity, and infrastructure design and installation method as proposed.
- Helpdesk and Network Management System
- Knowledge of Tate County Schools IT Environment
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**Vendor preferred qualifications:**

- Certified Information System Security Professional Certification (CISSP Certification)
- Experience working with a Dell Power Edge Server, Dell EMC Storage Array, and VMware, Watchguard, Aruba/HP switches and Aruba access points.
- 10 years in business

**I. General Conditions**

The following are the General Conditions for the work to be performed as outlined in the Detailed Specifications.

**1. Location of Sites:**

The location of the work is on property owned by The District.

## **2. Existing Conditions:**

The Service Provider, in submission of this proposal, will have visited the premises and will be assumed to have taken into consideration all conditions, which might affect this service. No consideration will be given to any claims based on a lack of knowledge of existing conditions. To schedule a site visit, contact Pamela Bass, Director of Technology at

[rsmith@tcsdms.org](mailto:rsmith@tcsdms.org)

## **3. Insurance:**

Within ten (10) days after notification of award, The Service Provider shall furnish to The District a Certificate of Insurance showing compliance within the following limitations:

- a) The Service Provider agrees to comply with the provisions of Worker's Compensation Laws of the State of Mississippi.
- b) It shall be stated on every policy or Certificate of Insurance, as the case may be, that "The insurance company agrees that the policy shall not be canceled, changed, or allowed to lapse until ten (10) days after The District has received written notice as evidenced by the return receipt of registered mail, and it is agreed further that as to lapsing, such notice will not be valid if mailed more than fifteen (15) days prior to the expiration date shown on the policy."
- c) The Service Provider shall maintain other insurance (with the limits shown below) that shall protect The Service Provider and The District from any claim for property damage or personal injury, including death, which may arise out of operations under this contract, and the Service Provider shall furnish The District with certificates and policies of such insurance as follows. Below is a list of the insurance coverage that must be procured by The Service Provider at his own expense. The Service Provider agrees to follow instructions indicated in each case:

The District Protective Liability Insurance:

- Personal injury, including death, limits of \$1,000,000.00 for each person and \$1,000,000.00 for each accident.

Service Provider's Public Liability Insurance:

- Personal injury, including death, limits of \$1,000,000.00 for each person and \$1,000,000.00 for each accident.
- Property Damage limits of \$100,000.00 for each accident and \$500,000.00 for the aggregate.

## **4. Workmanship**

All work shall be performed in a professional manner. Personnel from The District may observe the work procedures and workmanship of the Service Provider, but such observation will not

relieve the Service Provider from any responsibility of performance or constitute acceptance of the work performed.

## **5. Financing**

The Service Provider will provide a binding contract to The District for submission to the Schools and Libraries Division. After notification of award from the Schools and Libraries Division, The Service Provider will receive a Purchase Order for the products and services for which The Service Provider will be responsible as a result of this RFP. This Purchase Order will show the amount that is the responsibility of the local school system. The issuance of any purchase order will be contingent upon approval by USAC. Complete payment to the Service Provider will be subject to the rules of the Schools and Libraries Division (SLD), After notification by the Schools and Libraries Division (USAC Fund Administrator) of the acceptance of the Contract, the contingency will be removed and the Purchase Order will be submitted to the Service Provider in accordance with the rules and regulations of the SLD.

## **6. Application for Payment**

All applications (invoices) for payment shall be submitted to The District according to the USAC regulations. The Service Provider must submit a Service Provider Invoice for processing of the discounted portion of the bill.

## **7. Addenda**

Any addenda issued after the issue of this RFP shall be delivered to all parties who complete or have completed the mandatory site visit within 24 hours of issuance or upon completion of the site visit.

If any questions arise within the RFP documents, the Service Provider may submit to The District, written request for interpretation. Any interpretation of documents will be made by addendum to the RFP. Copies of any addendum will be mailed or delivered to each that has completed the mandatory site visit. The District will not be responsible for any other explanation or interpretations. The District reserves the right to reject any or all proposals and wave technicalities and informalities.

## **8. Proposal Submittal:**

In order to be eligible for submission of a quote, the Service Provider must complete a site visit to all locations in the proposal. Any submissions submitted by a company that has not completed a site visit will be returned unopened.

Two copies of the proposal and two copies of the other required documentation must be sent in a sealed envelope clearly marked with the words “**BID: BASIC MAINTENANCE 2024-2025**” to **Attn: Rogers Smith, 574 Parkway Street, Coldwater, MS 38618.**”

Due to the nature and diversity of the proposals, a significant amount of time may be required to determine which proposal provides the best option for The District. The possibility is that the best option will involve district purchased equipment that may or may not be E-Rate eligible or

may or may not be part of this proposal could significantly delay the evaluation process. The evaluation process will not be complete until The District has determined the best proposal based on all factors.

## **9. Withdrawal of Proposal**

A proposal cannot be withdrawn after it is filed, unless the Service Provider makes a request in writing to The District prior to the time set for the opening of submitted proposals. The District will accept no quotes after the deadline for submission of proposals

## **10. The Service Provider's Qualifications**

The Service Provider must provide proof of registration with the (SLD) for reimbursement under E-Rate guidelines for Priority One Services. If The Service Provider fails to file the appropriate forms with the SLD or fails to receive an SLD Service Provider Number, The District is not responsible for the discounted portion of The Service Provider's bill. The Service Provider must generate an invoice for the USF portion of the bill in accordance with SLD regulations. The Service Provider is responsible for supplying SLD SPIN with the quote.

It is preferred that the Service Provider has been in business for at least 10 years. A legible copy of incorporation papers must be attached and noted.

Service Providers must give examples of experience with installation of similar projects that have equal broadband connectivity. Service Provider must give examples and contact information for at least three such installations.

## **11. Stored Materials**

Any materials stored on job site shall be the Service Provider's responsibility.

## **12. Accident Prevention**

Precautions shall be exercised at all times for the protection of persons (including employees and students) and property and hazardous conditions shall be guarded against or eliminated. The District or the building principal will determine what constitutes a hazardous condition on any campus and the Service Provider will be responsible for rectifying the issue to the satisfaction of The District.

## **13. Contract Form**

Upon Contract award and a binding contract signed, the standard written Purchase Order form will be issued to the successful Service Provider. Issuance of the Purchase Order will be contingent upon USAC acceptance and funding of the project.

## **14. Indemnification**

The Service Provider agrees to hold The District harmless and to indemnify The District for every expense, liability or payment arising out of or through injury (including death) to any person or persons or damage to property (regardless of whom the owner may be of the property) of any place in which work is located arising out of or suffered through any act or omission of The Service Provider or Subcontractor.

#### **15. The Service Providers' Representative**

The District reserves the right, with sole discretion, to refuse to allow any representative of The Service Provider to service the contract in any manner. In this event, The Service Provider shall furnish another representative that is acceptable to The District. Examples of reasons for refusing to allow a Service Provider representative to service the contract include, but are not limited to:

- Use of profanity or abusive language around any school personnel or students.
- Unclean or unkempt appearance.
- Intoxication or obvious drug use.
- Threatening behavior towards any school personnel or students.

Should the Service Provider use subcontractors for portions of the work, The District reserves the right to reject any subcontractor without explanations or recourse by The Service Provider or subcontractor.

#### **16. The District Regulations**

The Service Provider and his representatives shall follow all applicable school district regulations while on The District property, including the no smoking, no weapons, and drug free policies. No work shall interfere with school activities or environment unless the Principal or person in charge gives permission. All Service Provider personnel shall be easily identified by the use of identification badges and uniforms or shirts with The Service Provider's logo clearly visible.

#### **17. Governing Law**

All RFPs and related documents submitted to The District by the Service Provider are governed under the laws of the State of Mississippi.

#### **18. Comprehensive List of References:**

All references should include: a contact person, dates of work, mailing address and telephone numbers.

References must include three (3) or more references of installations of similar size and complexity within the USA

#### **19. The District reserves the right to:**

- a. Give full and proper consideration to the service, reputation, product knowledge, and experience of all companies presenting proposals, and to disqualify any such Service Provider it deems unqualified to provide the services requested.
- b. Reject any and all proposals if deemed necessary.
- c. Accept any alternative proposal believed to be in the best interest of the district.
- d. Waive any formality in the quote submission.
- e. Cancel any awarded bid if the service proves unsatisfactory.

## **20. Price Bids**

Price bids are to include the furnishing of all materials, equipment, maintenance, shipping costs, delivery, installation, drawings and the provision of all labor and services necessary or proper for the completion of the work as may be otherwise expressly provided in the contract documents. The District will not be liable for any costs beyond those proposed herein. Please be advised that public schools are specifically exempted from the payment of Mississippi Sales Tax.

In case of discrepancy in computed proposal prices, the unit price shall govern and the total price shall be revised accordingly.

Remote Support should be timed in increments of one half (.5) hours.

## **21. Variation in Quantities and Configuration**

The District reserves the right to modify quantity and configuration requirements. The Service Provider agrees to sell The District the revised quantity of items at the unit price stated in the proposal regardless of quantity changes.

## **22. Terms of Payment**

Start of services for this project may not begin prior to July 1, 2024. The District will, if possible, issue an SLD Form 486 on the day services begin. Payments will be made in a timely manner after regular processing by The District's Business Department.

## **23. Turnkey Solution**

All proposals are to provide a turnkey solution for installation of circuits for connecting the locations of the district to the District's Internet connection. The District agrees to certify acceptance by location to establish an incremental performance baseline. However, the final system installation shall provide the capabilities specified in Section II, Detailed Specifications.

## **24. Term of Contract and E-Rate Subsidies**

Payment for The District's networking circuits is dependent on E-Rate subsidies. The district will file for the E-Rate subsidies throughout the term of the contract. In the event that the district E-Rate subsidies were to cease, the district will notify the service provider as to the date of the cessation and the District's will be liable only for payment for services until the time of

termination. If E-Rate subsidies stop, the district will not be bound by the remainder of the contract.

### **III. The District Responsibilities**

#### **1. Access for Services and Installations**

The District will allow the Service Provider and its employees access to the premises and facilities at all reasonable hours (7AM – 3PM) or at such hours as the District representative and the Service Provider agree upon.

The District will provide access to existing conduit or the placement of new conduit if necessary to all work locations, floors, buildings, etc., to support the media installation and provide Service Provider access to these adjacent areas where and when required.

#### **2. Heating/Cooling**

Provide heat or cooling when required and general illumination in rooms where work is to be performed by The Service Provider.

#### **3. Inspections**

Promptly make inspections when notified by the Service Provider that the equipment or any part thereof, is ready for acceptance.

#### **4. Electrical**

The District will provide all electrical needs within the district buildings.

#### **5. Delay in Work**

It is understood that the Service Provider will not be held accountable for any delays caused by The District.

### **IV. THE SERVICE PROVIDER'S RESPONSIBILITIES**

#### **1. Provision**

The Service Provider must provide all supervision, tools, equipment, hardware and wiring materials as specified; transportation, unloading, inspecting, and keeping inventory as specified in attached contract documents. Whenever in the Contract the terms "provide, furnish, supply, install, etc.", can be interpreted as requiring the Service Provider both to furnish and/or install materials, unless specific provisioning/installation of the materials by The District is denoted.

#### **2. Ceiling Tiles**

Provide for the removal and reinstallation of all ceiling tiles as needed. Any broken ceiling tiles

will be replaced with equal or better quality of damaged ceiling tiles.

### **3. Identification**

The Service Provider will identify to the district any work necessitating cutting into or through any part of the building structure such as girders, beams, concrete, tile floors or partition ceilings.

### **4. Damage**

The Service Provider will be responsible for repairs of damage to the building, roads, equipment, existing cable, or property. The Service Provider will promptly report to a representative of The District any such damage to the building, roads, equipment, existing cable, or property that may occur while performing work in the facilities.

### **5. Installation**

Install the wire, cable, and/or associated hardware in accordance with the manufacturer's specifications. All cabling and equipment shall be sufficiently labeled such that the equipment designation or purpose, interconnections and cabling endpoints can be easily determined

### **6. Test and Inspections**

Conduct tests and inspections in the presence of the district technical representative after installation has been completed in order that The District may be assured that the requirements for the installation are met.

### **7. Completion Notification**

Promptly notify The District designated contact of the completion of all work.

### **8. Defects**

The Service Provider will promptly correct all defects for which the Service Provider is responsible.

### **9. The District Contact**

The Service Provider must coordinate all work with The District designated contact.

### **10. Cleanup**

Upon completion of the work each day, the Service Provider must remove all tools, equipment, rubbish and debris from the premises and must leave the premises clean and neat and in the same condition as it was found.

### **11. Subcontractors**

The Service Providers may use subcontractors to perform work. However, all responsibilities rest with the Service Provider and the District must be notified when a subcontractor has to be used.

## **12. Testing**

The Service Provider will provide The District with complete detailed test results. The test results must be delivered to The District before payment.

## **13. Codes, Standards, and Ordinances**

All work shall conform to the latest edition of the National Electrical Code, the Building Code, and all local codes and ordinances, as applicable. ANSI/TIA/EIA-568-A and ANSI/EIA/TIA-569 shall be adhered to during all installation activities. Methodologies outlined in the latest edition of the BICSI *Telecommunications Distribution Methods Manual* shall also be used during all installation activities. Should conflicts exist with the foregoing, the authority having jurisdiction for enforcement will have responsibility for making interpretation

## **14. Safety**

The Service Provider shall take the necessary precautions and bear the sole responsibility for the safety of the methods employed in performing the work. The Service Provider shall at all times comply with the regulations set forth by federal, state, and local laws; rules; and regulations concerning "OSHA", and all applicable state labor laws, regulations, and standards. The Service Provider shall indemnify and hold harmless The District from and against all liabilities, suits, damages, costs, and expenses (including attorney's fees and court costs) that may be imposed on The District because of The Service Provider, subcontractor, or supplier's failure to comply with the regulations stated herein.

## **15. Patents and Royalties**

The Service Provider, without exception, shall indemnify and hold harmless The District and its employees from any liability of any nature or kind, including costs and expenses for or on account of any trademarked, copyrighted, patented, or non-patented invention, process, or article manufactured or used in the performance of the Contract, including its use by The District. If The Service Provider or subcontractor uses any design, device, or material covered by letters, patent, trademark, or copyright, it is mutually understood and agreed without exception that the proposal prices shall include all royalties or cost arising from the use of such design, device, or materials in any way involved in the work.

## **16. USAC Certifications**

The Service Provider must be an approved USAC service provider with a current SPIN and SPAC. It will be the responsibility of the Service Provider to maintain all USAC certifications throughout the term of the contract.

## 17. Indemnification

The Service Provider shall indemnify and hold harmless The District, its agents and employees from or on account of any injuries or damages, received or sustained by any person or persons during or on account of any operation connected with this Contract; or by consequence or any negligence (excluding negligence by The District, its agents, or employees) in connection with the same; or by use of any improper material or by or on account of any act or omission of said Service Provider or its subcontractors, agents, servants, or employees. The Service Provider further agrees to indemnify and hold harmless The District, its agents or employees, against claims or liability arising from or based upon the violation of any federal, state, county, city, or other applicable laws, bylaws, ordinances, or regulations by The Service Provider, its agents, associates, or employees.

The indemnification provided above shall obligate The Service Provider to defend at its own expense or to provide for such defense, at The District's option, of any and all claims of liability and all suits and actions of every name and description that may be brought against The District which may result from the operations and activities under this Contract whether the installation operations be performed by The Service Provider, subcontractor, or by anyone directly or indirectly employed by either.

The award of this Contract to The Service Provider shall obligate The Service Provider to comply with the foregoing indemnity provision; however, the collateral obligation of insuring this indemnity must be complied with as set forth.

### Building Locations

<b>Tate County School District Main Office</b> 574 Parkway Street Coldwater, MS 38618	<b>Independence High School</b> 3184 Hwy 305 Coldwater, MS 38618
<b>Coldwater Elementary School</b> 671 West Street Coldwater, MS 38618	<b>East Tate Elementary</b> 6832 East Tate Road Coldwater, MS 38618
<b>Tate County Career Technical Center</b> 165 West Central Avenue Coldwater, MS 38618	<b>Strayhorn Elementary and High School</b> 3402 Highway 4 West Sarah, MS 38665

**QUOTE SUBMISSION FORM**

Company Name of Service Provider \_\_\_\_\_

Corporate Headquarters Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Service Provider Contact Name \_\_\_\_\_

Service Provider Contact Phone Number \_\_\_\_\_

Service Provider Contact Email Address \_\_\_\_\_

E-Rate Service Provider Name \_\_\_\_\_

E-Rate Service Provider Identification Number (SPIN) \_\_\_\_\_

Mississippi Office (if Applicable) \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Toll Free Help Desk Phone Number \_\_\_\_\_

**Bid is for 100 hours – Daily onsite tech is NOT needed.**

ON-SITE Eligible Service Rate/Hour \_\_\_\_\_

OFF-SITE Eligible Service Rate/Hour \_\_\_\_\_

ON-SITE NON- Eligible Service Rate/Hour \_\_\_\_\_

OFF\_NON-SITE Eligible Service Rate/Hour \_\_\_\_\_

## **To be submitted with the worksheets above**

- Description of Help Desk Procedures
- Description of Service Response Procedures
- Service Providers Disaster Recovery Plan
- Description or list of service locations that will provide service and support for the district installation and the number of technicians available for that support.
- 3 References for similar installations as described in the specifications.
- Complete description of the Service Providers NOC, including times of operation.
- Copy of licenses and certification

# ADDENDUMS