

Lakeview Community Schools
Computer Network Managed Services Proposal
July 1, 2010 to June 30, 2013

Lakeview Community Schools is requesting proposals for Network, Servers, PCs and Printers Administrative Support. It is the intention of the district to secure a contract that will afford Lakeview Community Schools a reliable service provider that has experience and expertise supporting computer technology in a multi-location school district.

All proposals are due to Dixie M. Pope, Ed.,D. Superintendent, Lakeview Community Schools, 123 Fifth Street, Lakeview, MI 48850 **no later than 10:00 a.m. on Wednesday, March 3, 2010.**

Acceptable proposals must include; Computer Network Managed Services Proposal Sheet, Certification Checklist, and the Affidavit of Bidder to qualify as a complete proposal. Additional documentation may be included, but is not required.

Proposals must be sealed and clearly marked “**Computer Network Managed Services Proposal**”. All proposals will remain sealed until opened after **10:05 a.m. on Wednesday, March 3, 2010.**

Representatives of those companies submitting proposals may attend the opening, which will be held in the Administration Office located at 123 Fifth Street, Lakeview, MI 48850.

Lakeview Community Schools is exempt from all taxes. A tax exemption certificate will be available upon request.

All proposals shall include:

1. A disclosure ownership
2. A description of the company, i.e. when formed, what services provided, where located, etc.
3. A list of references
4. Any claims (of any nature) filed against the company, its owners or employees related to network or technology services provided to customers, including but not limited to termination or non-renewal of contract, claims for breach of contract
5. any other factors that would set you apart from other bidders

None of the work may be subcontracted by the successful bidder without prior written approval from the District’s Superintendent.

The Board of Education reserves the right to reject any or all proposals in whole or in part, to waive any irregularities, and in general, to make the award in any manner deemed in the best interest of the district. Proposals must be valid for sixty (60) days. The bid will not necessarily be awarded based on lowest costs. The District retains sole discretion to determine which bidder best meets the overall needs and interest of the District.

Document Outline

1. Project Scope
2. Proposal Schedule
3. Support Proposal Sheet
4. Certification Checklist
5. Affidavit of Bidder

Appendix A Current Computer Network Environment

Appendix B Building Addresses

1. Project Scope

Support Services

This project is to secure a business partner to support the computer network hardware and software of Lakeview Community Schools. The goal of the project is to sign a three year contract commencing July 1, 2010 and continuing through June 30, 2013. The proposal shall reflect the cost of hourly support for services needed to support the entire school districts computer network hardware, servers, operating systems, applications, PCs, printers, and data. The services Lakeview Community Schools is requesting includes providing Network and Server Administration as wells as PC and Printer Support.

Detailed services are listed below:

1. Network and Server Administration
2. Proactive Network Monitoring and Analysis
3. Remote and On-Site Support
4. Firewall, Router, & Switch Monitoring and Maintenance
5. Data Backup Monitoring and Verification
6. Manage MS Critical Updates
7. Anti-Virus Monitoring and Updates
8. Users Adds and Changes
9. E-mail Administration
10. Server Utilities and Application Management
11. Web Content Filter Monitoring and Administration
12. Printer Configuration, Adds and Changes
13. On-Site PC Support Technician – Two 8 Hour Days per Week
14. PC Administration
15. PC Support, Troubleshooting and Repair
16. Printer Support, Troubleshooting and Repair

Yearly Reviews

This project requires a yearly review process to adjust technical equipment that may be added/or removed, and to assess the quality of services rendered during each year. Any adjustment to the hourly cost to reflect industry prices must be presented for approval at the yearly review.

Data Equipment

Appendix A will list the products currently installed at Lakeview Community Schools. The successful company will be qualified to configure and support each product listed.

2. Proposal Schedule

Proposals Released

Tuesday, February 9, 2010

Q/A Meeting 10:00 a.m.
Administration Office,
Lakeview Community Schools
123 Fifth Street
Lakeview, MI 48850
Dixie M. Pope
Phone 989-352-6226

Monday, February 15, 2010

Proposals Due 10:00 a.m.
Administration Office,
Lakeview Community Schools
123 Fifth Street
Lakeview, MI 48850
Dixie M. Pope
Phone 989-352-6226
Fax 989-352-8245

Wednesday, March 3, 2010

Contract Awarded

Monday, March 8, 2010

First Year Review

April 2011

Second Year Review

April 2012

Third Year Review

April 2013

3. Computer Network Managed Services Proposal Sheet

Pricing for Services outlined in Project Scope:

Annual Contract cost Network and Administrative Services: _____

Annual Contract cost PC and Printer Support Services: _____

Pricing for Additional Services not outlined in Project Scope:

Standard Hourly Rate for Support Services: _____

After-Hours Rate for Support Services: _____

Hourly Rate if purchased in 25-hour increments _____

Hourly Rate if purchased in 50-hour increments _____

Service Guidelines

- Prices should reflect 4-hour response time and same-day service if requested before 12:00 pm.
- Next business day service if service is requested after 1:00 pm, unless special circumstances prevail. If so, after hour service pricing shall be paid.
- Prices should reflect certified technicians only for specific products.
- Monthly statements must be supplied with a building breakdown for services rendered.

4. Certification Checklist

Authorized Microsoft Partner? **Yes** **No**

If yes, date authorized _____

Authorized Citrix Partner? **Yes** **No**

Partner Level _____

Authorized 3Com Partner **Yes** **No**

Partner Level _____

Number of Engineers qualified to support the PC Network? _____

Appendix A: Current Equipment List

Description	HS	MS	EL	Maint	CO	From BSE
Physical Citrix XenServers	2					
MS Windows Virtual Servers (AD, DNS, DHCP, File & Print, IIS, SQL, Application, Utilities)	6					
Other Physical Servers	5					
Firewalls/Routers	1					
Switches - 3Com Network Switches	22	10	11			9
HP Computers (XP and Vista)	218	171	167	15	4	88
Laptops	3	20	20	3	3	7
Printers	20	20	18	2	2	9
Scanners	4	7	2	1	1	1
UPSs	1	2	1		1	

Applications

Citrix XenServer - Virtual Server Foundation
 MS Windows Server 2003 Operating System
 MS Windows XP Operating System
 MS Windows Vista Operating System
 MS Office 2003
 MS Internet Explorer 7 & 8
 MS Windows Update Services
 MS Group Policy
 Trend Micro - AntiVirus
 Symantec Backup-Exec - Backup Software
 NetCAM Watcher Pro - Security Camera S/W
 CEO - Imaging Software
 Meal Magic
 Destiny
 Versitran - Transportation
 Follet Applications
 Rosseta Stone
 Type-to-Learn
 MicroType
 Acronis Imaging Server

Approximate Hardware Totals by type: 7 Physical Servers; 6 Virtual Servers; 720 Computers and Laptops; 1 Firewall/Router; 51 Switches; 70 Printers; 15 Scanners

Hosted Applications: Email with CMS;
Student Accounting; School Accounting

Internet: CMS Wireless

Network: Buildings connected via 1000 base
fiber optic

Appendix B:

Building Addresses

#1	Bright Start Elementary (K-2) 9497 Paden Road Lakeview, MI 48850	Current Building in 2009-10 Proposed to have building closed in 2010-2011
#2	Lakeview Elementary (3-5) 125 Fifth Street Lakeview, MI 48850	Proposed grade configuration for 2010-2011 is K-4
#3	Lakeview Middle School (6-8) 516 Washington Avenue Lakeview, MI 48850	Proposed grade configuration for 2010-2011 is 5-8
#4	Lakeview High School (9-12) 9800 Youngman Road Lakeview, MI 48850	
#5	Lakeview Maintenance/Transportation Dept. 514 S. Sherman Street Lakeview, MI 48850	
#6	Lakeview Community Schools Administrative Offices 123 Fifth Street Lakeview, MI 48850	In 2009-2010 the Administrative Office is currently attached to Lakeview Elem. In 2010-2011 the Administrative Office will be part of an existing building.