

SCOPE OF WORK

Respondent will be responsible for all work as described in the "Scope of Work" and "Project Documents". It is the responsibility of the Respondent to bid a complete and operable solution. If the bidder feels that the system described is not complete, the Bidder will must address their specific concerns in writing to the Owner before submitting a quote. The Owner will not be responsible for additional costs incurred by the bidder due to the submission of an incomplete bid.

GENERAL REQUIREMENTS

The Respondent will be responsible for the management and monitoring of the existing Owner's Wide Area Network connections, Local Area Network, and Wireless Local Area Network equipment. The responsibilities include monitoring of all critical systems used for broadband connections and networks (LAN, WLAN). Management and monitoring services will include capturing and monitoring real time availability of critical connections such as internet and wi-fi availability, switch and access point status, and availability of access and availability to critical third-party web services.

The Respondent is required to provide a cost to provide services based on a 12-month service agreement. The Owner reserves the right to extend this contract with two (2) optional one (1) year extensions. Extensions must be agreed to by both parties to extend the service offering.

A list of existing equipment is attached to these documents for reference. All respondents must provide proof of manufacturer training certifications to be considered for award. Failure to include certifications for all staff who will be assigned to this project is grounds for rejection of the proposal. If new employees are assigned to this project, the Respondent agrees to provide all training certifications for review by the Owner, prior to allowing the employee to work on this project.

A Service Level Agreement (SLA) is preferred but is not mandatory. The Owner relies of the uptime of its services and equipment to provide access to its network of sites. If an acceptable level of service is not met, the Owner reserves the right to void any contract with the Respondent. Any SLA proposal should provide specifications or terms, and/or benchmarks for network performance and response times, billing credits for missed benchmarks, response times, etc. SLA or other scope descriptions are highly recommended. Any SLA should indicate technical support availability (e.g., 24/7 or 9:00am – 5:00pm MTWTF, etc.) at respective price points. Vendor must include afterhours, weekends, holiday rates in their proposals.

All costs, including state and local taxes and federal fees required to deliver the proposed solution must be included in the bid. In whichever case, provide a total annual estimated cost, both for E-Rate eligible and ineligible portions, where applicable.

Site additions or deletions will be address via a contract amendment.

PROJECT OBJECTIVE

The Respondent will be responsible for providing a Managed Internal Broadband Service for Existing Equipment as described in the attached equipment list. All equipment and software required will be Managed by a 3rd party Service Provider. The service provided shall be a manufacturer certified installer for the equipment specified in these documents. The Service Provider is solely responsible for all installation means and methods that may be required. All programming, configuration, testing, labeling and documentation will be included in the Respondents proposal price.

NETWORK, INFRASTRUCTURE MANAGEMENT, AND MONITORING

We can manage your school's network infrastructure, ensuring optimal performance, security, and uptime by managing, monitoring, and maintaining the district's infrastructure. Including but not limited to:

- 24/7 network monitoring
- Server management
- Switch management
- Wireless management
- Firewall management
- District ISP management
- Upgrades and patches
- Preventative maintenance
- Data Backup and Recovery

LIST OF EXISTING EQUIPMENT TO BE MAINTAINED

Manufacturer	Item Description	Part Number	Quantity
Fortinet	Fortinet Firewall	Fortigate 401E	1
Ruckus Wireless	Wireless Access Point	R750	2
Ruckus Wireless	Wireless Access Point	R650	67
Ruckus Wireless Controller	Wireless Controller	SmartZone 100	1
Ruckus	Ruckus Switches	ICX 7550-24F	1
Ruckus	Ruckus Switches	ICX 7150-24P	1
Ruckus	Ruckus Switches	ICX 7150-48P	17

EXCLUDED FROM RESPONDENT'S SCOPE OF WORK

The following Items are excluded from the Respondent's Scope of Work for this Project and will be provided by others:

1. Structured Cabling and Fiber Optics – Inter/Intra Building
2. Rack and Cabinet equipment housings
3. Power and Cooling for equipment locations.

END SCOPE OF WORK