

REQUEST FOR PROPOSAL

MARPLE NEWTOWN
SCHOOL DISTRICT
INTERNET ACCESS

SECTION I: GENERAL INFORMATION

PURPOSE OF RFP

The Marple Newtown School District wishes to establish a contract with a vendor to supply dedicated Internet connectivity and Internet2 access for the students and staff of the District. Interested parties are expected to respond to all sections and describe the proposed solution in detail.

GENERAL REQUIREMENTS

It is required that the vendor provide information and pricing for all the mandatory elements listed. The proposed solution must demonstrate integration in relation to hardware, service and support. Service is to coincide with E-rate funding and will consist of either a single- or multi-year contract (commencing July 1, 2009). Price quotes shall be all-inclusive (including all applicable fees and taxes) and represent complete installation and integration with the existing network at the demarcation site. Prices quoted in the vendor's response will remain in effect for a period of ninety (90) days prior to contract signing. Omissions in the proposal of any provision herein described shall not be construed as to relieve the vendor of any responsibility or obligation to the complete and satisfactory delivery, operation and support of any services. It is expected that over the term of the contract the District may need some or all of the optional services listed in the RFP, therefore the vendor is encouraged to provide pricing for all the products listed as optional. Should the vendor have questions or find discrepancies in, or omissions from this RFP, or shall be in doubt to its meaning, the vendor shall at once notify the Marple Newtown School District. All inquiries concerning this RFP are to be in writing and will be accepted via e-mail to cburwell@mnsd.org or via postal mail to the address below. Phone inquiries are not acceptable.

RESPONSE SUBMISSION

Responses to this RFP must be submitted to the Marple Newtown School District no later than 12:00 p.m. EST, on Monday, December 22, 2008. Completed responses should be sent to:

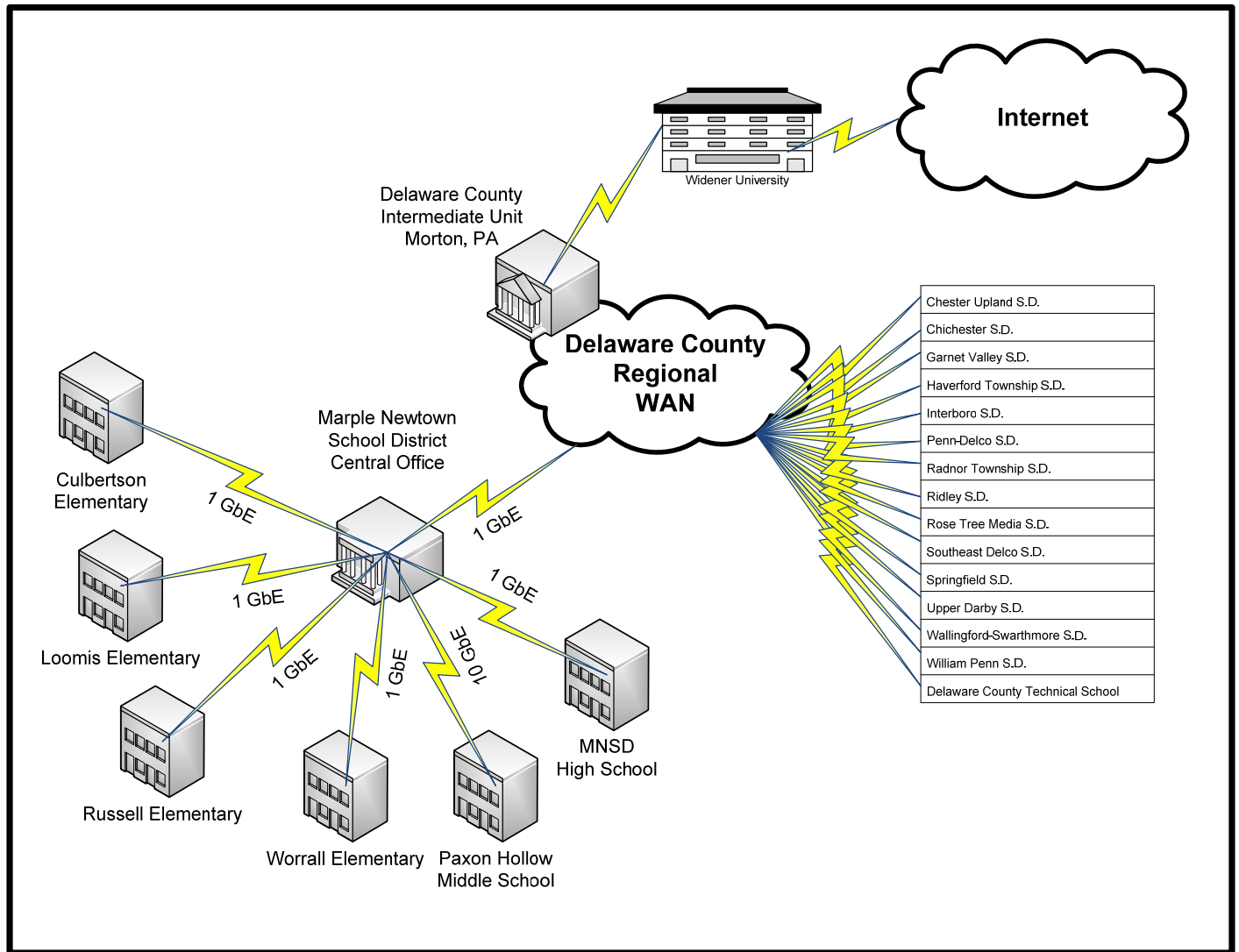
Chris Burwell – Internet RFP
Marple Newtown School District
46 Media Line Road – Suite 206
Newtown Square, PA 19073

It is the sole responsibility of the respondents to ensure their responses arrive in a timely manner. Late arrivals may be rejected. The Marple Newtown School District is not responsible for delays due to the delivery of the proposal by the vendor and/or 3rd party. Oral, telephone or telegraphic proposals shall not be considered, nor will modifications of proposals by such communications be considered. Modifications can be made by submitting, prior to the deadline, a complete proposal along with a letter requesting the withdrawal of previous proposal(s). Signatures on the proposal shall be in longhand and executed by a principal duly authorized by the vendor to make a contract.

CURRENT ENVIRONMENT

The Marple Newtown School District receives Internet and Internet2 services from Widener University. Transport for these services is provided by a leased fiber network supported by the Delaware County Intermediate Unit. This leased fiber network also connects all the Delaware County School Districts together, regardless of Internet provider (not all Districts use Widener University as their ISP). A high-level diagram of the network configuration is shown in Figure I, below.

Figure I – Existing Network Configuration



Currently, 300 Mbps of aggregated Internet service is available to Widener University. The total bandwidth is provided by two ISPs. In addition, 30 Mbps of Internet2 bandwidth is available. All of this bandwidth is shared by eleven (11) K-12 Delaware County School Districts and the Delaware County Community College campus. The District uses its Internet connection for web browsing, video streaming, e-mail, website hosting, and video conferencing. Protocols such as NTP, NNTP, HTTPS, RTSP, SSH, and POP3 are commonly used.

SECTION II: PROPOSAL CONTENT AND FORMAT

SCOPE & INTENT – INTERNET ACCESS

The Marple Newtown School District requires that the successful bidder propose a solution that initially provides total Internet access capacity at a minimum of 4Mbps. The District is interested in solutions that provide high reliability and excellent value, with a high degree of flexibility. The Marple Newtown School District believes there is more than one potential configuration that can meet their needs.

Providers should consider unique solutions that provide the best flexibility to the District for increasing or decreasing Internet capacity quickly, without charge, in relatively small increments, multiple times per year, with as little additional paperwork as possible. For example, solutions that allow for increases in bandwidth or “burstable” solutions that provide for times when usage exceeds a given commit rate, are desirable.

Bidders may propose different configurations, but the burden will be on the bidder to establish that the proposed configuration provides the best overall value. Some factors that might contribute to a value proposition include: reduced migration effort, lower life-cycle cost, administrative and operational simplicity, improved fault tolerance, superior scalability, flexibility for changing requirements, or better support for potential applications. Bidders may submit one or more alternative configurations in a section of their proposals for “Other Material for Consideration.”

While the District prefers the demarcation point to be housed at its District Office (40 Media Line Road, Newtown Square, PA 19073), one example of a possible configuration is connecting at the Delaware County Intermediate Unit or one of our school buildings and using the existing leased fiber for transport to the District.

SCOPE & INTENT – INTERNET2 ACCESS

Bidders must propose creative responses that will allow high-speed transport between Marple Newtown School District and Internet2. Bidders must include all costs associated with Internet2 access including, as applicable, non-transport costs of connecting to Internet2, such as an Internet2 membership fees, participant fees, or connector fees. Any connector may be used, although the preference is for MAGPI. A minimum of 2 Mbps of Internet2 bandwidth must be provided.

SCOPE & INTENT – MANAGED FIREWALL SERVICES (OPTIONAL)

Vendors are encouraged to provide a fully managed, stateful inspection firewall service at the demarcation point. This service should include the ability to request and swiftly implement policy changes. Vendor shall provide all hardware, software and service to provide for detailed reporting of potential security violations. Service shall include the configuration and setup, installation, basic maintenance on leased equipment (not to cover any ineligible e-rate items), 24x7 maintenance and technical support.

SCOPE & INTENT – MANAGED REMOTE ACCESS VPN (OPTIONAL)

Vendors are encouraged to provide a fully managed, Remote Access VPN (Virtual Private Network) solution capable of providing District staff, students and/or vendors with reliable, flexible, and secure connections to the District’s network (using their own Internet connection). Vendors would be required to provide VPN termination point hardware, configuration services, 24x7 maintenance and technical support, as well as end-user support.

SCOPE & INTENT – MANAGED NETWORK INTRUSION MONITORING (OPTIONAL)

Vendors are encouraged to provide a fully managed, IDS (Intrusion Detection System) and IPS (Intrusion Prevention System) solution capable of providing the District with continuous 24x7 real-time monitoring of network traffic and actively shutting down attempted attacks. Vendors would be required to provide the hardware, configuration, maintenance and support, as well as updates for all sensors.

SCOPE & INTENT – MANAGED WEB CONTENT FILTERING (OPTIONAL)

Vendors are encouraged to provide a fully managed, URL filtering application, capable of providing URL blocking as specified in the Children’s Internet Protection Act. This service should include the ability to request and swiftly implement policy changes. Policies should be able to apply to individual users or groups of users. The Marple Newtown School District currently has the ability to leverage either Microsoft Active Directory or Novell eDirectory services for individual user and group identification. Vendor shall provide all hardware, software and service to provide for detailed reporting of individual Internet usage. Service shall include the configuration and setup, installation, basic maintenance on leased equipment (not to cover any ineligible e-rate items), 24x7 maintenance and technical support.

SCOPE & INTENT – LIFELINE INTERNET ACCESS (OPTIONAL)

Vendors are encouraged to provide an alternative Internet aggregation point in the District, in the event the primary link fails. This connection will be a minimum of 1.54Mbps and will only be used to provide access to mission critical ASP (application service provider) applications, as well as e-mail services.

SECTION III: PROPOSAL

Proposals should be prepared simply and economically, providing a straightforward, concise description of the bidder's ability to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content. Responses can be submitted electronically (i.e. PDF or Microsoft Word compatible format) or as a printed response. Electronically readable versions should be an industry-standard medium (i.e. diskette, CD-ROM, DVD, etc.).

The response must substantially follow the format of this RFP in responding to the requirements of the bid. This is necessary for efficiency of the evaluation process. Proposed solutions must only include equipment, services or technologies that are available for sale at the time of bid review.

Any information considered proprietary or confidential must be marked so on each page. Confidential documents that become part of an awarded contract are subject to the Freedom of Information Act and become public information. Any terms and conditions proposed by the vendor must be included with the response.

Proposals must clearly identify the entire cost for the products and services proposed. Bids must include the cost for any "last mile" connections, "build outs," fees, and interconnections. It is essential that costs be the full and complete one-time and recurring costs for all services proposed, terminated at one of the District's demarcation points. Any equipment, facilities, services or resources that must be provided by the Marple Newtown School District must be clearly identified. Any actions or costs not clearly identified as being borne by the District will be understood to be the bidder's responsibility and cost. After selection of a bidder as the apparent winner, no price increases or upward corrections will be allowed.

Proposals must concisely describe the merits of the solution. This is the bidder's opportunity to ensure that the evaluation team fully appreciates the elegance of the proposed solution and the benefits it offers the Marple Newtown School District. Bidders should explain the key factors that may differentiate its services from others in the industry. Gratuitous pages of text describing the general merits of a particular technology or "boilerplate" documents extolling the bidder's overall virtues are neither necessary nor responsive, unless the bidder demonstrates how this material serves to demonstrate the benefits to Marple Newtown School District and its students for the specific solution being proposed.

Bidders must respond explicitly to all elements indicated as mandatory. Bidders may choose to respond to items labeled as "Optional" but are not required. Also, bidders may include other material for evaluation, including alternative proposals, in a final section of their submission clearly labeled "Other Material for Consideration." If alternative proposals are included in this section, they should include the same functional, operational and financial detail as the primary proposal. If some aspects of the alternative proposals are the same as already documented in the primary proposal, these can simply be noted as being the same, without providing all of the details for each alternative.

Proposals must include prices based on a three (3) year term with a one (1) initial term, and a provision for two subsequent annual renewals, upon mutual agreement and contingent upon fiscal funding, followed by the option for as many as two (2) one (1) year extensions at the District's discretion. If it is the intent of respondents to require Marple Newtown School District to execute the vendor's contract, such contract must be attached for consideration with the proposal.

When constructing their response, vendors should clearly label any items for which they take exception. For example, if a vendor only offers 13x5x365 monitoring at their NOC, this will not necessarily disqualify them from consideration, but it must be noted in the appropriate section of their response.

MANDATORY PROPOSAL ELEMENT – GENERAL

1. Respondents must provide a description of their local operations, local facilities and local management. The vendor must also include contacts for orders, maintenance and billing. All sub-contractors that may be used in fulfilling this RFP must also be listed and the same information provided. In addition to listing sub-contractors, their role in the solution, experience in that role, and the bidder's relationship with each sub-contractor should be provided. A copy of the primary billing entity's W-9 (Request for Taxpayer Identification Number and Certification) must be included.
2. Respondents must describe their experience in providing Internet access. This discussion should concentrate on their ability to provide high-capacity dedicated facilities to the Internet, their ability to connect to multiple global providers, their ability to provide and manage diverse-path configurations and end-to-end reliability of their service. Any successful vendor must have at least three years of experience in providing, installing, integrating and maintaining high-volume Internet services and must be recognized by USAC Schools and Libraries division as an eligible telecommunications provider (E-rate eligibility). Proposals must include proof of such experience and designation.
3. Respondents must detail how the transition from the existing service provider will occur. The existing contract does not expire until June 30, 2009. Since the District does not want to pay for duplicate services, bidders must explain what they will do to ensure service will begin promptly July 1, 2009. Billing is not to begin until after July 1, 2009. Proposals should include how respondents intend to eliminate or minimize downtime during the transition, including provisions for e-mail services and public access to District websites.
4. Respondents must provide a minimum of five (5) references or customer letters for this project. References should reflect on the bidder's experience in delivering similar services. Two of these references should be educational institutions (i.e. K-12, higher education, private school, etc.). In addition, because a company's commitment to service is often best revealed in times of adversity, each bidder must provide the name, mailing address and telephone number of at least one (1) additional reference who can address the bidder's ability to respond to problems after they have occurred. The bidder should also provide their own brief explanation of the problems that occurred and the resolution.
5. Respondents must agree to indemnify and hold harmless, the Marple Newtown School District, its employees, and its agents from and against any and all claims, demands, cause of action, orders, decrees, or judgments for injury, death, damage to person or property, loss damage, and liability (including all costs and reasonable attorney's fees incurred in defending any claim, demand, or cause of action) occasioned by, growing out of, or arising from (a) the performance of any product or service to be supplied by the vendor or (b) by any act, error or omission on the part of the vendor or its agents, employees or subcontractors.
6. Respondents must include any Acceptable Use Policies ("AUPs") in force by the bidder and by any subcontractors. Indicate if there are no such policies in effect.
7. Respondents must detail what business continuity plan is in place to ensure continuous delivery of service. Examples include redundant Internet feeds from different providers, emergency power provisions, etc.

MANDATORY ELEMENT – INTERNET ACCESS PROPOSAL

1. Respondents must provide pricing (MRC – Monthly Recurring Charges and NRC – Non Recurring Charges) based upon the chart in Appendix A. If “burstable” service and pricing is proposed, it would be highly desirable to provide some way for the District to manage its maximum monthly cost, to ensure budgetary control. Also, if “burstable” service is proposed, detail the method of calculating usage and any implications that the calculated usage may have on minimum commitments.
2. Respondents must provide pricing for services that are in support of Internet access, including but not limited to: primary/secondary DNS hosting and management, routing configuration/protocols, routing equipment, IP address blocks, etc. Vendors must anticipate all charges that could be associated with providing the District an IP-based network connection. The vendor shall provide a Layer 2/3 edge device at the demarcation point/District site to connect the District with the Internet. The “handoff” shall be a minimum of 100Mbps Ethernet from the vendor provided edge device. Explain what type of equipment options are available to the District as well as the options for “handoff” (i.e. speed – 100Mbps, 1000Mbps; media – copper, fiber; etc.).
3. Respondents must provide a solution that extends from Marple Newtown School District’s aggregation point to one (1) or more Tier 1 Global Service Providers. Proposals must describe the proposed configuration in detail using any charts, lists or diagrams necessary for clarity to allow the evaluation team to understand the technical, physical, logical and functional components of the proposal. All relevant details must be included, such as data rates, physical media, physical interfaces and protocols. Proposals must include a map or diagram which clearly shows at what point the District’s traffic is aggregated with other users.
4. Respondents must detail the service level guarantees that are being offered for the proposed service. For each sub-element of this item, specify:
 - a. Availability
 - i. Service level offered
 - ii. Measurement technique (for instance, measuring from what point to what point, using what size packets, using customer data or test data, using what protocols, or whatever methodology is appropriate to the service level being offered.)
 - iii. Period of the measurement (packets lost per day, availability percentage per quarter, annual meant time between failure, or whatever period is appropriate for the measurement that is being proposed.)
 - iv. Penalties/credits provided for failure to meet specified levels (Note that service level specifications without non-performance penalties are service goals, not guaranteed service levels, and should not be included in this item. Also, the magnitude of any penalty will be inferred as demonstrating the bidder’s confidence in the proposed service levels and will be reflected in the evaluation of the proposal.)
 - v. How actual performance will be reported against the proposed service levels
 - vi. How the Marple Newtown School District, as a customer, can independently verify performance against proposed service levels (other than reliance upon carrier-supplied reporting)

- vii. How penalties are triggered: are they automatic if service levels are not met or must the customer measure the service levels and claim any credits or penalties due?
 - viii. System-wide averages for this service level for the last three (3) relevant periods (if measured monthly, then the last three (3) months; if measured annually, the last three (3) years for which data is available.)
- b. Mean Time Between Failure (MTBF)
- i. Service level offered
 - ii. Measurement technique (for instance, measuring from what point to what point, using what size packets, using customer data or test data, using what protocols, or whatever methodology is appropriate to the service level being offered.)
 - iii. Period of the measurement (packets lost per day, availability percentage per quarter, annual meant time between failure, or whatever period is appropriate for the measurement that is being proposed.)
 - iv. Penalties/credits provided for failure to meet specified levels (Note that service level specifications without non-performance penalties are service goals, not guaranteed service levels, and should not be included in this item. Also, the magnitude of any penalty will be inferred as demonstrating the bidder's confidence in the proposed service levels and will be reflected in the evaluation of the proposal.)
 - v. How actual performance will be reported against the proposed service levels
 - vi. How the Marple Newtown School District, as a customer, can independently verify performance against proposed service levels (other than reliance upon carrier-supplied reporting)
 - vii. How penalties are triggered: are they automatic if service levels are not met or must the customer measure the service levels and claim any credits or penalties due?
 - viii. System-wide averages for this service level for the last three (3) relevant periods (if measured monthly, then the last three (3) months; if measured annually, the last three (3) years for which data is available.)
- c. Mean Time to Repair (MTTR)
- i. Service level offered
 - ii. Measurement technique (for instance, measuring from what point to what point, using what size packets, using customer data or test data, using what protocols, or whatever methodology is appropriate to the service level being offered.)
 - iii. Period of the measurement (packets lost per day, availability percentage per quarter, annual meant time between failure, or whatever period is appropriate for the measurement that is being proposed.)
 - iv. Penalties/credits provided for failure to meet specified levels (Note that service level specifications without non-performance penalties are service goals, not guaranteed service levels, and should not be included in this item. Also, the magnitude of any penalty will be inferred as demonstrating the bidder's confidence in the proposed

- service levels and will be reflected in the evaluation of the proposal.)
- v. How actual performance will be reported against the proposed service levels
 - vi. How the Marple Newtown School District, as a customer, can independently verify performance against proposed service levels (other than reliance upon carrier-supplied reporting)
 - vii. How penalties are triggered: are they automatic if service levels are not met or must the customer measure the service levels and claim any credits or penalties due?
 - viii. System-wide averages for this service level for the last three (3) relevant periods (if measured monthly, then the last three (3) months; if measured annually, the last three (3) years for which data is available.)
- d. Packet Loss
- i. Service level offered
 - ii. Measurement technique (for instance, measuring from what point to what point, using what size packets, using customer data or test data, using what protocols, or whatever methodology is appropriate to the service level being offered.)
 - iii. Period of the measurement (packets lost per day, availability percentage per quarter, annual meant time between failure, or whatever period is appropriate for the measurement that is being proposed.)
 - iv. Penalties/credits provided for failure to meet specified levels (Note that service level specifications without non-performance penalties are service goals, not guaranteed service levels, and should not be included in this item. Also, the magnitude of any penalty will be inferred as demonstrating the bidder's confidence in the proposed service levels and will be reflected in the evaluation of the proposal.)
 - v. How actual performance will be reported against the proposed service levels
 - vi. How the Marple Newtown School District, as a customer, can independently verify performance against proposed service levels (other than reliance upon carrier-supplied reporting)
 - vii. How penalties are triggered: are they automatic if service levels are not met or must the customer measure the service levels and claim any credits or penalties due?
 - viii. System-wide averages for this service level for the last three (3) relevant periods (if measured monthly, then the last three (3) months; if measured annually, the last three (3) years for which data is available.)
- e. Jitter
- i. Service level offered
 - ii. Measurement technique (for instance, measuring from what point to what point, using what size packets, using customer data or test data, using what protocols, or whatever methodology is appropriate to the service level being offered.)
 - iii. Period of the measurement (packets lost per day, availability percentage per quarter, annual meant time between failure, or

- whatever period is appropriate for the measurement that is being proposed.)
- iv. Penalties/credits provided for failure to meet specified levels (Note that service level specifications without non-performance penalties are service goals, not guaranteed service levels, and should not be included in this item. Also, the magnitude of any penalty will be inferred as demonstrating the bidder's confidence in the proposed service levels and will be reflected in the evaluation of the proposal.)
 - v. How actual performance will be reported against the proposed service levels
 - vi. How the Marple Newtown School District, as a customer, can independently verify performance against proposed service levels (other than reliance upon carrier-supplied reporting)
 - vii. How penalties are triggered: are they automatic if service levels are not met or must the customer measure the service levels and claim any credits or penalties due?
 - viii. System-wide averages for this service level for the last three (3) relevant periods (if measured monthly, then the last three (3) months; if measured annually, the last three (3) years for which data is available.)
- f. Any other service level guarantees you are offering
- i. Service level offered
 - ii. Measurement technique (for instance, measuring from what point to what point, using what size packets, using customer data or test data, using what protocols, or whatever methodology is appropriate to the service level being offered.)
 - iii. Period of the measurement (packets lost per day, availability percentage per quarter, annual meant time between failure, or whatever period is appropriate for the measurement that is being proposed.)
 - iv. Penalties/credits provided for failure to meet specified levels (Note that service level specifications without non-performance penalties are service goals, not guaranteed service levels, and should not be included in this item. Also, the magnitude of any penalty will be inferred as demonstrating the bidder's confidence in the proposed service levels and will be reflected in the evaluation of the proposal.)
 - v. How actual performance will be reported against the proposed service levels
 - vi. How the Marple Newtown School District, as a customer, can independently verify performance against proposed service levels (other than reliance upon carrier-supplied reporting)
 - vii. How penalties are triggered: are they automatic if service levels are not met or must the customer measure the service levels and claim any credits or penalties due?
 - viii. System-wide averages for this service level for the last three (3) relevant periods (if measured monthly, then the last three (3) months; if measured annually, the last three (3) years for which data is available.)

5. Respondents must support working with other agencies and companies to move any IP address ranges supported by the District and assigned by ARIN within a specified period. Specify the time required. Detail the process, including any milestones and interim deliverables. Any actions that will be required of the District must be specified.
6. Respondents must indicate what services/protocols its network is not capable of providing/transporting. As stated in the Current Environment section, the District uses mostly basic services on its Internet connection. While not likely, providers should assume that the District's traffic will include services running on "Well Known Ports" and "Registered Ports," as defined by The Internet Assigned Numbers Authority (IANA). Bidders must indicate if they are able to provide the District with Usenet Feeds and what, if any, costs are associated. Each bidder must briefly describe its capabilities and plans to support IPv6, should the District have a need to migrate to this protocol in the future. Bidders must also explain their quality-of-service strategy and how it enhances their ability to prevent delays in real-time streams over the Internet, such as IP-based voice and video.
7. Respondents must have a Network Operations Center (NOC) with 24x7x365 availability and with on-duty network engineers. The bidder must provide the ability for the District to use both e-mail and a toll-free phone number to submit trouble reports to the NOC via a single e-mail address and a single phone number. Each bidder must describe trouble reporting and problem tracking procedures, including the specific elements required in this item. Bidders must agree that any failure between the District aggregation point and the Tier 1 Global Service Provider must be detected by the bidder's NOC within 5 minutes of occurrence and the District must be informed within 15 minutes after detection of occurrence.
8. Respondents must provide a method for the District to view documentation of performance against service levels and capacity usage. Explain if this is done through a website or by requesting reports and what information is provided. Also explain any additional data regarding the connection to which the District would have access.

MANDATORY ELEMENT – INTERNET2 ACCESS PROPOSAL

1. Respondents must propose pricing (MRC and NRC) for a dedicated 2Mbps link to an Internet2 connector in Appendix B. Pricing should allow for 1Mbps increments for increasing Internet2 bandwidth, without penalty or fees other than for the bandwidth being provided.
2. Respondents, as the transport provider for Internet2 traffic, must provide AS numbering and BGP routing services, as applicable. Detail the services provided, charges (one-time and recurring), as well as your experience with supporting Internet2 access to entities.
3. Respondents must describe how Internet2 would be provided and all pricing elements for transport and termination between the Marple Newtown School District and an Internet2 connector. Bidders should indicate any special considerations such as addressing and routing. It is the District's intent to afford bidders as much latitude as possible to devise responsive and effective solutions; therefore, it is not possible to anticipate all possible configurations and to specify the elements that would be most useful for evaluating each proposal. Bidders should use this opportunity to explain the requirements, features and benefits of their proposed solution in as much detail as is appropriate to permit a full and fair evaluation.

OPTIONAL ELEMENT – MANAGED FIREWALL PROPOSAL

1. Respondents may propose pricing (MRC and NRC) for fully managed and monitored firewalling services for the District. The firewall will be placed at the District's gateway and will protect the District's private network from the public Internet. The proposed solution will include all hardware, software, configuration, technical support, updates and 24x7 monitoring for protecting the District from attacks and non-authorized traffic. Respondents should describe how changes to the firewall rules will be requested and the service level agreement for implementing those changes. Access to log information/traffic statistics should also be provided.

OPTIONAL ELEMENT – MANAGED VPN REMOTE ACCESS PROPOSAL

1. Respondents may propose pricing (MRC and NRC) for fully managed and monitored VPN Remote Access services for the District. The purpose is to allow staff, students and/or vendors and partners to securely and easily access permitted resources on the Marple Newtown School District network, from their own Internet provider. The Remote Access VPN termination device and authentication server (if necessary) will be placed at the District's gateway. The proposed solution will include all hardware, software, configuration, technical support, updates and 24x7 monitoring. It is preferred that the provider also support end-users with configuration or connection issues. Respondents should describe the solution and how the service will be configured and deployed. Specific pricing information should be given, especially if it is tiered (or per-user). In addition, how new users are added/old users removed and the service level agreement for implementing those changes. Access to log information/traffic statistics should also be provided.

OPTIONAL ELEMENT – MANAGED NETWORK INTRUSION MONITORING PROPOSAL

1. Respondents may propose pricing (MRC and NRC) for a fully managed and monitored Network Intrusion Monitoring solution that includes both detection and prevention/remediation. The purpose is to gather and analyze information from various areas within the District's network to identify possible threats posed by unauthorized users (or those exceeding their authorization) inside or outside the District. Respondents should explain how the detection system can: (a) monitor and analyze both user and system activities; (b) analyze system configurations and vulnerabilities; (c) assess system and file integrity; (d) recognize patterns typical of attacks; (e) analyze abnormal activity patterns; (f) track user policy violations. In addition, respondents should explain how the prevention system will take action and mitigate detected intrusions, including any integration opportunities with existing District equipment or other vendor-provided solutions. The proposed solution will include all hardware, software, configuration, technical support, updates (including sensor signatures) and 24x7 monitoring. Respondents should describe the solution and how the service will be configured and deployed. Access to log information and statistics should also be provided and the solution should have the ability of alerting District IT staff.

OPTIONAL ELEMENT – MANAGED WEB CONTENT FILTERING PROPOSAL

1. Respondents may propose pricing (MRC and NRC) for fully managed and monitored Web Content Filtering services for the District. The purpose is to comply with all CIPA and E-rate requirements, as well as any other Federal, State or Local requirements. The solution should provide URL category filtering, as well as image blocking and per-page scanning for inappropriate content. The proposed solution must provide for multiple levels of filtering based upon user or user groups (obtained from either Active Directory or eDirectory). The proposed solution will include all hardware, software, configuration, technical support, updates and 24x7 monitoring. Respondents should describe the solution and how the service will be configured and deployed. Access to log information and reporting of usage should also be provided.

OPTIONAL ELEMENT – LIFELINE INTERNET ACCESS PROPOSAL

1. Respondents may propose pricing (MRC and NRC) for a secondary Internet connection (minimum of 1.54Mbps) that will only be used in the event the primary link fails. Respondents should explain, assuming the primary link fails, the situations when this backup link will and will not work. For example, if the upstream provider is the same for both links and that provider's Internet access fails, it is likely both the primary and backup links will not have Internet access. There should be no charges when this link is not in active use. The proposed solution will include all hardware, software, configuration, technical support, updates and 24x7 monitoring. Respondents should describe the solution, the provisions for testing on a regular basis (without charge) to ensure functionality and how the service will be activated as needed.

SECTION IV: EVALUATION OF RESPONSES

EVALUATION CRITERIA

1. Bids must clearly differentiate between one-time and recurring costs.
2. Evaluation will not be based solely on price. It is the intention to award this bid to the vendor that provides the best solution. When price is evaluated, it will be computed over three years. The contract will be for a one year initial term, with a provision for two subsequent annual renewals, upon mutual agreement and contingent upon fiscal funding, followed by the option for as many as 2 one year extensions at the District’s discretion.
3. The District expects to award a contract based upon the responses to this RFP. However, the District may decide not to award any contract or it may award to multiple bidders, if it believes that either action would be in the best interest of the Marple Newtown School District. Likewise, the District may waive minor or immaterial irregularities in any proposals, if it believes such action is in the best interest of the District. The District reserves the right to withdraw this RFP at any time and for any reason. Submission of, or receipt by the District of any proposals confers no rights upon the bidder nor obligates the District in any manner.
4. Evaluation Criteria

Cost	30 Points
Thoroughness and soundness of responses to each item in Section III	20 Points
Technical merit and network design, including vendor core backbone bandwidth capacity and services	25 Points
Successful past experience on similar or related projects and references	10 Points
Expected reliability and service level guarantees	15 Points

5. A Proposal Review Committee will review all proposals. Following an initial review, proposals will be categorized as (1) rejected-unqualified, (2) accepted conditionally or (3) accepted. Bidders that are accepted conditionally will be required to provide additional information about their bids to determine if they should be moved to the accepted category.
6. The District may, at its sole discretion, invite bidders whose proposals are either accepted or accepted conditionally to provide further clarifications or amplifications, either through correspondence or through meetings. If costs exceed budget, the District reserves the right to ask the responsive bidders for a “best and final.”
7. The apparent successful bidder will be selected from the final list of acceptable bidders following any discussions, clarifications or presentations and after the overall proposals are evaluated and the references verified. If a mutually agreeable contract cannot be reached within 10 working days from when the District contacts the vendor to undertake negotiations, the District reserves the right to undertake negotiations with the next most advantageous vendor without undertaking a new procurement process.

SECTION V: LEGAL AND PROCEDURAL REQUIRMENTS

1. Incurring costs of Bid or Proposal: The Marple Newtown School District shall not be liable for any expense incurred by a vendor in preparation and/or presentation of a bid, proposal or quotation.
2. Tax Exemption: The Marple Newtown School District is exempt from federal and state taxes and will not pay or reimburse such taxes.
3. Payment: Payment may only be made after the delivery and acceptance of goods or services.
4. Shipping, Billing and Pricing: Unless otherwise stated, all goods are to be shipped prepaid, FOB Destination. No charges to the District will be allowed for special handling, packing, wrapping, bags, containers or similar ancillary costs, unless otherwise approved.
5. Trade Secrets, Confidential or Proprietary Data: A bidder, by designating certain information or data submitted with a bid as confidential, proprietary or a trade secret, may as a result, establish an exemption to any public inspection policies or laws, as applicable. This designation may not be claimed by a bidder after bids have been submitted. Information or data so designated shall be readily separable from the bid in order to facilitate public inspection of the non-confidential portion of the bid. Note that routine labeling of all proposal materials as confidential or proprietary will not be recognized as sufficient designation to exempt information from Freedom of Information disclosure. Prices, brands, model or catalog numbers of the items offered, deliveries, and terms of payment shall be available for public inspection following bid receipt, regardless of any designation to the contrary. The Marple Newtown School District will abide by all applicable statute and law with respect to the disclosure of information and will make a reasonable effort not to disclose information that is properly labeled, but does not guarantee non-disclosure of any information.
6. News Releases: News releases pertaining to this project will not be made without prior approval from the Marple Newtown School District and then only in coordination with the District. Use of the Marple Newtown School District name in any collateral or marketing material used by the chosen vendor must be approved in advance by the District.

APPENDIX A

INTERNET PRICING SUMMARY SHEET

Demarcation Location:				
4 Mbps Dedicated – Inbound and Outbound				
	Maximum Circuit Capacity	Monthly Recurring Costs	One Time Charges	Notes
4 Mbps				
5-10 Mbps Dedicated – Inbound and Outbound				
	Maximum Circuit Capacity	Monthly Recurring Costs	One Time Charge	Notes
5 Mbps				
6 Mbps				
7 Mbps				
8 Mbps				
9 Mbps				
10 Mbps				

11-15 Mbps Dedicated – Inbound and Outbound				
11 Mbps				
12 Mbps				
13 Mbps				
14 Mbps				
15 Mbps				
16-20 Mbps Dedicated – Inbound and Outbound				
16 Mbps				
17 Mbps				
18 Mbps				
19 Mbps				
20 Mbps				

APPENDIX B

INTERNET2 PRICING SUMMARY SHEET

Internet2 Dedicated Bandwidth – Inbound and Outbound				
	Cost per Mb	Transport and/or Maintenance per Mb	One Time Port Fee	Notes
2 Mbps				
3 Mbps				
4 Mbps				
5 Mbps				
6 Mbps				
7 Mbps				
8 Mbps				
9 Mbps				
10 Mbps				