

# REQUEST FOR PROPOSALS (RFP)

## Web Hosting Services

for

**Rescue Union Elementary School District – Entity Number 144577**

**Form 470 Application # 144520001150569**

**E-rate period 7/1/2014 – 6/30/2015**

Rescue Union School District, here after referred to as “District”, is seeking responses from qualified providers for **Web Hosting Services** in accordance with the Schools and Library Division (SLD) and E-rate funding process.

It is mandatory that all prospective bidders wishing to provide a proposal for this project must submit (hand deliver, mail, fax or email) their bid to:

- **Hand Deliver or Mail:** Rescue Union School District, 2390 Bass Lake Road, Rescue, CA 95672
- **Fax:** (530) 677-0719
- **E-mail:** [ssimmons@rescueusd.org](mailto:ssimmons@rescueusd.org)

To be received no later than **January 21, 2014 at 05:00 pm Pacific Time.**

All bid packages, hard or electronic copy, will bear the name of the bidder and the District name on the cover or “subject” line.

All inquiries regarding this RFP will be directed to **Sheila Simmons** at [ssimmons@rescueusd.org](mailto:ssimmons@rescueusd.org). The deadline for all questions regarding this RFP will be **03:00 p.m., on January 15, 2014.**

### **Solicitation and Service Description**

The District is looking for a Service Provider to provide Web Hosting services that meets E-rate rules and guidelines for the District and seven school sites. The Service Provider will host this service off school premises and will include Domain Name Registration (DNS) in this service. All staff, students, parents, and the community within the District will be able to access this service. Maintenance of all Service Provider equipment shall be a part of the Service Provider’s responsibility. If there is a one-time connection or installation fee, please list this fee separately. If there are functions, features, or services that are ineligible for E-rate funding that are offered as additional options, please provide a description of these features and services and the associated pricing separate from the eligible services. ALL services will be eligible for E-rate funding unless we are advised differently by the Service Provider.

To be considered, the web hosting solution must be/have:

- E-Rate Eligible
- Provider Hosted
- Secure, industry standard server facility
- Able to accommodate both our “rescueusd.org” and “rescue.k12.ca.us” domain names (with and without the preceding “www.”)
- Able to accommodate 8 sites (1 “Main” and 7 “Sub”/School Sites)
- At least 1 GB storage per site (or at least 5GB overall) with pricing for growth
- At least 10 GB Bandwidth Utilization Allowance per month per site (or at least 50 GB per month overall) with pricing for growth
- Ability for overall top-down integrated control from the District level.

- Ability to import and export data.
- Platform must provide Open LDAP integration for automation of accounts, identity profiles, roles, and groups.
- Integration with Eagle Aeries, the District Student Information System.
- Ability to allow/disallow site visitors to register themselves
- Ability to assign individual users and/or groups of users to edit individual pages/sections/groups of pages.
- User-Friendly WYSIWYG Editor
- User customizable photo gallery
- Integrated calendaring
- Information and events can be posted to District site and easily flow to school and teacher sites
- Site and Sub site announcements
- Site and Sub site calendars with moderation/approval process and calendars for each section/teacher with ability for staff to request events be posted to site/sub site calendars.
- Site and Sub site “Upcoming Events” automatically fed from site and sub site calendars
- Public –facing websites in the platform must be W3C compliant, and work properly on all major operating systems platforms as well as all major modern Internet browsers, specifically including, but not limited to Windows, Macintosh, Linus, iOS, Android, Chrome, Safari, Firefox, Internet Explorer, and the built-in Internet browsers for iOS, and Android.
- Platform must be scalable and robust with 99.9% or higher up-time.
- Platform must provide robust content management capabilities that allow for little or no technical skill for editing, with deep structural editing capabilities for advanced programmers.
- At least basic content management functionality must work properly on all major operating systems platforms as well as all major modern Internet browsers, specifically including, but not limited to Windows, Macintosh, Linus, iOS, Android, Chrome, Safari, Firefox, Internet Explorer, and the built-in Internet browsers for iOS, and Android.
- Intra-/Inter-site links
- Automatic site formatting for Mobile Devices (a mobile version of the site for phones and tablets)
- Human-readable URL mappings (for example, we can advertise “rescueusd.org/news” and the site translates that to “rescueusd.org/whatever/the/url/actually/is”)
- Training for all levels
- Ability to validate and repair links
- RSS Feeds with multiple layers or feeds supported
- The ability for the public to subscribe to content and receive real time updates via e-mail and mobile devices.
- Public access to calendars, homework assignments, teacher email links, single sign on for multi-school families.
- Communications broadcast capabilities via e-mail and true SMS text messaging.
- Site statistics and reporting capability
- Content expiration
- Unlimited technical support and live phone help
- Search and replace feature
- Compliant with Web Content Accessibility Guidelines – Section 508

#### Features desired:

- Ability for district to modify/customize each site’s template
- Staff directory
- Provide Single Sign-on functionality for other web-based applications with the ability for the district to add/modify without additional purchases (for example, our site could provide a page for teachers, after they login, that will allow them to jump to our online Student Information System (Eagle Aeries), Follett Destiny, or whatever we setup without them having to login to the site they jump to – the exception being the first time they jump where any user-specific setup may need to happen)
- Unlimited sites for teachers, clubs, activities, etc. at no extra charge
- Ability to upload and store video and audio broadcasts
- The features shown below for teachers:
  - Post assignments
  - Post announcements
  - Archive classes

- File up/download (file management)
  - User
- The features shown below for parents:
  - Integrated, searchable calendars
  - Opt in email updates
  - Access to homework assignments
  - Access to grades
  - Teacher email links
  - Single sign-on
- The features shown below for students:
  - Digital lockers (file up/download to turn in assignments)
  - Integrated, searchable calendars
  - Opt in email updates
  - Access to homework assignments
  - Access to grades
  - Teacher email links
  - Single sign-on
- Safe integrated collaborative tools for staff and students such as user created/editable blogs, wikis, discussion boards/forums, podcasts all with moderated responses/posts and/or ability to disable responses/posting
- User created forms and survey functionality
- Event registration
- File management and document sharing between staff with various levels of security and access
- Provide customized views for registered users (for example, the user can choose the weather, their child's teachers' calendars, and their child's school's announcements and have them all aggregated on that user's "landing page")

RFP response **will** include any/all costs associated with switching services from our present supplier. Current websites are free sites hosted by SchoolLoop. Bidder's presentation of a bid response is an acknowledgment of this requirement.

### **E-rate Requirements**

The services requested in this RFP are dependent on funding from the E-rate program. The District expects each prospective bidder to make themselves thoroughly familiar with all applicable rules and regulations regarding the E-rate program. For further information regarding the E-rate Program please reference the Universal Service Administrative Company's (USAC) Schools and Library Division (SLD) website: <http://www.universalservice.org/sl/>

All contracts entered into as a result of this Request for Proposal and the associated Form 470 will be contingent upon:

1. Initial funding approval by the SLD.
2. Continued funding of Web Hosting Services annually by the SLD through the E-rate program.
3. Approved funded amount equal to the funding amount as requested on the Form 471.
4. The Vendor providing, at the time of bid, and maintaining a valid Service Provider Identification Number (SPIN) consistent with the type of service requested in this RFP.
5. A certified Form 486 filed by the District and a written "Notice to Proceed" from the District to the winning Bidder to initiate service.

Per the requirement of the E-rate Program no billing and/or service may begin for this contract until July 1, 2014 and may not extend past June 30, 2015.

The District's percentage rate, as determined on the Form 471, will be the maximum that the District is liable for. The Service Provider will be responsible to invoice USAC for the balance, using the Service Provider Invoicing method (SPI Form 474). Prior to invoicing USAC for services rendered on this project, Contractor agrees to provide the District a copy of their USAC invoice to verify that the material has been delivered and accepted by the District before Contractor bills USAC.

The District reserves the right to terminate any contract and/or agreement even with SLD funding approval. The District reserves the right to accept the pricing proposal solely dependent upon SLD approval.

### **Proposal Submission:**

It is mandatory that all prospective bidders wishing to provide a proposal for this project must submit (hand deliver, mail, fax or email) their bid to:

- **Hand Deliver or Mail:** Rescue Union School District, 2390 Bass Lake Road, Rescue, CA 95672
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All inquiries regarding this RFP will be directed to **Sheila Simmons** at [ssimmons@rescueusd.org](mailto:ssimmons@rescueusd.org). The deadline for all questions regarding this RFP will be **03:00 p.m.**, on **January 15, 2014.**

### **Questions, Possible Addendums and Withdrawal of Proposals:**

1. The individual identified below will be the sole contact for inquiries or information relating to this RFP.  
Sheila Simmons [ssimmons@rescueusd.org](mailto:ssimmons@rescueusd.org)
2. Failure to adhere to this policy may result in disqualification of the Proposer.
3. The District will respond in writing to all questions and post them on our webpage at:  
<http://www.rescueusd.org/erate2014>
4. The deadline for all questions regarding this RFP will be **03:00 p.m.**, on **January 15, 2014.**

### **Bid Requirements**

To receive the highest consideration by the District, it is desired that each bidder will provide, at a minimum, the following information in their RFP response:

- 1) **Itemized Bid Price Sheet** – All bid prices provided by the bidder will be itemized, per the requirement of the E-rate Program. Bidder will provide itemized cost for a minimum of the following; eligible services/equipment, ineligible services/equipment, one time costs, installation costs, any fixed costs, and utilization costs (such as cost per call and cost per minute/increment). Bidder will include in their bid response all monthly unit pricing for each component of this system and an annual estimate of the California Teleconnect Fund discount when applicable.
- 2) **Service Agreement** – Along with the Vendor's bid, it is **required** that the Vendor include a copy of their multi-year Service Agreement. Vendor will provide two (2) copies of their agreement signed and dated in their bid response. Once all proposals have been received, and evaluated, the District will sign, date, and return the successful bidder's agreement.
- 3) **Vendor Information** – Bidder will provide in their bid package documentation that details; firm name, business address and phone/fax numbers of the office and corporation facilities, a brief overview of the bidder's organization, a brief history of your firm, the primary contact person to support this contract(s), and the bidder's Service Provider Identification Number (SPIN).
- 4) **List of References** – Bidder will include a minimum of 3 client references, school district references preferred. References will include Contact Name, Organization Name, Telephone and email information for Contact.
- 5) **Vendor Qualifications** – Bidder will provide in their bid package sufficient documentation that demonstrates the bidders ability to provide the services as requested in this RFP.

- 6) **Implementation Plan** – Bidder will provide an implementation plan, if applicable, that details; the process for service provider, system cut over (including a schedule), and contact Information for the Service and/or Installation Managers that will be responsible for this project. Provide any specific or required dialing codes that would be necessary with your solution.

No bid will be accepted from or contract awarded to a bidder:

- 1) Who is not licensed in accordance with the law
- 2) Who does not hold a license qualifying them to perform work under this contract in the state of California
- 3) Who does not hold a valid Service Provider Identification Number (SPIN) and is in good standing with the FCC/USAC 4) Who has not successfully performed on projects of similar character and scope to the proposed work

### **Contract Requirements**

The District intends to use the Service Provider's supplied Service Agreement to formalize any contractual relationship that results from this Request for Proposal. However, the Service Provider supplied agreement must include all the provisions mentioned in this RFP for the Service Provider's proposal to be considered responsive.

### **Terms and Conditions**

The District would like to receive proposals that are based upon a five year contract term with two possible one-year extensions. The initial five (5) year contract term shall start: July 1, 2014, and end: June 30, 2019. The District reserves the option to extend this contract for a period of two (2) additional years at a time through June 30, 2021, not to exceed a total of seven (7) contract years. An extension option must be mutually acceptable to both parties. Any request for and acceptance of an extension shall be in written form, and shall include any requests and justifications for adjustment in compensation. If vendors can provide "better" rates by extending the length of contract, please provide this option as part of your RFP.

### **Service "Growth Clause"**

Growth Services may or may not be requested by the District during the contract term. The service provider shall include a "growth clause" with maximum charges per month. The "growth clause" shall not require a change in contract terms. The "growth clause" shall include a price for all existing service types plus any additional services of the same type or higher.

### **Bid Evaluation Criteria**

The District will evaluate and select the winning bid based on the following criteria:

- 1) **Price** – The price of eligible goods and services will be the highest weighted factor. The District will be evaluating price based on the eligible monthly and eligible "one-time" costs.
- 2) **Other Cost Factors** – The District will evaluate the other cost factors based on, but not limited to, the cost of service for "ineligible" goods and services, the cost of early termination for existing contract(s), any additional costs incurred by the District for the start of the requested service.
- 3) **Accuracy of Bid Response** – The District will evaluate the prospective bidder's bid response for, but not limited to, completeness of bid package, terms and conditions of Service Agreement, amendments and/or exceptions to the requested Service.
- 4) **Experience** – The District will evaluate prospective bidder's experience based on, but not limited to, the bidder's ability to successfully provide the requested service, prior history with the District, and the quality of the respondent's List of References.
- 5) **Qualifications** – The District will evaluate the prospective bidder's qualifications based on, but not limited to, technical expertise, the number of projects successfully completed by the bidder providing the same type and scope of the requested services.

### **Vendor Selection/Contract Award**

The District reserves the right to make the award to the bidder who submits the proposal, which meets the requirements, set forth herein and best meets the needs of the District after taking into consideration all of the aforementioned factors. The District also reserves the right to select portions of a proposal, or to reject any and all proposals.

**Right to Reject Any and All Quotes**

The governing board of the District reserves the right to accept or reject any or all RFP's in whole or in part/or waive any irregularity in any proposal received. The District shall be the sole judge of the competency and responsibility of the Contractors. The submission of a bid by the Vendor is an acknowledgement of this right.

**END OF RFP**