

**REQUEST FOR PROPOSALS**  
**RFP 11-08**  
**Fiber Switch Installations**  
**NORWICH PUBLIC SCHOOLS**

The City of Norwich acting through the Norwich Public Schools (NPS) is soliciting proposals from qualified firms to install, configure, test, and accept new core switches that will connect to the Municipal Area Network (MAN).

Interested firms must return four (4) copies of their responses to: William Block, City Purchasing Agent, City Hall, Rm. 104, 100 Broadway, Norwich, CT 06360 no later than Friday, July 22, 2011 at 4:00 PM.

Complete copies of this RFP may be obtained at the Office of the Purchasing Agent at the address listed above or online at the State of Connecticut DAS Web Portal or at the City of Norwich web site [www.norwichct.org](http://www.norwichct.org) by clicking on Public Bids/Proposals.

A walk-through of the facility with typical installation will be conducted on Monday, July 18, 2011 at 10:00 a.m. beginning at the school district's Central Office located at 90 Town Street, Norwich, CT. Appointments to participate in the walk-through must be made via email by contacting Karen Urgitis, Norwich Public Schools District's Technology Coordinator ([kurgitis@norwichpublicschools.org](mailto:kurgitis@norwichpublicschools.org)). The District's network technician will conduct the walk-through and respond to questions at that time.

Questions regarding this proposal should be directed to Ms. Karen Urgitis at the email address above.

**William Block**

**City Purchasing Agent**

# **REQUEST FOR PROPOSALS**

**Fiber Switch Installations**

## **SPECIFICATION PACKAGE**

**For**



**NORWICH PUBLIC SCHOOLS**

**JULY 1, 2011**

## **Introduction**

### **1.0 Objective**

Norwich Public Schools (hereinafter referred to as “The Customer”) is undertaking a network infrastructure upgrade and intends to install switches to connect to the Norwich municipal area network.(MAN) Currently, the district is connected to the Connecticut Education Network’s fiber optic network via the Central Office at 90 Town Street. From Central Office to each of the district’s 13 locations are two T1 lines. However, the city’s public utility company (NPU) has fiber cabling running in to each of the schools and the school district is set to connect this fiber to their network within the buildings and disconnect the T1 lines. Norwich Public Schools requests proposals for the installation, configuration, testing, and acceptance of new core switches which connect to the MAN as described in the attached specifications for interested persons (hereinafter known as “The Vendor”). Prices quoted shall be all-inclusive and represent complete installation at the sites (listed in Appendix). The Vendor shall be responsible for all parts, labor, and all other associated apparatus necessary to completely install and configure, test, and turnover for acceptance to The Customer the new network switches for the facilities detailed herein.

### **1.1 Evaluation Methodology**

Each proposal will be evaluated based on criteria and priorities defined by the Norwich Public Schools Board of Education, the Customer. The Customer will decide the best submissions that are in the best interest of the long-term technology plan, not necessarily the lowest price. Proposals will first be evaluated based upon the base requirements. The evaluation criteria include, but are not limited to, the following:

1. Vendors overall performance record based on available references. (20%)
2. Vendor’s performance history based on the length of time installing proposed products. Client citations from prior installations with a minimum of five (5) educational references. (10%)
3. Vendor’s ability to meet all the requirements detailed in the RFP. All components must be national brand name and where possible, the BOE technology preferred model. (10%)
4. Ability of Vendor to provide long-term services including:
  - On-site warranty support exclusive of manufactures warranty
  - Support & Training to End User (10%)
5. Best overall and unit pricing structure, complete and quality provision of all requested submittals. Inclusion of item manufacturer/s, model numbers, quantities, unit costs for each item and category and the total for all categories. Prices shall include all necessary systems configuration, installation, overhead, etc. required for a complete and functioning system. Costs of all other items such as miscellaneous equipment required. Bidders are reminded that Norwich Public Schools are exempt from Federal Excise Taxes as well as State of Connecticut Sales Taxes, Use and Service Taxes, to the extent provided by law, which should not be included in the Vendor bid. (50%)

## **TERMS AND CONDITIONS OF REQUEST FOR PROPOSAL**

### **2.0 Response Submission**

Responses to this RFP must be submitted and delivered to the Norwich City Hall, Finance Office no later than 4 p.m. on July 22, 2011. The RFP must be submitted to:

William Block,  
Purchasing Agent □  
Finance Department, □ City Hall  
Room 105 □

100 Broadway□  
Norwich, CT 06360□  
Phone: (860) 823-3706□ Fax: (860) 823-3812

It is the sole responsibility of the respondents to ensure that their responses arrive in a timely manner. The Customer reserves the right to reject all late arrivals. Envelopes containing RFP's shall be so marked as to be easily identified as containing RFP proposals.

Oral, telephone, emailed, or fax bids shall not be considered, nor will modifications of proposals by such communication be considered. The completed proposal form shall be without erasures or alterations. Delivery of the proposals will be considered authorized by The Vendor to make a contract, if awarded.

### **2.1 Costs Associated with Preparation of the Vendor's Response**

The Customer will not be liable for any cost incurred by the respondents in preparing responses to this RFP or negotiations associated with award of a contract.

### **2.2 Site Visit**

This RFP with attached specifications constitutes complete application. A walk-through of the facility with typical installation will be conducted on Monday, July 18, 2011 at 10:00 a.m. beginning at the school district's Central Office located at 90 Town Street, Norwich, CT. Appointments to participate in the walk-through must be made via email by contacting Karen Urgitis, Norwich Public Schools District's Technology Coordinator ([kurgitis@norwichpublicschools.org](mailto:kurgitis@norwichpublicschools.org)). The District's network technician will conduct the walk-through and respond to questions at that time.

### **2.3 Subcontractors**

Subcontractor work is not acceptable by the Norwich BOE for technology projects. We expect The Vendor to perform all service with in-house personnel. All employees must be insured. Borrowed certifications will result in bid rejection and certification proof will be checked by the Norwich BOE.

### **2.4 Interpretation and Additional Information and Addenda**

Any interpretation, correction, or change of the RFP will be made by ADDENDUM. Interpretations, corrections, or changes to the RFP made in any other manner will not be binding, and The Vendors shall not rely upon such interpretations, corrections, or changes. Changes or corrections will be issued by the Customer.

### **2.5 Questions**

Should The Vendor have questions or find discrepancies or ambiguities in, or omissions from this request for proposal document, or shall be in doubt as to their meaning; The Vendor shall at once notify The Customer via email indicating the occurrence. Questions regarding this RFP must be submitted in email 3 working days prior to the final submission date of the RFP. Answers to questions will not be distributed to The Vendors unless any answered questions would result in the need to issue an ADDENDUM.

### **2.6 Proposal Binding Period**

Prices quoted in The Vendor's response for all labor and materials will remain in effect until work schedule will allow for installation of equipment. Proposals for this project will be publicly opened on July 22 at Norwich City Hall. The award for this project will be made on Tuesday, July 26, 2011 with work commencing no later than Friday, July 29, 2011 and completed by August 23, 2011.

## 2.7 Omissions

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 and all equipment or services.

## 2.8 Financing

After notification of award, The Vendor will receive purchase order(s) for the products and services for which The Vendor will be responsible as a result of the RFP. Purchase order(s) will show the amount that is the responsibility of the Customer. **The final payment of this project will be rendered only after an extensive final walk-through at the completion of the installation. The Customer will strictly enforce the bid guidelines and the quality of the installation.** Final testing will take place in the presence of a designated technology staff member. The Norwich BOE Technology Staff will have total discretion to request any needed changes to meet current Brocade, Cisco, Novell, Microsoft, and/or networking standards.

## 2.9 Warranty

The Vendor shall fully warrant with the manufacturer's warranty all items provided under this RFP against defects in material and workmanship. Warranty information should be on a per equipment basis on the RFP and detailed in the Proposal. The Vendor will also be expected to provide on-site service in addition to the manufacture warranty, so please list this service in detail. Should any defects in workmanship or material, excepting ordinary wear and tear, appear during the warranty period, the manufacturer and his representative shall repair or replace such items immediately upon receipt of a written notice.

**All equipment is to be labeled with PO#, date of installation and date of end of warranty period.**

## 2.10 Price Quotations

Price quotations are to include the furnishing of all materials, equipment, maintenance, shipping cost, delivery, installation, and the provision of all labor and services necessary or proper for the completion of the work except as may be otherwise expressly provided in the contract documents. The Customer will not be liable for any costs beyond those proposed herein and awarded. Time and materials quotes will be unacceptable. The Vendor shall include all applicable sales, consumer, use, and other similar taxes in the price quotation.

In case of discrepancy in computed proposal prices, the unit price shall govern and the total price shall be revised accordingly. The Norwich Board of Education, the Customer, is a governmental agency exempt from taxes.

Included in the price quotations should be a complete and detailed fee schedule as well as hourly rates for personnel that may be charged for additional work beyond the initial project scope.

## 2.11 Evaluation of Responses

The Customer may at its discretion and at no fee to The Customer, invite any Vendor to appear for questioning during response evaluation for the purpose of clarifying statements in the response.

## 2.12 Right to Reject

The Customer reserves the right to accept or reject all proposals or sections thereof and when the rejection is in the best interest of the Norwich School District. The Customer reserves the right to award without further

discussion. Therefore, responses should be submitted initially with the most favorable terms that The Vendor can propose.

The Customer reserves the right to reject the proposal of a Vendor whom in the opinion of the Technology Department is not in a position to adequately perform the contract. Contracts will be awarded to the highest ranked Vendor where it is in the best interest of the Norwich School System.

### **2.13 Vendor Qualifications**

The proposal shall identify the technical qualification of key staff proposed to provide professional services in accordance with this RFP. Capabilities of the proposed staff shall be illustrated with respect to the technologies and skill sets required to complete the scope of work defined in this RFP. Descriptions of the respondent's involvement in three similar projects, including reference contact information, shall be provided.

### **2.14 Work Hours**

All work performed under this RFP shall be scheduled with the appropriate contact for each school a minimum of 24 hours in advance, except in an emergency. Contractors must be able to perform work after normal business hours (8AM to 5PM), if requested, to prevent interruption to critical network services.

### 3.0 Details Of Deliverable Items

The Customer solicits proposals on the following technology package of goods and services, which shall comprise the Norwich Public Schools Network Infrastructure.

#### **STRUCTURED NETWORK SCOPE AND SEQUENCE OF PROJECTED WORK**

##### **The Vendor:**

1. Meets with Customer to gather information for detailed design.
2. Provides a detailed timeline for this project. Customer does not want this project interrupting beginning of school year activities.
3. Recommends/installs additional cabling.
4. Supplies/programs new core switches.
5. Ensures installation will be closely coordinated to limit end user down time.
6. Provides/installs patch cables from new core switches to existing edge switches.
7. Provides the Customer will all as-builds, including switch configurations, prior to receiving final payment.
8. Provides operational training for Customer staff.
9. Tests functionality of all installations and ensures successful operation with Customer's existing network including end-users' work stations.

District is currently standardized on Cisco network products but any manufacturer can be proposed. Preference will be given to Cisco, Brocade or HP products.

##### **Minimum Switch Requirements:**

- New core switches at each of the 13 sites shall be of the same make and model.
- Network equipment shall have 10/100/1000 ports. Should be POE. VLAN tagging and trunking.
- Switches must be able to perform 802.1q tunneling.
- IEEE 802.1q (Virtual LANs)
- IEEE 802.1d (Spanning Tree/Bridging)
- IEEE 802.1w Rapid Spanning Tree Protocol
- IEEE 802.1s Multiple Spanning Tree Protocol (MSTP)
- IEEE 802.1p (QoS) with support for 8 priority queues;
- IEEE 802.3 (10Base-T, 10Base-FL)
- IEEE 802.3u (100Base-TX, 100Base-FX)
- IEEE 802.3x (Flow Control)
- IEEE 802.3z (1000Base-SX, 1000Base-LX)
- IEEE 802.3u Auto-negotiation on Twisted Pair
- SNMPv3 Simple Network Management Protocol version 3
- RMON (RFC 1757) Remote Network Monitoring Management
- Telnet (RFC 854)
- DiffServ (QoS)
- BootP/DHCP relay (RFC 2131)
- IGMP Snooping (RFC 2236) Internet Group Management Protocol Snooping
- Each switch must have redundant power supply.

- Switches should be capable of 10 GB connections; this will be not implemented in this project.
- Switches should provide at least 4 fiber ports each to accommodate future expansion.

**Wire Management Specifications:**

- Any new patch cables shall be supplied by the vendor.
- All new patch cables shall be new factory made CAT6 cables with molded tips.
- All panel patch cables should be bundled with Velcro straps (no tie straps).
- Patch cables shall be labeled with nomenclature supplied by the Customer.
- Install new machine made labels and identify date of installation, PO# and end of warranty period.
- Test and certify active port communication to drops.

**Equipment Maintenance:**

The Vendor shall offer a support contract for all equipment provided under this RFP. The support contracts shall be offered with the following options for each component on an individual basis:

**Option 1 – 24x7x4 Maintenance:**

The Vendor shall provide a comprehensive maintenance contract providing a four-hour response time (24x7x4) from the time of notification for repairing hardware failures or replacing equipment. The Vendor must be available at all times for notification of network problems.

**Option 2 – 8x5x4 Maintenance:**

The Vendor shall provide a comprehensive maintenance contract providing a four-hour response time during normal business hours (Monday through Friday, 8AM to 5PM) for repairing failures or replacing equipment. The Vendor must be available at all times for notification of network problems.

**Option 3 – Two-Day Advanced Replacement:**

The Vendor shall offer equipment replacement contracts, to be delivered within two days of notification of hardware problems. The Vendor must be available for notification during normal business hours.

All equipment support contracts shall be made for a one-year period, and renewable at the discretion of the Customer. A price quote shall be provided for each option on an individual equipment component basis.

**Additional Information**

Information Technology Department - Support Services at Bishop School - 526 East Main Street, Norwich, CT 06360

**INSURANCE REQUIREMENTS**

The firm selected must, within ten (10) days from the date of acceptance of their proposal, file with the City of Norwich, Workmen's Compensation, Comprehensive General Liability, Comprehensive Auto

Liability, Certificates of Insurance satisfactory to the City of Norwich, in compliance with the law, and in the following form and amount:

COMPREHENSIVE GENERAL LIABILITY

Premises – Operations – Products/ Completed Operations General Aggregate.....	\$1,000,000.00
Medical Malpractice General Aggregate.....	\$2,000,000.00
Occurrence.....	\$1,000,000.00
Workman’s Compensation.....	Statutory
Employer’s Liability.....	\$100,000

If subcontractors are employed, same limits as named above shall apply and the certificate of insurance must be filed with the City.

No contract shall be binding upon the City of Norwich until such bond shall have been given and until Comprehensive General Liability, Comprehensive General Auto Liability and Workmen's Compensation policy certificates indicated above have been filed with the City and approved as to form and sufficiency by the Owner. The insurance policy certificate provided by the successful bidder and all subcontractors shall carry a statement by the insurance company that the City of Norwich will receive at least ten (10) days notice prior to cancellation of any portion of the policies or any modifications in the insurance coverage that may affect the City's interest. The cost of all insurance coverage shall be included in the price of the contract cost.

The insurance company must be licensed to do business in the State of Connecticut and must be satisfactory to the City of Norwich. THE CITY OF NORWICH MUST BE NAMED AS ADDITIONAL INSURED.

NOTE: The City reserves the right to set lower insurance limits should the selected firm be unable to obtain the limits described IF such action is deemed in the City’s best interest.

## APPENDIX

### NORWICH PUBLIC SCHOOLS - 14 Buildings - 13 Locations

D. Tennant-Zinewicz School  
30 Case Street  
Norwich, CT 06360

Hickory Street School (connected with Norwich Regional Adult Education)  
201 Hickory Street  
Norwich, CT 06360

Samuel Huntington Elementary School  
80 West Town Street  
Norwich, CT 06360

Kelly Middle School  
25 Mahan Drive  
Norwich, CT 06360

Thomas W. Mahan Elementary School  
94 Salem Turnpike  
Norwich, CT 06360

John M. Moriarty Elementary School  
20 Lawler Lane  
Norwich, CT 06360

Norwich Regional Adult Education (connected with Hickory Street School)  
191 Hickory Street  
Norwich, CT 06360

Norwich Board of Education  
90 Town Street  
Norwich, CT 06360

John B. Stanton Elementary School  
386 New London Turnpike  
Norwich, CT 06360

Teachers' Memorial Middle School  
15 Teachers Drive  
Norwich, CT 06360

Thames River Academy at Bishop  
526 East Main Street  
Norwich, CT 06360

Uncas Elementary School  
280 Elizabeth Street Extension  
Norwich, CT 06360

Veterans Memorial Elementary School  
80 Crouch Avenue  
Norwich, CT 06360

Wequonnoc Elementary School  
155 Providence Street  
Taftville, CT 06360