

Request for Proposal

(NDOE11-04)

1. Background Information

The National Department of Education (NDOE) and Special Education (SPED) are seeking qualified companies to provide proposals for the support of the Departments Information Technology (IT) infrastructure. The NDOE operate from one location on the island of Pohnpei in Palikir, and the SPED operate from locations in Chuuk, Kosrae, Pohnpei and Yap. Both entities require 2nd level IT support services that will be utilized to assist the Departments IT staffs in problem resolution, as well as the ongoing support of server and networking infrastructure. In addition, both the NDOE and SPED require the replacement of aging server and power infrastructure equipment at the Palikir and Kolonia locations; as well as the procurement of new equipment for the Chuuk location. A full specification of equipment can be found here in this document.

2. Minimum Eligibility

All vendors must meet each of the following requirements to be eligible to submit proposals:

- Must provide support locally from within the FSM and through Department wide area network;
- Must be able to deploy and integrate all procured equipment into the current environment;
- Must be a registered company within any of the four states of the FSM;
- Must be in good business standing with the law, suppliers, and customers;
- Has been in the IT services and computer supply businesses for a period of at least two (2) years;
- Has a proven history of deploying complex server systems and migration of system platforms;
- Has operated a profitable business for the past two (2) years and can provide financial proof;
- Has the ability to offer three (3) years of hardware replacement and support under warranty.

3. Warranty

The vendor must provide warranty services for all procured equipment for at least three (3) years from the time of procurement. The replacement of equipment when claiming warranty can be performed off island, as there is no tier one hardware vendor that provides warranty services within the FSM. Freight services for the inbound or outbound transportation of equipment when claiming any warranty will be performed at the Departments expense.

4. Instructions and Response Format

All proposals submitted by vendors in response to the criteria must be valid for a minimum period of sixty (60) days. All proposals must include the following information to be eligible:

- Budgetary figures for equipment to be procured and 12 months of support;
- Description of services to be provided throughout the contract;
- Project outline for deployment of equipment and integration with current systems.

Upon award of the proposal the vendor will be offered a contract for signing by an authorized staff member and the Director of Education.

All proposals must be accompanied by a cover letter and submitted in a sealed windowless envelope. The cover letter must detail a summary of the proposal, the name and signature of the vendor's representative, contact details for the vendor, warranty details, and a description of any deviation in the submitted proposal from the requested specifications. Responses should be addressed as follows:

Department of Education
FSM National Government
P. O. Box PS 87
Palikir, Pohnpei FM 96941

All vendors whom submit responses will be notified in writing of the success or failure of their submitted proposals.

5. Submission Deadline

The last date for submission of responses is: 8/31/2011.

The NDOE and SPED may, at its discretion, extend the deadline for submission of responses by amending the request for proposal documents, in which case, all rights and obligations of the RFP and the vendors previously subject to the deadline will be subject to the extended deadline.

Any response received by NDOE or SPED after the deadline for submission of responses prescribed herein will be rejected and returned unopened to the vendor. Responses, once submitted, will be treated as final and no further correspondence with vendors will be entertained. No response shall be modified after the deadline for submission of responses and no vendor shall be allowed to withdraw their response if they are awarded.

6. Evaluation Criteria

Each vendor's response will be evaluated based on, but not limited to, the following criteria:

- Vendor experience with the supply of equipment and services;
- Proximity to the specification of goods and services;
- The total cost of goods and services proposed;
- Vendor support channels, regional or local presence, and reputation;
- The level of warranty, support, and installation services offered;
- Reputation and quality of the actual goods quoted upon.

NDOE and SPED reserves the right to reject any response as it deems fit, and reserves the right not to participate in a selection interview for unsuccessful vendors.

7. Specification

The following listing provides the scope for the services and equipment procurement for the National Department of Education and Special Education offices. All services and procurement must be addressed in a vendor's response and supplied truly by the vendor. Any submissions that do not address all criteria within the RFP will be dismissed.

2nd Level Support Services

The following 2nd Level support services must be provided under a contract with the Departments:

- Incident and Problem Management;
- Resolution of Escalated 1st Level Support Calls;
- Monitoring of Network, E-Mail Systems, Servers, Backups and Databases;
- Server Application Support: Windows Server, Exchange, SharePoint, Symantec AV, Symantec Backup Exec, Active Directory, SQL Server, and WSUS;
- Network Support: Local and Wide Area Networks;
- Security Advice and Changes;
- Preventative Maintenance: Daily and Monthly.

Proposals should detail the amount of time dedicated to servicing the Department on a monthly basis. Details should be given on how monthly hour allotments are handled if there is over/under utilization. In addition, specification of how out of business hours calls are to be logged managed and billed to the Department is required.

ADSL Migration

The Palikir and Kolonia sites require migration to the ADSL technology for Internet connectivity. This must be achieved while maintaining the wide area network of the Departments for connectivity to Chuuk, Kosrae, Yap and Pohnpei State Education Offices. The device for site connectivity should include firewall and Internet content filtering services. The connectivity between sites should be encrypted using an IPSEC tunnel with AES 256 bit encryption. The content filtering should be based on a subscription service with a third party for updating of blacklisted websites. In addition, the selected devices should possess the ability to add Department critical websites to a white list. The following equipment will be required in order to achieve the desired connectivity and protection:

Description	Quantity
Firewall Device capable of Internet Content Filtering	2
Internet Filtering Subscription Service	2

Server Replacement Project

The following project will be undertaken during the course of the 12 month contract, with preference criteria giving faster deployment and replacement of servers a higher ranking. The project must be split into two deployments with separate costing. The first project consists of the replacement of server infrastructure at the NDOE Palikir and SPED Kolonia offices. The second project will be the deployment

of server infrastructure at the Chuuk Education offices. The equipment proposed to be deployed at both locations must be identical to promote uniformity and supportability across the network.

Server Specifications

NDOE & SPED Server Replacement Project

Hardware		
	Description	Quantity
Server		
	Rack Mount Server	4
	- Xeon Quad Core 2.00GHz Processor or higher	
	- 4GB DDR3 SDRAM	
	- RAID 0,1,5,6 Support	
	- Redundant Power Supply	
	- Support for 6 Hard Disk Drives	
	- Out of Band Management Card	
	- 3 year Warranty	
	250GB Hot Swap SATA HDD	4
	500GB Hot Swap SATA HDD	8
	Additional 4GB DDR3 SDRAM	10
Backup		
	LTO 4 External Backup Drive	2
	LTO 4 Tapes	20
	Universal Cleaning Cartridge	2
	SCSI or SAS Card for drive connection to server	2
Batteries		
	APC Replacement Battery Cartridge #43	2
Software		
	Description	Quantity
	Windows Server 2008 R2 – Enterprise	2
	Windows Server 2008 R2 – Standard	2
	Symantec Backup Exec 2010	2
	- SQL Server Agent	
	- Exchange Server Agent	
	- VMware/Hyper V Agent	
	Out of Band Management Advanced License	4
	SSL Certificate Renewal	1
	SPAM and Virus Filtering Service – 12 month subscription	1
Installation		
	Installation Services	1

Chuuk Server Infrastructure Deployment

Hardware		
	Description	Quantity
Server		
	Rack Mount Server	2
	- Xeon Quad Core 2.00GHz Processor or higher	
	- 4GB DDR3 SDRAM	
	- RAID 0,1,5,6 Support	
	- Redundant Power Supply	
	- Support for 6 Hard Disk Drives	
	- Out of Band Management Card	
	- 3 year Warranty	
	250GB Hot Swap SATA HDD	2
	500GB Hot Swap SATA HDD	4
	Additional 4GB DDR3 SDRAM	5
Backup		
	LTO 4 External Backup Drive	1
	LTO 4 Tapes	10
	Universal Cleaning Cartridge	1
	SCSI or SAS Card for drive connection to server	1
Uninterrupted Power Supply (UPS)		
	3000Va Uninterrupted Power Supply	1
	Network Management Card – for network server shutdown	1
Firewall & Internet Filtering		
	Firewall Device capable of Internet Content Filtering	1
Software		
	Description	Quantity
	Windows Server 2008 R2 – Enterprise	1
	Windows Server 2008 R2 – Standard	1
	Symantec Backup Exec 2010	1
	- SQL Server Agent	
	- Exchange Server Agent	
	- VMware/Hyper V Agent	
	Out of Band Management Advanced License	2
	Internet Filtering Subscription Service	1
Installation and Travel Costs		
	Installation Services	1
	Travel and On-Costs	1