

Request for Proposal

For

VMware Support

Raytown Quality Schools

Raytown, Missouri

October 22, 2015

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Information

Raytown Quality Schools is seeking sealed bids for multi-year VMware support agreements.

Sealed bid should be submitted in the form of two-sealed copies with title “**VMware Support Agreements** – (1) marked “Original”, (1) marked “Copy”. All submissions must be received at the address below by personal delivery or by U.S. Mail by the date and time listed. Attendance at bid opening is not required.

All documents will be considered the property of Raytown Quality Schools. The request for proposal does not commit the District to any specific course of action.

School District:

Raytown Quality Schools
6608 Raytown Road
Raytown, Missouri 64133

District Contact:

Jon Coleman, Assistant Director of Technology Operations
Raytown Quality Schools
10750 E 350 Highway
Raytown, Missouri 64138
816-268-7120
jon.coleman@raytownschools.org

Submit Sealed Proposal:

November 2nd, 2015 – 1:30 PM

Melissa Tebbenkamp, Director of Technology

Raytown Quality Schools
10750 East 350 Highway
Raytown, Missouri 64138

A formal opening will take place at this time. Attendance is NOT required.

Overview

Raytown Quality Schools (“District, RQS”) requests sealed bids from interested vendors (“Provider”, “Contractor”, “Vendor”) for the purpose of acting as an authorized vendor for its VMware support agreements through December 2015 with the option for guaranteed pricing for the 2016 – 2019 annual renewals. Raytown Quality Schools VMware account number for renewal contracts is 115605170.

Each proposal solution is to be submitted as a comprehensive solution including all estimated and related costs for the elements necessary to provide the described products. Providers submitting multiple solutions should provide each as a separate complete proposal. The Bid Submitted By signature page shall be completed and submitted with each Provider’s proposal.

Proposal Due Date and Time

In order to be considered, two (2) sealed copies of the proposal, one marked as original, one marked as copy, must be received by Raytown Quality Schools at the address stated by **1:00 PM on November 2nd, 2015**.

District Terms

Vendor Requirements

1. Vendor bids shall conform to the requirements listed in this RFB.
2. The selected vendor shall have the responsibility to ensure that the products that are delivered to the District match the bid and the specifications listed on the Purchase Order.
3. The vendor shall have responsibility for any damage incurred during transit.
4. The selected vendor shall not increase the pricing listed in this RFB through July 1, 2016. If vendor sources reduce pricing, it is expected that this price reduction be passed on to the District.
5. The vendor must provide assurance that items ordered will be received within two weeks of purchase order release.
6. The vendor should accommodate invoice billing, allowing the district to call, fax or email in an order without a generated PO.

Vendors may withdraw their bids at any time prior to the closing for receipt of the bids. If withdrawing, notify Melissa Tebbenkamp, in writing (or email), as soon as possible. New bids received after the closing date shall not be considered.

Delivery

1. All materials and equipment quoted shall be delivered as agreed upon and directed by the Raytown Quality Schools Technology Support Services department.
2. All services provided shall be conducted as agreed upon and directed by the Raytown Quality Schools Technology Support Services department. No service shall be conducted prior to authorization.
3. The selected provider shall have the responsibility to ensure that the products that are delivered to the District match the bid and the specifications listed on the Purchase Order.

4. During the time between delivery and acceptance, Raytown Quality Schools cannot be held liable for any damages to or theft of any components. It will, therefore, be the responsibility of the provider to obtain insurance against loss, theft and damage.
5. The provider shall deliver the products directly to the building(s) specified. District shall notify the chosen provider as to the location.
6. Raytown Quality Schools does not allow smoking or the use of any tobacco products within its facilities or any Raytown Quality Schools grounds. This applies to contractors and sub-contractors and their employees as well as Raytown Quality Schools personnel.

District's Responsibilities Regarding Service Requirements

Provider must identify the exact tasks and/or equipment requirements that Raytown Quality Schools must satisfy and/or be responsible for in regards to service and delivery of equipment.

Service Calls & Performance Reporting

District requires the ability to receive, from the successful Provider, progress reporting and ticket history/information for any requests entered for service of installations.

Subcontractors

Subcontracting of any services requested under this RFB must be disclosed in the proposal response and agreed to by the District in advance of service initiation and start of work.

Proposal Requirements

1. Purchasing and payments shall be in accordance with Board policy DJF as outlined in administrative procedure DJF-AP1. This procedure can be found on the District website.
2. Proposals will be date and time stamped upon receipt by the Raytown Quality Schools.
3. The District will select the lowest or best bid. The District reserves the right to design the evaluation criteria to be used in selecting the best bid, including, but not limited to: price, value, quality of product, history of performance, recommendations and other qualities important to the district.
4. The District reserves the right to waive minor technical defects in a bid, reject any and all bids, reject any part of a bid, advertise for new bids, or make the purchase on the open market if the product or service can be obtained at a better price.
5. The District reserves the right to provide the final contract for mutual consideration and agreement.
6. If the scope of the purchase changes substantially, the district will rebid the product or service unless otherwise provided in this procedure.
7. The Raytown School District reserves the right to separate, accept, or eliminate any item(s) listed under the Request for Proposal that it deems necessary to accommodate budgetary and/or operational requirements.
8. The District also reserves the right to not select any vendor or purchase any goods and services resulting from this Request for Bid.

9. If the District elects to reduce or increase the number of items from your original bid, please state your pricing conditions. Also it is expected that prices quoted in the response to this RFB not increase if additional product is purchased through July 1, 2016.
10. Any bid may be withdrawn prior to the scheduled time for the opening of bids. Any bid received after the time and date specified shall not be considered.
11. Contractor proposals shall conform to the requirements listed in this RFB, any amendments thereto, agreed upon documented exceptions and schedules, and the final contract.
12. If the contractor takes exception to any of the requirements, describe the exception and give the details of any alternative offered. The School District shall judge the acceptability of any such alternatives.
13. Should any differences arise as to the meaning or intent of specifications in this document and amendments thereto, the School District's decision shall be final and conclusive.
14. Federal and State laws, Local ordinances and Board policies apply to contracted services. No portion of any master service agreement or contract may defy these laws, ordinances, and policies. Any such portion of a master service agreement or contract that does defy these laws, ordinances, and polices will be considered null and void.

Payment and Retainage

The District is exempt from sales tax and use taxes. Taxes shall not be listed in a bid/proposal/quote or on invoices. A copy of the letter exempting the District from paying these taxes is available from the District upon request by the contractor/provider.

A payment schedule shall be decided on with the chosen contractor/provider. Said schedule shall be part of the contract between the contractor/provider and District. There shall be no hidden costs associated with this proposal. If the contractor/provider foresees any additional or unexpected costs or charges to be made, these charges need to be explained in the proposal.

Purchasing and payments shall be in accordance with Board policy DJF as outlined in administrative procedure DJF-AP1. This procedure can be found on the District website.

There shall be no hidden costs associated with district orders. If you foresee any additional or unexpected costs or charges to be made, these need to be explained in your bid.

Selection Process and Minimum Requirements

Each company must meet the following minimum qualifications (company may not use sub-contractors to fulfill any obligations within its contract).

- Contractor shall conform to the requirements listed in this request.
- Contractor must be a certified Dealer/Integrator
- The selected contractor(s) shall assign a project manager/point of contact to this project. This person shall become the central contact person for the contractor once the project begins.

- Contractor personnel may be required to submit drug testing results. Contractor must use District approved provider.
- Contractor must provide the District Personnel Office with proof of a satisfactory FBI background check for each person working on school property (delivery and service calls).
- The selected contractor shall have the responsibility to ensure that the products that are delivered to District match the request and the specifications listed.
- The selected contractor shall not increase pricing through July 1, 2016. If the contractor source reduces pricing, it is expected that this price reduction be passed on to the School District.
- Contractor must provide seven (7) total references.

Required Proposal Format and Content

Two bound copies should be submitted on 8 1/2" by 11" paper, single sided, with consecutive page numbers. Please mark one copy as "original" and one as "copy".

The proposal should contain the following sections in the order presented below. Proposals that do not include these sections may be considered non-responsive and as such may not be considered.

- Section 1: Proposal Cover Sheet/Authorized Signature
- Section 2: Bid Acknowledgement and Exceptions
- Section 3: Letter of Interest
- Section 4: Profile and Experience
- Section 5: Staff
- Section 6: Project Budget
- Section 7: Additional Requirements
- Section 8: Litigation
- Section 9: References

Section 1: Proposal Cover Sheet

Fill out completely the Bid Cover Sheet which is the last page of this document. Place said cover sheet as the first page of the proposal that has been prepared for consideration.

Section 2: Bid Acknowledgement and Exceptions

The Contractor shall acknowledge compliance with the requirements listed in this RFB and any amendments thereto. If the contractor takes exception to any of the requirements, describe the exception and give the details of any alternative offered. The School District shall judge the acceptability of any such alternatives.

Section 3: Letter of Interest

The proposal should be introduced with a letter of interest that includes a synopsis of the company's services and highlight the capacity to perform the work. The letter should be signed by the individual with contract signature authority for the company.

Section 4: Profile and Experience

Outline company history, scope of services offered, size of the vendor, and location. Give additional detail that the company feels may elaborate on profile and experience. List out in a matrix format experience.

Section 5: Staff

List the experience and qualifications of any staff that will be assigned to the project. Name the person who will fill the role of Project Manager/Sales Manager. Note any additional personnel that will be responsible for onsite activities once the project begins.

Section 6: Project Budget

1. Complete in its entirety, the price table provided in this RFB (Specifications: VMware Support Agreements Pricing Table). Explain any blank areas. Submit the company's total project budget to fulfill the requirements of this bid. The proposed budget response shall be listed in the same format and order as provided below.
2. Vendors should complete the attached pricing sheet and also include information on how prices will be calculated for items not on the sheet in the **COMMENT** section below. The items selected for the pricing sheet generally reflect the items that Raytown Quality Schools spends the most dollars on. The quantities are annual estimates and are based on historical data.
3. The unit price should reflect the price the district should expect to pay if a single unit is purchased. If a discount or price savings is offered for larger quantities in an order, describe the discount/savings and conditions in the **COMMENT** section below.
4. Bids must identify all costs as presented in the pricing table. Please provide pricing for software and hardware warranties reflected as an annual renewable cost (1-year cost for support/warranty) .
5. Bids must note any renewable software costs (licensing), outside of support/warranty cost.
6. Product/part number alternatives are allowed only if specifications are met or exceeded. Additionally, alternatives will be required if part numbers listed are approaching "end-of-life." (Within the next 6-months).
7. Pricing should be guaranteed through July 1, 2015. The below quantities represent the desired order, but, any minimum order or further quantity discount should be listed.
8. Vendors should outline process for return, for instances where defective or "DOA" items have been received, giving details of how credits are made and what restrictions are placed on returns in the **COMMENT** section below.
9. The vendor must provide assurance that items ordered will be received within two weeks of purchase order release. Please state expected delivery/installation time in the **COMMENT** section below.

Specifications: VMware Support Agreements Pricing Table

Qty	Description	12/20/2015 - 12/19/2016	12/20/2016 - 12/19/2017*	12/20/2017 - 12/19/2018*	12/20/2018 - 12/19/2019*	12/20/2019 - 12/19/2020*
4	Academic Production Support/Subscription VMware vSphere 6 Enterprise for 1 processor for 1 year for 1YR - Technical Support, 24 Hour Sev, 1 Support - 7days a week.					
4	Academic Production Support/Subscription VMware vSphere 6 Enterprise for 1 processor for 1 year for 1YR - Technical Support, 24 Hour Sev, 1 Support - 7days a week.					
5	Academic Production Support/Subscription VMware vSphere 6 Enterprise for 1 processor for 1 year for 1YR - Technical Support, 24 Hour Sev, 1 Support - 7days a week.					
3	Academic Production Support/Subscription VMware vSphere 6 Enterprise for 1 processor for 1 year for 1YR - Technical Support, 24 Hour Sev, 1 Support - 7days a week.					
4	Academic Production Support/Subscription VMware vSphere 6 Enterprise for 1 processor for 1 year for 1YR - Technical Support, 24 Hour Sev, 1 Support - 7days a week.					
4	Academic Production Support/Subscription VMware vSphere 6 Enterprise for 1 processor for 1 year for 1YR - Technical Support, 24 Hour Sev, 1 Support - 7days a week.					
2	Academic Production Support/Subscription VMware vSphere 6 Enterprise for 1 processor for 1 year for 1YR - Technical Support, 24 Hour Sev, 1 Support - 7days a week.					
18	Academic Production Support/Subscription VMware vSphere 6 Enterprise for 1 processor for 1 year for 1YR - Technical Support, 24 Hour Sev, 1 Support - 7days a week.					
1	Academic Production					

	Support/Subscription VMware vCenter Server 6 Standard for vSphere 6 (Per Instance) for 1 year, 24 Hour Sev, 1 Support - 7days a week.					
Annual total						

*** Detail any cost saving for purchasing multiple years in Dec. 2015.**

Section 7: Additional Requirements

Provider must provide the following information:

- The Service Level Agreement (SLA) for your proposal.
- Indicate any options available.
- Trouble reporting and escalation procedures.
- Hours of operation for help or trouble reporting.
- Describe maintenance and trouble notification procedures.
- Please show applicable discounts separately, if any will be included

Section 8: Litigation History

Provider must state whether they have been involved in any litigation during the last five years, and if so, describe the litigation.

Section 9: References

Two financial references must be provided from either financial institutions or suppliers using the format below.

Reference	Contact Name	Phone Number
1.		
2.		

Five project references must be provided of which three must be entities where you have provided comparable projects (overlaps acceptable). These projects must have been engaged during the last two years. These references must be for services provided by the proposing company, not by individuals within the company who may have worked on projects while at another company. The Project Scope must include the quantity of product provided, level of service provided and if OEM or Remanufactured product is purchased. Use the format below. Reference contact information must be current and include working phone numbers.

Reference Organization	Contact Name	Phone Number	Project Scope:	Project Completion Date
1.				
2.				
3.				
4.				
5.				

Requests for Information

Any questions about the Request for Bid process must be received in writing by October 30, 2015.

Scope of Services

Services will include but not necessarily be limited to the below services:

- Sale of VMware Support Agreements
- Provide documentation/registration of agreement information upon purchase

Comments:

Bid Submitted By

Company Name

Authorized Name/Title (printed)

Authorized Signature

Contact Person for the Bid/Quote/Proposal process

Date

Telephone

Fax

Email