

**Taos Municipal School District  
Request for Proposals  
IT Services Years 2019 - 2022**

Taos Municipal Schools is seeking proposals for any or all of the following IT services. Each service has been described as a domain encompassing each of the following IT services:

- Network infrastructure and support
- End user hardware and software support
- IT administrative support
- Telephony support
- Security camera support

Proposals should be for a 3-year period renewable annually commencing June 16, 2019 and ending on June 30<sup>th</sup> 2022. Each proposal should outline the vendor’s complete proposal to meet the scope of work for each domain of requested services including:

- A description of the vendor’s capacity and experience to meet the scope of requested work
- Onsite FTE’s proposed and tiered support structure available for backup
- Annual cost of services per domain
- Additional costs estimated by contractor to cover items not specified in the minimum scope of work but suggested in proposal.
- Personnel qualifications that apply to each domain of services.
- CES Documentation, if applicable

\*This contract may be awarded to one or split among multiple vendor(s) as determined to provide the best value to Taos Municipal School District. TMSD reserves the right to negotiate with any or all respondents and accept or reject any and/or all proposals, to waive any formalities and/or irregularities and to award in the best interest of the School District.

Scoring rubric for each domain:

Price	40
Experience and qualifications of proposed team	20
Dedicated onsite FTE proposed	20
Value add on s above RFP scope	10

Comprehensiveness of Proposal	10
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Taos Municipal Schools will provide awarded contractors space for the centralized administration of the network and 24 hr. access to all premises. The district will pay all trunk service costs for ISP and telephony.

**Sealed hard copies of proposals are due to the Central Office no later than 3 pm MDT. March 26, 2019 at:**

Taos Municipal School District  
 Attn: IT proposals  
 310 Camino De La Placita  
 Taos, NM 87571

Interested vendors can contact: CJ Grace (575) 737-6110,  
 cj.grace@taoschools.org

To seek clarification on all domains and/or arrange a walkthrough of the premises, all prospective vendors are encouraged to contact the district prior to March 21st to signify their intent to bid. All interested bidders will be contacted of any potential changes to due dates or RFP specs made after the initial release date.

- **Timeline for RFP:**

Release of RFP	March 7 <sup>th</sup> , 2019
Pre bidders conference appointments	Upon request prior to March 21st
Proposals due	March 26 <sup>th</sup> , 2019
Proposal committee review	March 28 <sup>th</sup> , 2019
Final Vendor negotiations	April 1 <sup>st</sup> - April 4 <sup>th</sup> , 2019
Board approval	April 9 <sup>th</sup> , 2019
Vendor awards	April 10th, 2019
Service start date	June 16 <sup>th</sup> , 2019

## **Domain I**

### **Network Infrastructure and support**

Taos Municipal School District is seeking a vendor to support the network infrastructure of the district. Vendors will ensure the reliability and 100% online performance of the core network, excluding factors such as weather, or ISP outage that are beyond the scope of the vendor's control.

Where satellite sites, or outbuildings require service, or in the event of an outage maximum down time will be 24 hours for hardware malfunctions and 48 hours for repairs on fiber connections.

TMS includes 6 sites

Sites include:

- three elementary schools
- one middle school
- one high school (core network)
- an administrative office which includes a cyber academy (core network)

Currently the network has:

#### **Wireless Network**

- 259 Aerohive access points (models 121, 350, 230 and 250) across 6 sites on one Hive Manager
- Arroyos Del Norte Elementary - 16
- Enos Garcia Elementary - 58
- Ranchos Elementary - 37
- Taos Middle School - 51
- Taos High School - 76<sup>[SEP]</sup>
- Taos Administration Building – 13
- On Shelf – 8
- Old Chrysalis School: <sup>[SEP]</sup>NA
- Food Warehouse 1 (managed as part of Administration)

#### **Switches/Routers**

Network consisting of 133 switches of which 102 reside in MDF/IDF closets and 31 reside in classrooms to support an access point, telephone, computer and other networkable devices such as projectors, Apple TV's, Televisions, etc.

- 1 Edge Device (ISP handoff) – Cisco router ASR1001<sup>[SEP]</sup>
- 1 SonicWall NSA 5600<sup>[SEP]</sup>
- Core Switch(es) –
  - 2 Cisco 3750X – 1 48 port, 1 24 port

- Arroyos Del Norte Elementary – 13 switches
  - 3 Cisco 3850X (purchased 2016)
  - 7 Cisco 2960-24TS (purchased 6/2013)
  - 3 Cisco 2960-48TS 24TS (purchased 6/2013)
- Enos Garcia Elementary – 20 switches
  - 3 Cisco 3850X (purchased 2016)
  - 5 Cisco 2960-24TS (purchased 2013)
  - 2 Cisco 2960-48TS (purchased 2013)
  - 3 HP 5406zl (purchased 2009)
  - 2 HP 8212 (purchased 2009)
  - 5 Cisco 200G (purchased 2014)
- Ranchos Elementary – 20 switches
  - 1 Cisco 3850X-12S (purchased 2016)
  - 2 Cisco 3850X (purchased 2016)
  - 10 Cisco 2960-24TS (purchased 6/2013)
  - 3 Cisco 2960-48TS (Purchased 6/2013)
  - 4 Cisco 200G (purchased 2014)
- Taos Middle School – 39 switches
  - 1 Cisco 3850X-12S (purchased 2016)
  - 1 Cisco 3850X-24T (purchased 2016)
  - 6 Cisco 2960-24TS (purchased 2013)
  - 12 Cisco 2960-48TS (purchased 2013)
  - 19 Cisco 200G (purchased 2014)
- Taos High School – 34 switches
  - 1 Cisco 3850X-12XS (purchased 2016)
  - 1 Cisco 3850X-48T (purchased 2016)
  - 5 Cisco 3850X-24T (purchased 2016)
  - 5 Cisco 2960-24TS (purchased 2013)
  - 17 Cisco 2960-48TS (purchased 2013)
  - 1 HP Procurve 3500yl (purchased 2009)
  - 1 HP 5406zl (purchased 2009)
  - 3 Cisco 200G (purchased 2014)
- Taos Administration Building – 7 switches
  - 5 Cisco 2960-48TS (purchased 2013)
  - 1 Cisco 2960-48TS (purchased 2013)
  - 1 HP 5406ZL (purchased 2009)

### **Backup switching equipment if available**

Old HP equipment

### **Programmed VLANS**

See diagram for main VLANS Internal VLANS (where x=site identifier)

VLAN 5=Management VLAN x1 = Data VLAN x2 = Voice VLAN x3 = Security

Outgoing bandwidth is:

- Affiniti – 600 MB unfettered

**Server support includes :**

- 17 Dell R710, Dell R630, Dell R610, Dell R520, Dell R410, Dell R510 physical servers (Windows Server 2012 or higher) performing any or some of the following functions and hosted applications:
  - Active Directory
  - DNS
  - DHCP
  - Group Policies
  - IIS 6.0 and 7.0
  - SMTP
  - Hyper-V
  - KMS
  - File Services
  - Help Desk (SpiceWorks)
  - AutoDesk Licensing Server
  - PARCC Caching Server
  - WIDA Caching Server
  - VIPRE Business Antivirus Server
  - Visions Financial Software
  - Microsoft Operations Manager 2016
  - Microsoft System Center Configuration Manager 2016 including WUS
  - Microsoft Data Protection Manager 2016
  - Microsoft SQL Servers (1) 2008 R2
  - Microsoft SQL Server (1) 2012 R2
  - Microsoft SQL Server (1) 2014
  - Microsoft SQL Server (1) 2016
  - Terminal Services Licensing Server
  - LDAP Server
  - PowerSchool/PowerSchool Test Servers  
Syncing to: School Messenger, Illuminated, Canvas, TieNet, Apple School Manager
  - PageScope Enterprise
  - Office 365/Azure Directory Sync
  - Transfinder
  - Type to Learn 4
  - Genetec Security Center Directory Server (1)
  - Genetec Security Center Archiving Servers (5)
  - THS Marquee

**Domain II**

## **Telephony support**

Vendor will support the district's current Vo IP system including:

### **VOIP Telephone system, currently**

- Shoretel Server

### **VOIP Telephone nodes and dedicated trunk lines**

- 446 Telephone nodes
- 2 Trunk lines per site

### **POTS lines**

13 Phone lines<sup>[SEP]</sup>

- Arroyos Del Norte Elementary - 2
- Enos Garcia Elementary - 3<sup>[SEP]</sup>
- Ranchos Elementary - 1<sup>[SEP]</sup>
- Taos Middle School - 1<sup>[SEP]</sup>
- Taos High School - 1<sup>[SEP]</sup>
- Taos Administration Building – 1
- Fire Alarms - 2

### **PBX model and warranty status**

- Affiniti is the current PBX provider. We will be transitioning to new TBD services (either VOIP or on Premise)

### **Cell lines and phones maintained by district**

- 5 Cell phones

Vendor will develop plans for telephony upgrades as appropriate and advise the district on the purchase or upgrade or repair of systems to maintain the district's capacity and increase efficiencies as newer technologies are made current.

## **Domain III Security camera support**

Vendor will support the district's current IP security camera system including:

175 IP cameras, ±15 additional are under consideration  
with 5 archiving servers and 7 viewing stations distributed at 6 sites in the district.

Vendor will develop plans for security and storage upgrades as appropriate and advise the district on the purchase or upgrade or repairs of systems to maintain the district's capacity and increase efficiencies as newer technologies are made current.

**Domain IV**  
**End user hardware and software support**

**Computers on service warranty (with operating systems)**

- 520 MacBook Airs – Mac OS 10.13 or higher
- 8 Dell 3380 Laptops– Windows 10 Pro
- 2 MS SurfaceBooks– Windows 10 Pro
- 1 MS Surface– Windows 10 Pro
- 4 MS SurfaceLaptops– Windows 10 Pro
- 2 Dell XPS Laptops– Windows 10 Pro

**Computers off warranty (with operating systems)**

- 1925 MacBook Pro/MacBook Airs – Mac OS 10.11 or higher
- 110 Dell 7330 – Windows 10 Pro
- 2 MS SurfaceBooks– Windows 10 Pro
- 1 MS Surface– Windows 10 Pro
- 123 Various makes/models (Windows 7 Ent)

**I-Pads on service warranty**

- 243 Gen 6 (running iOS 12 or higher)

**I-Pads (out of warranty)**

- 1,1292 Gen 2, 3, 4 and Air iPads (running iOS 8 or higher)

**Network Printers/Copiers<sup>[SEP]</sup>**

- 38 Copiers – Konica Minolta<sup>[SEP]</sup>
- ±35- Printers (many are still in process of being eliminated)

**Other<sup>[SEP]</sup>**

- 109 Apple TVs
- 4 Hyper-V Virtual machines (Windows Server 2016):  
Operations Manager  
Joomla Web Server  
Follett Destiny  
Maintenance Server (Teaching Wall Clock, PageScope, HelpDesk, etc., )

- 1 Physical Servers (Mac OS 10.14)  
ARD support
- 1 Dell Equallogic Server attached via SCSI to Microsoft Data Protection Manager Server

Additionally, servers hosting the following were purchased along with the software/services and are housed/maintained by Taos IT: <sup>[1]</sup><sub>[SEP]</sub>

- Video Conferencing (3 servers)
- E2020 (1 Server)

Email servers

- *Office 365 – 3200 licenses*

### **Help desk support:**

Vendor will assume the resolution of all recorded help desk tickets for support from all end users. The district will establish one point of contact at each site with administrative rights to assist with remote troubleshooting.

### **Current average help ticket load per month and current average response time**

- Current average # of tickets open per month ± 121
- Response time –two days or less for non-emergencies dependent on ticket  
Response time for emergencies – immediate (24/7 except on Holidays)
- Implement a post support survey of end users (issue resolved, length of time to resolution, and open comment box)

District and awarded Vendor will jointly determine criteria for rating support calls.

## **Domain V Administrative support**

Taos Municipal Schools is seeking vendors to assist the district in building capacity within its organization to support its current IT needs while developing a long term plan for supporting anticipated needs through 2025.

To accomplish this goal, the following tasks are anticipated to be required by each vendor. Vendor's suggestions to meet the district's goals are welcome and should be outlined in their proposals.



- Assess and update the district's current IT inventory annually
- Recommend a cycle of replacement for the district's network infrastructure and end user hardware annually.
- Recommend annual software expenditures to maintain current capacity
- Develop, in partnership with (current e-rate vendor), the district's E-rate applications and assess program changes for years 19-20 through 24-25.
- Assess the district's security infrastructure annually
- Assess bottlenecks in infrastructure or support that hamper the district's IT efficiency
- Facilitate IT strategic and TTT monthly meetings to ensure functionality and communication to support staff success and IT readiness district wide
- Advise the superintendent and the district's IT committee as appropriate to maintain the district's efficiency and security in light of anticipated changes in technology.
- Support the district's point of contact at each site to maintain the efficiency and security of the district's IT infrastructure.
- Provide professional development as appropriate to ensure the district's IT investment remains current and utilized by teachers and staff in support of teaching and learning printing services
- Primary contact for Telephony Software and security camera support contracts
- Oversee contracted service Level Agreements with all contracted vendors for IT.
- Ensure integration of external systems (Canvas, Illuminate, iStation, Teach to One, all testing platforms, and office 356) to our internal systems
- Provide a business specific plan for continuity of operations