



**Town of Monroe / Monroe Public Schools**

**Technology Department**



MONROE PUBLIC SCHOOLS  
— MONROE, CONNECTICUT —

**Request for Quotations**  
**I.T. Project 18-01**  
***Town-wide Leased Lit Fiber***

**Issue Date: February 6, 2018**  
**Closing Date: March 6, 2018**  
**Closing Time: 5:00PM ET**

**Submittal via email only (PDF format):**

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## Section 1 INTRODUCTION

You are invited to provide an electronic quotation to provide a comprehensive, fully integrated, enterprise WAN solution. This Request for Quotation (RFQ) states the overall scope of products and services desired, specific software functionality, technology foundation as well as desired vendor qualifications. Before submitting a quotation, vendors shall examine the specifications in order to understand all existing conditions and limitations.

### 1.1 ANTICIPATED TIMELINE

Listed below are projected dates and times of actions related to this Request for Quotation (RFQ). There may or may not be a formal notification issued for changes in the estimated dates and times.

SELECTION PROCESS	TIMEFRAME
RFQ Issuance	February 6, 2018
Deadline for Questions	February 13, 2018
Vendor Quotations Due	March 6, 2018 5:00PM ET
Selection of Vendor	March 21, 2018
Service Start Date	July 1, 2018

### 1.2 PROJECT GOALS AND BACKGROUND

The Municipality's Goals Include:

- Provide a robust WAN to municipal facilities
- Implement a system that is monitored
- Guarantee system uptime > 99% (As defined: Monday – Friday, 7AM – 5PM, per billing cycle)
- Provide bandwidth > 1Gbps
- Reduce monthly connectivity costs



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## Section 2 PROJECT SCOPE

Under direction of the Director of Technology, this project will involve connection of the following locations:

Location	Connection Type	Current Speed
Technology Center (Hub Site)	Fiber	1000Mbps
Monroe Elementary School	At Hub Site	1000Mbps
Monroe Town Hall	Fiber	1000Mbps
Monroe Police Department	Fiber	1000Mbps
Fawn Hollow Elementary School	Fiber	1000Mbps
Jockey Hollow Middle School	Fiber	1000Mbps
Masuk High School	Fiber	1000Mbps
Monroe Senior Center	Ethernet over Copper	5Mbps
Monroe Food Pantry	Ethernet over Copper	2Mbps
Monroe Animal Shelter	Ethernet over Copper	5Mbps
Wolfe Park Pool	Ethernet over Copper	2Mbps
Wolfe Park Maintenance	Ethernet over Copper	2Mbps
Monroe Alternative School	Ethernet over Copper	5Mbps
Monroe Highway Department	Fiber	1000Mbps
Monroe Volunteer EMS	Fiber	1000Mbps
Monroe Fire 1	Fiber	1000Mbps
Edith Wheeler Memo Library	Fiber	1000Mbps
Chalk Hill Middle School	Fiber	1000Mbps
Stepney Elementary School	Fiber	1000Mbps

## 2.1 DEFINITIONS

Throughout this Request for Qualifications, the following definitions will be used:

- a. "Town" means the Town of Monroe, Connecticut
- b. "BOE" means the Monroe Board of Education / Monroe Public Schools
- c. "Must", "mandatory" or "shall" means a requirement that must be met in order for a response to receive consideration
- d. "Respondent" or "vendor" means an individual or a company that submits, or intends to submit, a "response"
- e. "Response" means a statement of qualifications submitted in reply to this RFQ
- f. "RFQ" means the process described in this Request for Quotations
- g. "Should" or "desirable" means a requirement having a significant degree of importance to the objectives of this RFQ
- h. "Project" means IT Project 18-01 – Town-wide Leased Lit Fiber
- i. "Hardware" means any physical device that supports this project
- j. "Software" means any licensed code or programming that supports this project
- k. "Services" means any consulting or labor by the selected "respondent" as outlined in Section 2.4
- l. "Municipality" means collectively, the "Town" and "BOE"



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#### **2.2 HARDWARE**

Hardware specified and purchased in direct support of this project will be the sole responsibility of the successful vendor.

#### **2.3 SOFTWARE**

Software specified and purchased in direct support of this project will be the sole responsibility of the successful vendor.

#### **2.4 SERVICES**

Services specified and purchased in direct support of this project shall include, but not limited to:

- Project management
- Project specifications
- Hardware installation and configuration
- Software installation and configuration
- WAN monitoring

Solicitation of services not within the scope of this project will not be considered.

Quotes for services shall include subtotals and clearly define options and their pricing.

#### **2.5 DEMONSTRATIONS & PRESENTATIONS**

Vendors may be required to provide detailed demonstrations of proposed solution. Vendors may also be required to make presentations and/or provide written clarifications of their responses at the request of the municipality.

#### **2.6 CONFIDENTIALITY**

All information submitted as part of the vendor's quotation will be deemed confidential. Except as provided in the applicable public records law, there shall be no public disclosure of vendor's quotation submitted in response to this RFQ, including but not limited to disclosure to a competing vendor.



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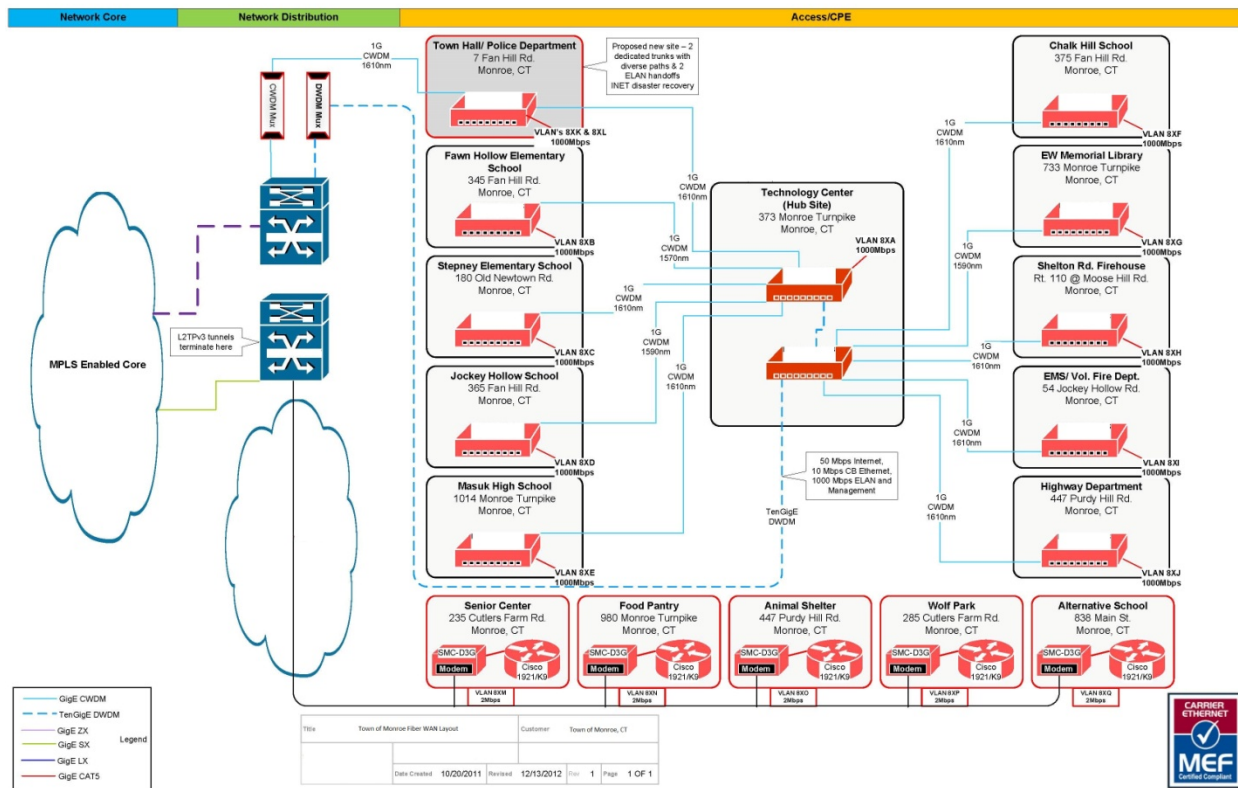


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## 2.7 CURRENT WAN CONNECTIVITY AND LAYOUT

The municipality currently utilizes the following fiber layout:





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## Section 3 COMPLETION OF QUOTATION FORMS

Vendors should submit all the information and documentation requested in Section 5 (Vendor Quotation) of this RFQ. Most subsections require a narrative description and then also have questions listed in a table format for ease of evaluation. All responses should be added to this document or submitted as a separated PDF compatible document with the subsections clearly identified.

### 3.1 PRICING ELIGIBILITY PERIOD

All Vendor quotations are required to be offered for a term not less than 180 calendar days in duration. A quotation may not be modified, withdrawn or cancelled by the vendor during the 180 day time period following the time and date designated for the receipt of quotations. All prices are assumed to Best and Final.

## Section 4 EVALUATION CRITERIA

The Municipality intends to enter into a long-term relationship with a well-established vendor whose products, features, design philosophy, and support policies come closest to meeting the Municipality's needs. The selected vendor must be a well-established, financially stable firm committed to providing Microsoft® Exchange email solutions to the public sector. The ideal vendor will have a significant installed base of public sector clients using the proposed email application and a proven track record of delivering products and services on-time and within budget. The Vendor evaluation process will utilize the following approach:

### 4.1 INITIAL QUOTATION EVALUATION

**Initial Quotation Evaluation:** The initial evaluation will be based strictly on the vendor's quotation response and be performed prior to any formal demonstrations, reference checking and/or site visits. The vendors with the highest score (no more than three) will proceed through to additional evaluation.

### 4.2 FINALISTS EVALUATION

**Finalists Evaluation:** Further evaluation associated with the finalist vendors will be performed as follows:

- Conduct scripted vendor demonstrations
- Evaluate implementation and support approach
- Perform reference checks
- Conduct site visits at the discretion of the Municipality

Based upon the quotation response, product demonstrations, and reference checks, the finalist vendors will be evaluated against the following criteria:



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<b>CRITERIA</b>	<b>WEIGHT</b>
<b>CORPORATE STRENGTH, VIABILITY AND DIRECTION</b>	<b>15</b>
- Financial stability	
- Organizational structure	
- New client growth	
- Length of time company has been in business	
- Commitment to public sector	
- Quality of References	
- Qualifications of Resources	
- Comparable size of installations	
- Quality and clarity of quotation presentation	
- Conformance with quotation response format	
<b>TECHNICAL INFRASTRUCTURE, ARCHITECTURE AND DESIGN PRINCIPLES</b>	<b>25</b>
- Multiple Client configuration options.	
- Configuration management	
- Stability of product	
- Ease of migration	
- Compatibility with existing infrastructure	
- Overall support complexity (effort, skill-sets)	
- Solution reliability	
- Solution performance	
<b>IMPLEMENTATION &amp; SUPPORT SERVICES</b>	<b>25</b>
- Strategic Relationships	
- Ability to provide timely mandated changes as part of support	
- On-going support procedures (prioritization, escalation)	
- Implementation approach (including amount and type of support)	
- Vendor staffing provided on the project	
- Completeness of work plan	
- Vendor staff for support and development	
- Ownership of problems (scope of problem-solving responsibility)	
- Overall satisfaction with Vendor solution	
- Project Management approach	
<b>COSTS</b>	<b>35</b>
- Initial	
- Five year	
- Annual release/upgrades	





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CRITERIA	WEIGHT
- Optional or third party products	
<b>TOTAL SCORE:</b>	<b>100</b>

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**Section 5 VENDOR QUOTATION INSTRUCTIONS**

Please include the following in your quotation:

**QUOTATION SUMMARY FORM**

Name of Company	
Software Brand Name Proposed	
Name of Primary Contact for Follow-Up Questions	
Contact Phone Number	
Fax Number	
E-mail Address	

**TRANSMITTAL LETTER (TWO PAGE LIMIT)**

Please acknowledge that you have received, read and understand all aspects of the RFQ and any addendum that may have been released in conjunction with the RFQ. Please provide contact information of those that are authorized to participate in contract negotiations on behalf of your company.

**A. SOLUTION SUMMARY (TWO PAGE LIMIT)**

Please describe your solution and how it addresses the stated goals of the project. This should be limited to how your proposed solution will directly benefit the Municipality and your unique value that you add. Please avoid the use of boilerplate product information.

**B. CORPORATE OVERVIEW (TWO PAGE LIMIT)**

Vendors must provide information about their company so that the Municipality can evaluate the Vendor’s stability and ability to support the commitments set forth in response to the RFQ. The Municipality, at its option, may require the Vendor to provide additional documentation to support and/or clarify requested information. The Vendor should outline the company’s background including a brief description (e.g., past history, present status, future plans, company size, etc.). The Vendor should also submit (attach) an Annual Report or audited financial information for the past two (2) completed fiscal years, which includes income statements, balance sheets, and statement of cash flows.



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QUESTION	RESPONSE
Please state the year the Vendor started in the business of selling public sector email system solutions?	
How many new public sector email contracts do you average annually?	
Please list and briefly describe any strategic partnerships you have.	
How many total employees does the vendor have in each of the following categories:	
Sales & Marketing	
Research & Development	
Help Desk & Support Staff	
Application Development Staff	
Implementation Staff	
Other	
Total	
Specify the number of public sector vs. private sector clients.	
Indicate whether the business is publicly held or private.	
What percentage of revenues does this offered system represent to your company verses other products/ services?	
Indicate if the company incurred an annual operating loss in the last 5 years.	
What is the current staff turnover rate for your company?	
What is the vendor's percentage of annual revenues reinvested into research & development?	



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**C. IMPLEMENTATION SERVICES**

QUESTION	RESPONSE
1. Please describe the vendor’s implementation methodology.	
2. Does the vendor utilize 3 <sup>rd</sup> party resources or contractors in their implementations?	
3. How many PMP certified Project Directors does the vendor currently have on staff?	
4. How many new client implementations did the vendor perform in each of the past 3 years.	
5. What level of guarantee does the vendor offer to insure the quality of implementation services delivered?	

Please describe your approach and define your deliverables for the following implementation services. It is expected that your quotation includes these services at a minimum.

1. Project Scope Agreement
2. Project Assumptions
3. Personnel Assumptions
4. Technical Support Assumptions
5. Operational & Knowledge Transfer
6. General Project Activities and Deliverables
7. Migration Process Steps and Activities
8. Change Management Approach
9. Communication Plan
10. Schedule Management
11. Resource Management
12. Sample Implementation Plan



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**D. ON-GOING SUPPORT AND MAINTENANCE**

The Vendor must specify the nature, costs and conditions of any post-implementation support options including:

1. On-site support
2. Telephone support
3. Server support
4. Availability of user groups
5. Escalation options and procedures

Identify the party or business unit that is responsible for the support options provided above. Additionally, it is requested that the Vendor submit their Help Desk “prioritization” of support calls and their call “escalation procedures.”

QUESTION	RESPONSE
Does the vendor agree to waive the first year of application maintenance fees?	
Does the vendor have a toll-free support line?	
Does the vendor have regional and national User Groups?	
Does the vendor have an Annual User Conference?	
Please list the locations of support staff that will be utilized by the Municipality	
What are the support hours of operation?	
Does the vendor have a customer Advisory Board?	
Does the vendor assign one individual to take ownership of any support issues the Municipality may have?	
Will the vendor provide unlimited telephone support as part of their annual support agreement?	
Does the vendor provide and maintain a searchable knowledgebase of product support materials made available to its client base?	
Does the vendor provide a customer only web site complete with documentation and software downloads?	
Does the vendor provide an electronic forum for clients to communicate with each other and exchange information?	



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**E. AVAILABILITY & RECOVERY**

Availability and recovery in the event of failure is an extremely important part of this software solution. Please describe options for clustering and load balancing. Please describe any disaster recovery service options you may offer.

**F. VENDOR REFERENCE INFORMATION**

Provide five (5) recent clients references of similar size and requirements. These clients must be live on all modules of the software for a minimum of one year. Please include the following for each reference:

REFERENCES	
Client Name:	
Contact Name:	
Contact Title:	
Contact Phone Number:	
Contact e-mail Address:	
Contract Date:	
Population:	

REFERENCES	
Client Name:	
Contact Name:	
Contact Title:	
Contact Phone Number:	
Contact e-mail Address:	
Contract Date:	
Population:	



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REFERENCES	
Client Name:	
Contact Name:	
Contact Title:	
Contact Phone Number:	
Contact e-mail Address:	
Contract Date:	
Population:	

REFERENCES	
Client Name:	
Contact Name:	
Contact Title:	
Contact Phone Number:	
Contact e-mail Address:	
Contract Date:	
Population:	

REFERENCES	
Client Name:	
Contact Name:	
Contact Title:	
Contact Phone Number:	
Contact e-mail Address:	
Contract Date:	
Population:	



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#### **G. COST QUOTATION**

Costs for the Vendor's proposed solution should be submitted as outlined in this RFQ. Costs should include the complete costs for the proposed solution. Use additional pages as needed to provide additional cost detail.

The following costs must be included in your response:

1. License fees, if any
2. Data migration costs, if any
3. Modification costs if denoted to satisfy a requirement
4. Implementation, training & consulting services costs
5. Annual maintenance cost for five years
6. Estimated travel costs, if any
7. System software, if any
8. Hardware

No additional charges, other than those listed on the price breakdown sheets, shall be made. All shipping and insurance costs to and from the site shall be included in this quotation. All payments to shipping agents and for insurance fees shall be made directly by the Vendor. Vendor shall be responsible for all arrangements for the shipment of equipment / software to the Municipality's prepared site. Specific payment terms will be negotiated as part of the final contract. It is expected that certain payments will be made upon delivery of the software with additional payments made based on specific project milestones. The Municipality may during the implementation period or thereafter require modifications, interfaces, conversion or other services from Vendor. The vendor agrees to provide a written Change Order describing the work to be performed and estimating the costs, including expenses, for the Municipality's approval before any work is initiated by Vendor. Vendor will not exceed the costs set forth in the mutually agreed to Change Orders without justification, in writing, that is acceptable to the Municipality.





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**H. QUOTATION SIGNATURE FORM**

The undersigned, as quotation responder, declares that he/she has carefully examined all the items of the Specifications and Instructions herein that he/she fully understands and accepts the requirements of the same, and he/she agrees to furnish the specified items and will accept, in full payment therefore, the amount specified below.

Quotations shall include installation services, and the successful respondent shall obtain all required permits and pay fees required.

Firm Name: \_\_\_\_\_

Date: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Signature: \_\_\_\_\_

(Person executing response & official capacity)