Request for Proposal (RFP) for Managed Network Services

Clarksdale Collegiate Public Charter School
1012 W. 2nd St.
Clarksdale, MS 38614
Phone: 662-313-6854
EMail: keithan.dear@clarksdalecollegiate.org
July 2023
Submission and Proposal

The deadline for submission of written questions is August 31, 2023. All responses to written questions and changes to specification requirements will be communicated via email to the person submitting questions.

All questions, comments and requests for clarifications must be in writing. Any oral communications shall be considered unofficial and non-binding. Only written responses to written communications shall be considered official and binding upon the Clarksdale Collegiate.

Clarksdale Collegiate reserves the right, at its sole discretion, to determine appropriate and adequate responses to the written comments, questions and requests for clarification.

All addendums and/or any other correspondence (general information, question and responses) to this RFP will be made available exclusively through the Clarksdale Collegiate Public Charter School. Contractors are solely responsible for frequently checking this website for updates to this RFP.

Proposal Request

Clarksdale Collegiate is soliciting proposals to obtain network monitoring and management services support for our enterprise network. The Managed Network Services Provider will be able to deliver services consisting of but not limited to:

Project Manager and Contact with Clarksdale Collegiate; Questions about this RFP. Direct questions and concerns to:

Keithan Dear
1012 W. 2nd St.
Clarksdale, MS 38614
Phone: 662-313-6854
E-Mail: keithan.dear@clarksdalecollegiate.org
**Description of Project and Nature of RFP**

Management of Local Area Networks (LAN)
Management of Wide Area Networks (WAN)
Management of Wireless Network
Performance Testing
Collaboration with Technology Manager on update/changes and troubleshooting.
Carrier Troubleshooting
Upgrades for network hardware and software
Service strategy, service operation and continual service improvement aligned with Information Technology Infrastructure Library (ITIL) methodology

**Scope of Work.** The following section details the scope of work and requirements of Clarksdale Collegiate Public Charter Schools but is meant as an initial guide for the proposal. The School is looking for a comprehensive and best practice solution to include the devices listed below.

**RFP for Managed Network Services**

Please Provide checklist of these services that can be provided in your proposal:

- Device health monitoring (interface errors, CPU/memory utilization, etc.)
- Troubleshooting hardware issues (errors on interfaces, CRC, Collisions, etc.)
- Responding to alarms from the Network Management Systems. (Bandwidth utilization, Latency, Up/Down, CRC)
- SNMP monitoring and reporting tool
- Configuration management, monthly backup of configuration files in routers, firewalls and switches
- Internet Health and Connectivity with monitoring and support
- Troubleshoot with broadband vendors to resolve Internet outages
- Scheduled maintenance including patches and minor updates
- QoS performance related issues troubleshooting support
- Functional changes including firewall rules, NAT, static route changes.
- VPN Health and Connectivity with monitoring and support.
- Wireless infrastructure support.

**Servers, Switches and Network Appliances**
<table>
<thead>
<tr>
<th>Cisco Meraki MX100</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco Meraki MR36 Access Points</td>
<td>50</td>
</tr>
<tr>
<td>Cisco Meraki MS225-24P</td>
<td>9</td>
</tr>
<tr>
<td>Unifi US-24-250W</td>
<td>1</td>
</tr>
<tr>
<td>Dell Edge Server</td>
<td>1</td>
</tr>
<tr>
<td>Unifi 8 port Switch</td>
<td>1</td>
</tr>
<tr>
<td>Nokia 7210 SAS D</td>
<td>1</td>
</tr>
</tbody>
</table>

**Compensation Amount and Schedule.**

The timing of the payment or payments will be determined by a contract based on the project scope of work and budget. Provide separate pricing for the following, regardless of whether the items will be bundled:

- Fixed price proposal for complete Managed Network Services including options professional services for implementation and maintenance
- Additional requirements or services.

**Contents of Proposal.**

The proposal should include sections, numbered as follows:

**Contact information.** Include the candidate’s name and address, and the contact information (name, mailing address, email address, fax number, and telephone number) of the person whom the Clarksdale Collegiate should contact regarding the proposal.

**How to Submit Proposal**

Candidates should submit their proposals to the Technology Manager at the following address:

Attn: Keithan Dear  
Technology Manager  
1012 West 2nd Street  
Clarksdale, MS 38614  
keithan.dear@clarksdalecollegiate.org

Please provide a response in the appropriate business format. Submit an electronic copy and 1 hard copy of the completed proposal.