

Status: Advertised |
Bids: 0

General Info

to **disable** Q & A notifications for this solicitation.

Number

RISTE FY2024-002: Cloud Services

Deadline

06/12/2023 10:00 AM EDT

Auto Advertise

05/02/2023 08:00 AM EDT

**Manually advertised on 05/01/2023 05:43 PM EDT

Description

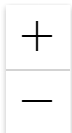
RISTE is releasing this RFP to assist our members in procuring, configuring, maintaining, and receiving professional services related to cloud based solutions.

State

Rhode Island

County

Washington



Help

Allow zero unit prices and labor?

No

Allow negative unit prices and labor?

No

Allow Electronic Signatures?

Yes

Allow vendors to ask questions?

Yes

Restricted?

No

Mark solicitation as an RFP?

Yes

Evaluation

Deadline

Remarks

Score

Description

0 scores

User Name

Email

Phone

0 Evaluators

Q & A

Deadline

Same as solicitation deadline.

Remarks

No questions have been asked.

Scope/Purpose

It is the intention of RISTE to receive proposals for cloud base solutions, products for our consortium members.

This RFP will allow RISTE to negotiate a statewide contract for the consortium members.

Scope/Purpose: Definitions

These definitions will be included in the contract provided to those vendors awarded.

1. "Vendor" means a dealer, distributor, merchant, or other seller providing goods or services to RISTE.
2. "Confidential Information" means any non-public information disclosed by either Party to the other, related to the operations of either Party or a third party that has been identified as confidential or that by the nature of the information or the circumstances surrounding disclosure ought reasonably to be treated as confidential. Without limiting the generality of the foregoing, Confidential Information will be deemed to include, without limitation, information about a Party's business, vendors, licensees, end users, end users' grades or other educational information, end-users' financial information, transaction data, Application, services, employees, finances, costs, expenses, price lists, financial or competitive condition, policies, and practices, computer software programs and programming tools and their respective design, architecture, modules, interfaces, databases and database structures, non-literal elements, capabilities and functionality, source code and object code, as well as research and development efforts, marketing and distribution efforts, licensing, cross-licensing, marketing and distribution practices, computer software programs and other information licensed or otherwise disclosed to a Party in confidence by a third party, and any other non-public information that does or may have economic value by reason of not being generally known.
3. "Documentation" means, with respect to any particular Application or Equipment, any applicable standard end-user specifications and/or operating instructions provided by Vendor for such Application and/or Equipment, which may be amended from time to time. Documentation does not include any sales or marketing materials.
4. "Educational Institution" is any public, private, or charter PK-20 school, college, or university.
5. "FERPA" means, The Family Educational Rights and Privacy Act (FERPA) is a federal law that affords parents the right to have access to their children's education records, the right to seek to have the records amended, and the right to have some control over the disclosure of personally identifiable information from the education records. When a student turns 18 years old or enters a postsecondary institution at any age, the rights under FERPA transfer from the parents to the student ("eligible student"). The FERPA statute is found at 20 U.S.C. § 1232a and the FERPA regulations are found at 34 CFR Part 99. Vendor is expected to comply with applicable provisions of FERPA.
("Family Educational Rights and Privacy Act Regulations (PDF)." <https://www2.ed.gov/policy/gen/guid/fpco/pdf/ferparegs.pdf>. Accessed 4 Oct. 2019)
6. "Effective Date" means the date upon which both Parties have executed this Agreement.
7. "Licensee" means RISTE on behalf of the school districts in the State of Rhode Island which accepts the provisions of this agreement by formal action of its Board of Education.
8. "Licensee Content" means any data, information, graphics or other files or other content, including, but not limited to materials, provided by or for Licensee or any end-user of the Application through use of the Application, excluding any portion of the Application or Documentation.
9. "Party" means either Vendor or Licensee.
10. "RISTE": Rhode Island Society of Technology Educators
11. "Services" means any services provided by Vendor to the Licensee pursuant to any Schedule, including, without limitation, consulting, educational, hosting, system administration, training or maintenance, and support services.
12. "Product" shall include each and every service specified in Exhibit A, which Vendor has developed, owns, or which Vendor has acquired the right to resell.
13. "Purchasing authority": Rhode Island Statute - § 16-2-9.6 This act allows school committees and the Rhode Island Society of Technology Educators ("RISTE") to enter into joint purchase agreements for the purchase of technology and IT infrastructure.

- technology and IT infrastructure.
14. "Student Data" means personally identifiable information from student records that Vendor receives from a licensed district.
 15. "Personally Identifiable Information" ("PII") as applied to Student Data, means personally identifiable information as defined in 34 CFR 99.3 implementing the Family Educational Rights and Privacy Act (FERPA), at 20 USC 1232a
 16. "Personal, Private, and Sensitive Information" ("PPSI") is any information to which unauthorized access, disclosure, modification, destruction, or disruption of access or use could severely impact critical functions, employees, customers or third parties, or students in general. Private information could include one or more of the following: Social Security number; driver's license number or non-driver ID; account number, credit card number, or debit card number and security code; or access code/password that permits access to an individual's financial account or protected student records.

Scope/Purpose: Purchasing Authority

The Rhode Island Society of Technology Educators (RISTE) is an incorporated not-for-profit membership organization dedicated to maximizing the value of educational technology to its members by working with IT vendors to procure the most effective and appropriate technological resources at the lowest possible price.

Educational institutions throughout Rhode Island rely on RISTE to provide the lowest cost solution for technology purchasing by aggregating the buying power of the state and providing flexible distribution options for hardware, software, online resources, technology furniture, and books. Currently serving 33 public school districts, 306 individual schools, and 14 independent schools; RISTE represents over 142,000 students and thousands of staff. For a list of our current members visit: <https://www.ri-iste.org/Member-Districts-Schools-Associations/>.

RISTE, as consortium agent, conducts this request for proposals on behalf of the educational institutions holding current and valid membership in the consortium ("Consortium Members"). All proposals submitted must include a 2% administrative fee returned to RISTE for each sale made under this agreement after each fiscal quarter.

RISTE agrees and represents that it has the agreement of all Consortium Members to enter into this request for proposals, and each Consortium Member accepts and agrees to the terms and conditions of this request for proposals, as if it has itself executed the same. Any resulting agreement from this procurement shall be available to other public entities across the RISTE membership through execution of the RISTE membership agreement.

State of Rhode Island

TITLE 16 - Education CHAPTER 16-2

School Committees and Superintendents [See Title 16 Chapter 97 – The Rhode Island Board of Education Act] SECTION 16-2-9.6

- **16-2-9.6. Joint purchasing agreements for technology and IT infrastructure.**

Notwithstanding any other law or rule, any two (2) or more school committees may establish joint purchasing agreements between and among themselves or with the Rhode Island Society of Technology Educators ("RISTE"), a domestic, nonprofit corporation, for the purposes of establishing bids pursuant to chapter 55 of title 45, and jointly purchasing technology-related goods and services. The RISTE, acting on behalf of any school committee(s) that are members of a joint purchasing agreement with RISTE, may establish specifications and bid on behalf of the member school districts. The RISTE shall comply with bidding requirements of chapter 55 of title 45. The RISTE and any consortia created pursuant to a joint purchase agreement under this chapter shall be entitled to all the rights and benefits set forth in § 37-2-56. Notwithstanding the foregoing, nothing in this section permits any non-public school or non-public school district access to the master price agreement maintained by the department of administration, division of purchases

agreement maintained by the department of administration, division of purchases.

Scope/Purpose: Requirements

1. The proposals will be evaluated by using criteria, including but not limited to: pricing ability (existing or possible with OSHEAN AS# 14325), pricing discounts, adherence to requirements, demonstrated your cloud expertise, known vendor performance history in the implementation, and service level of same or similar proposal(s), current and past vendor financial status, and customer references.
2. Vendor must guarantee discount.
3. Vendor must provide RISTE with quarterly reports detailing purchases made by RISTE members.
4. Quarterly reports shall be required, summarizing sales under this agreement, no later than 30 days after the end of the fiscal quarter. There will be a 2% administrative fee returned to RISTE for each sale made under this agreement after each fiscal quarter.
5. Vendor must guarantee/provide a discount structure for the term of the contract.
6. All pricing proposals submitted in response to this RFP must include a 2% administrative fee returned to RISTE for each sale made under this agreement.
7. All proposals submitted in response to this RFP will be compared based on this methodology. Any other method of discounting will not be considered, in order to accurately and fairly compare all Vendors proposals submitted.
8. Vendor must outline managed and professional services pricing available to educational entities.
9. If awarded, the vendor will work with RISTE to negotiate a contract that will be renewed annually. The contract will be provided by RISTE. Some of the provisions of the contract are explained above.
10. Vendor will provide a privacy policy to show how student data will be protected.

Scope/Purpose: General Evaluation Criteria

1. RISTE reserves the sole right to accept/reject or award to multiple vendors any and all proposals based on (but not limited to) the criteria as stated in paragraph 1 under the heading "REQUIREMENTS".
2. Vendor must detail procedures for real time, direct telephone and email access to live technicians in vendor's support center via a toll free number.
3. The RISTE contract will be provided to the vendor(s) awarded the bid. Both parties will work together to execute a final contract.
4. Vendor must complete all sections of the RFP. If they have no response for an item, vendor must enter N/R and an explanation of why they have no response.

Scope/Purpose: Good Faith Statement & Communication

All information provided by RISTE in this RFP is offered in good faith. All awarded Vendors must confirm and extend Good Faith Efforts throughout the duration of the award. Vendors should not quote the RISTE award and then utilize another contract to procure the goods through.

Contract pricing should be considered the ceiling for RISTE members. Members may still negotiate preferred pricing, manufacturers rebates, or higher discounts for large purchases, and the RISTE admin fee should be calculated on the final purchase price. All RISTE members must continue to follow their local purchasing policies.

RISTE award(s) are to supercede all bids, contracts, and Master Pricing Agreements of RISTE members unless a RISTE member has explicitly requested that another bid, contract, or Master Pricing Agreement is to be used.

Individual items are subject to change at any time. RISTE makes no certification that any item is without error. RISTE is not responsible or liable for any use of the information or for any claims asserted there from.

Vendor confirms and acknowledges Good Faith Efforts and will do so throughout the full duration of award(s) and any following extensions.

*

Summary

RISTE provides instructional technology services to over 33 school districts Pre-K-12 in 5 counties. RISTE is seeking the expansion of its current bid offerings to include cloud-hosting services to meet the demands and needs of the current and anticipated future members. This RFP will also be used for a statewide contract that allows educational entities to utilize the contract. This means that most of the 33 school districts in Rhode Island state will have access to this contract if awarded.

Attachment List

Order	Name	Description
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0 Attachments

Vendor Profile: Corporate Overview

Please provide answers to the following questions.

1. How many years has your company been in business?*

2. How many years has your company been providing the products/services for New England educational institutions?*

Vendor Profile: Corporate Overview (AWS/Azure specific)

Please provide answers to the following questions.

3. In what year did you become a distributor or reseller for AWS?*

4. In what year did you complete your first AWS project?*

5. What is your level in the Amazon Web Services Partner Network (APN)? Please list your AWS Competencies, if any.*

6. In what year did you become a distributor or reseller for Microsoft Cloud products?*

7. In what year did you become a distributor or reseller for Microsoft Cloud products?*

8. In what year did you complete your first Microsoft Cloud solution?*

9. When did you become a Microsoft Cloud Partner? Please list any of your Solutions Partner Designations.*

Please attach any published reviews, blog posts, research and/or articles about projects you have completed using AWS/Azure services in the section below.

**Vendor Profile: Corporate Overview
(Vendor Agnostic)**

Please provide answers to the following questions.

This section is for any other cloud solutions provider who is not Amazon or Microsoft.

In what year did you become a distributor or reseller for this vendor?*

In what year did you complete your first project with this Cloud Provider??*

Does this Cloud Service Provider had a Partner Network? If so, please list you or status. Please list your Competencies with this vendor, if any.*

What does cloud service partner have the ability or currently peering with OSHEAN (AS# 14325)?*

Please attach any published reviews, blog posts, research and/or articles about projects you have completed using mentioned provider services in the section below.

Corporate Overview Documents

Name	Description	Omission Terms
Corporate Overview Supporting Documents	any published reviews, blog posts, research an...	Not applicable

1 Required Document

Vendor Profile: Financial Information

10. Is the company privately or publicly owned?*

11. Has the company filed for bankruptcy or reorganized due to financial hardship in the last 10 years?*

12. Has the ownership changed during the last five years?*

13. How long has the CEO been with the firm?*

14. Please provide the last three years of financial history including annual reports.*

15. What is your company's credit rating?*

16. Are you involved in any litigation?*

Choices...

If yes on question 16, list each.

We reserve the right to request any additional financial data we deem helpful in evaluating your company.

Vendor Profile: Employees and Support Personnel

17. How many employees do you have working on this contract in the following areas?

Sales*

Service Project Support*

Contract Support*

Technical Support*

Application Support*

Training*

Research & Development*

Management*

Clerical*

Other

18. Describe the account team supporting this contract. What trainings/certifications do they have specific to AWS, Microsoft, another provider of cloud services?*

19. Describe the technical staff supporting RISTE members. What are their AWS, Microsoft Cloud, another provider of cloud services certifications? Please describe their specializations. Provide the number and types of related projects they've worked on.

19. Response*

20a. Describe your network of AWS, Microsoft Cloud, and/or another cloud provider service partners. What is your process for onboarding new partners to fill gaps in your service offering?

20a. Response*

21. Please describe how you will provide implementation and ongoing support of our cloud usage.*

Cloud Service: Project Scenario

For each of the following, please respond with your suggested solutions using Cloud native services. The examples scenarios are designed to evaluate the depth and breadth of your expertise. They are fictitious and for evaluation purposes only. You may include assumptions if a required detail is not included. You are encouraged to describe how you would approach each scenario.

SCENARIO 1 - An educational entity would like to replicate a functioning copy of their Active Directory to Cloud, providing High Availability and Disaster Recovery. The entity wants two additional domain controllers. They have 20,000 objects. They will connect via VPN. What services will you use? What are your key considerations for providing this solution?

SCENARIO 1 - Response*

SCENARIO 2 - An educational entity would like to implement a cloud-hosted Ed-Fi operational data store in order to: 1) monitor early warning signs of a student falling behind and 2) visualize this data for teachers, parents, and students. They will start by integrating data from three applications; each application vendor is cooperative with this project. What services will you use? What are your key considerations for providing this solution?

SCENARIO 2 - Response*

SCENARIO 3 - An educational entity is planning to repurpose its computer labs for classroom space. They want to use a cloud service to run graphics-intensive applications on their Chrome devices. This entity will use the app-streaming service for 40 weeks per year, 4 hours per week, and has 1,000 students and instructors who require licenses. What services will you use? What are your key considerations for providing this solution?

SCENARIO 3 Response*

SCENARIO 4 - An educational entity wants to eliminate their on-premise aging tape library. They have 400 TB annually in monthly backups and 900 TBs annually for daily and weekly backups. Their retention policies are as follows: monthly backups – 1 year, weeklies and dailies – 30 days. They would like to migrate their current backup jobs to the cloud. What services will you use? What are your key considerations for providing this solution?

SCENARIO 4 Response*

SCENARIO 5 - An educational entity has a team of researchers who need to migrate, store, and analyze 120 TB of data. The researchers have historically used their own data center and have limited familiarity with and knowledge of cloud computing. What services will you use? What are your key considerations for providing this solution?

SCENARIO 5 Response*

Cloud Services: Scenarios Continued

The examples scenarios are designed to evaluate the depth and breadth of your expertise. They are fictitious and for evaluation purposes only. You may include assumptions if a required detail is not included. You are encouraged to describe how you would approach each scenario.

SCENARIO 1: Colocation: Cold, Warm, Hot Site(s):

We are looking for 3 answers, one each for a cold site, a warm site, and a hot site.

An educational organizations is exploring options for cloud base colocation of their critical services (DHCP, DNS, AD (20,000 objects), Fileserver (10Terbabytyes) , SQL). The organization is currently all on prem for these services. What combination of services (cloud and professional) would you utilize to accomplish this? What are your key considerations for providing this solution?

SCENARIO 1 Response - Cold Site*

SCENARIO 1 Response - Warm Site*

SCENARIO 1 Response - Hot Site*

SCENARIO 2 - Cloud Offsite Immutable Storage:

We are looking for 2 answers based on, one organization that currently has software to allows for Scale out Repositories and another organization that does not have this/these features yet.

An educational organization is looking to have offsite cloud based immutable storage. They currently have 50 terabytes of local storage to allow for Grandfather-Father-Son backups which they want replicated into a cloud based solution.

What combination of services (products and professional services) would you utilize? What are your key considerations for providing this solution?

SCENARIO 2 Response - Organization has Scale Out Repository Features*

SCENARIO 2 Response - Organization does not have Scale Out Repository Features:*

SCENARIO 3 - Virtual Private Server(s) :

An educational organization is looking to start placing services into the Cloud. They are interested in putting a SFTP/SSH accessible server that will be utilized to store and transmit student and employee personally identifiable information.

What combination of services (products and professional services) would you utilize? What are your key considerations for providing this solution?

SCENARIO 3 Response - Virtual Private Server(s)*

Vendor Profile: Installation Base

22. How many New England educational institutions use your deployed/implemented cloud based solution?

Please differentiate between K-12 public, private, charter, and higher education.

22. Response*

23. How many educational institutions throughout the country use your deployed/implemented cloud based solution?

Please differentiate between K-12 public, private, charter, and higher education.

23. Response*

Vendor Profile: Marketing/Training Information

24. Please detail your corporate marketing plan for this contract. What activities do you commit to perform monthly, quarterly, and annually to promote this contract's success. Please note: All marketing plans and publicity notices must be approved by RISTE.

24. Response*

25. What is your plan to provide technical training to RISTE members? What if any involvement would you have in participating in RISTE-sponsored cloud service(s) user groups?

25. Response*

Vendor Profile: Support Information

26. Describe how cloud service support issues are reported, tracked and handled by your support staff.*

27. How do you provide fixes?*

28. How will you provide new service release information to the consortium?*

29. Do you have a toll-free phone support hotline? Please list number.*

30. Is there an extra charge for the support hotline?*

31. What hours is your support line available?*

32. Describe the support model you will use in working with the consortium.*

Vendor Profile: Pricing Structure

33. Pricing Description: please write a brief description of your pricing for the cloud based services and any other managed and professional services you recommend. Include all fees and any additional charges for any extra features you may offer.

33. Pricing Description:*

***Please keep in mind that RISTE 's goal is to aggregate spend across the state. You may choose to offer tiered discounting.**

Pricing Discounts: List the discount from the provider MSRP you will provide to RISTE. THIS MUST BE PRESENT, or we will not make an award. Please provide the list price, showing MSRP, your discount, and the discounted pricing RISTE members will receive. The RISTE administrative fee (2%) is to be calculated into your price. All proposals submitted in response to this RFP will be compared based on this methodology. Any other method of discounting will not be considered, in order to accurately and fairly compare all Vendors proposals submitted.

Pricing Discounts:

Pricing Services: Provide a list of related services you offer, including descriptions, pricing, and unit of measure (i.e. hourly, daily, per engagement) for each.

Pricing Services:

Educational entities are able to purchase at any time during the year. Quotes provided to RISTE members must include the contract number provided upon award.

Vendor Profile: Client References

30. Please list at least 5 and up to 10 customers that have implemented your product that we may contact. Preference is given to educational entity references. (Click the + to add additional fields)

Name:*

Address:*

Phone Contact:*

Title:*

Install Date:*

Additional Documents

Name	Description	Omission Terms
Optional: Vendor is not required to complete.		
Optional additional documents	Optional additional documents	Not applicable

3 Required Documents

Name	Description	Omission Terms
Optional additional documents	Optional additional documents	Not applicable
Optional additional documents	Optional additional documents	Not applicable

3 Required Documents

Proposal Signature Page

The undersigned hereby agrees to the specifications, terms and conditions of this request for proposals from Proposers to provide products and/or related services.

The undersigned acknowledges his authority to submit this proposal on behalf of the Proposer listed below and bind it to comply with these specifications, terms and conditions if any contract is awarded through this RFP process.

Name of Company Proposing:*

Contact Person:*

Email Address:*

Address of Company Proposing*

City:*

State:*

ZIP:*

Telephone Number*

Federal Tax ID No:*

Name of Person Filling out Proposal*

Title:*

Signature:*

Date:*

(Must be signed by an officer or duly authorized company representative.)