Greene County School District
E-Rate RFP for Web Hosting 2014-2015
RFP# WebHost 14-15
Posted Novemeber 4, 2013

The Greene County School District will accept proposals by sealed bid no later than Wednesday, December 4th at 2:00 pm. Please review the attached Proposal Sheet for instructions on where to mail sealed bid proposals to. Vendors are to provide a comprehensive proposal for the development, implementation and maintenance of a content-managed website for the Greene County School District and for all of its schools. All purchases made from this RFP are contingent upon E-rate and local school board approval. The terms of the contract for the winning proposal will be for a period of an initial 3 year term with the option for 2 annual renewals (total of 5 years) beginning on July 1, 2014 and the contract may be cancelled with sixty days prior written notice.

Preferred vendor proposals should include theme design, installation, maintenance, backup, training and technical support costs where eligible. All ineligible services or charges should be itemized by Vendor on a separate quote/proposal and submitted along with the sealed bid clearly marked as **Ineligible Services Proposal**:

Vendor should provide detailed information as to what portion of the web hosting service is eligible for E-rate discounts (percentage and dollar amount) and what portion is ineligible and thus the responsibility of the District. Vendor may consider conducting a needs analysis survey to determine best solutions and can be arranged through the following contact:

Jason Patrick
Technology Coordinator
910 W. Summer St.
Greeneville, TN 37743
(423) 798-2622
patrickj@greenek12.org

The Greene County School District currently uses a web hosting solution that provides space and bandwidth for all district and school level pages that are developed and maintained by a district and school level webmasters. It is the district's goal to keep these resources on a hosted solution that provides sufficient storage and bandwidth to meet the district goals for web based communication to parents, staff and the community at large.

Scope

The following items are key elements in a quality proposal to the District to assist in evaluating the best solution and making a vendor selection.

- Training: Vendor should provide training (Onsite (initial) and online) to designated webmasters (managers) to support and maintain web site content. Vendor should provide a robust ongoing training system (online or print) to support future growth and additional users.
- Browser independence/mobile accessibility: Ideal platforms will demonstrate the ability to be viewed/edited on a variety of platforms/ browsers, including but not limited to Internet Explorer, FireFox, Safari, Google Chrome, Ipads, Ipods, and mobile phones.
- Highlight School News: Site Managers can change site content and articles to highlight school events.
- Include Private Sections: Sections or sites that can be password protected.
- Provide Up-To-Date Content: Designate content managers who can easily change or update site content in a timely manner. Site managers can approve content before it is published for public display. Content can be posted and removed by date automatically.
- Provide School Forms: Post forms online making them easily accessible for view, print or download.
- Interactive communication features including but not limited to blogging, email lists, instant messaging, and chat.
- School Events Calendar: Provide public events calendars with automatic email reminders and change notifications for users. A desirable feature is the ability to have parents access to the appropriate calendars that are appropriate for the schools their children attend. Even better an integrated calendar in which the parent only needs to view one calendar in which all relevant events are shown in relation to the schools their child or children attend.
- Searchable Content Archive: Expired content can automatically be archived and available via a searchable content library.
- Server based spell checker and profanity filter.
- Translate Content: Language translation features that allow readers to easily translate content into multiple languages.
- Create banners and buttons: Highlight special sections, sponsorships, or advertisements by easily creating banners and buttons.
- Conduct Polls and Surveys: Interactive polling and comprehensive surveys that allow District personnel to gauge constituent interest in - and awareness of- school related issues. Results should be able to be generated in an easy to read report format or downloaded in a raw data format.
- Gather Reader Feedback: Public feedback options that allow readers to submit comments regarding site content. Site managers and other District personnel can review and approve all responses before they post on the site.

- Include images and Slide Shows: Images can go directly from a digital camera to hosted without photo-editing software. Users can create slide shows with full-sized images and captions.
- Provide Accessibility: Provide accessibility to people with visual disabilities in full accordance with ADA/Section 508 guidelines.
- Transfer/ import of existing content: Management system should be capable of importing content from existing web sites in .txt or html format.
- Traffic/visitor monitoring: Site managers should have access to comprehensive traffic monitoring tools, including the ability to track the number of visitors to pages and sections of the web site.
- Bandwidth: Priority consideration will be given to Vendors who offer unlimited bandwidth for both uploading and downloading of files/pages by Site Managers and visitors. Vendor must state bandwidth restrictions and overage fees if they exist.
- File Storage/Backup: Vendor should provide adequate storage for future growth and addition of files including but not limited to photos, documents, and videos. All files should be backed up in a secure, redundant environment. Priority consideration will be given to vendors who can offer unlimited space for all sites including teacher sites.
- Storage Space for Students: Vendor provides a storage site for eligible students with a minimum of 15 MB of storage.
- Vendor must provide at least five references of schools or school districts who have experience in using proposed solution.

Vendor Selection:

In keeping with the guidelines of the USAC, this RFP will be awarded to the most cost effective provider. Prices will be the primary factor, but not necessarily the sole factor, in evaluating the RFP's. The customer does not guarantee any award of contract by submitting an RFP.

These factors may be utilized in weighing the RFP responses as follows:

Factor	Weight
Price	25%
Other Costs	10%
Customer Solution meeting district needs	20%
Customer Experience with Provided Applications (References)	20%
Ability to meet future needs (Web 2.0, storage, and bandwidth)	10%
Vendor Experience	10%
Flexibility of contract terms	5%