



FEDERATED STATES OF MICRONESIA
DEPARTMENT OF EDUCATION

National Government

P. O. Box PS 87

Palikir, Pohnpei FM 96941

Telephone: (691) 320-2609/2647 Fax: (691) 320-5500

Request for Proposals

1. General

The FSM Department of Education is responsible for the general supervision and coordination of special education and related services to eligible children with different abilities throughout the nation. In meeting the requirements of the National Department of Education (NDOE) and applicable US mandates, NDOE may utilize external technical assistance, training, and support to assist in the delivery of special education programs and services. This request for proposal is to enhance and maintain an existing department server and related systems to ensure program goals and objectives are met.

2. Request for Proposal

The Department of Education's Division of Special Services (DSS) is seeking qualified individuals or companies to provide technical support for DSS server upgrade, backup deployment and system maintenance. DSS operate from locations in Chuuk, Kosrae, Pohnpei and Yap. DSS requires 1st and 2nd level IT support services that will be utilized to assist the IT staff in problem resolution, as well as the ongoing support of server and networking infrastructure.

3. Eligible Applicants

Any individuals, organizations, or companies within the FSM are eligible to respond with proposals. This is open to private corporations and companies and other non-government organizations. All vendors must meet each of the following requirements to be eligible to submit proposals:

- Must be able to provide support remotely through the DSS Wide Area Network;
- Must be a registered business within any of the four states of the FSM;
- Must be in good business standing with the law, suppliers, and customers;
- Has been in the IT services and computer supply businesses for a period of at least three (3) years;
- Has a proven history of supporting complex server systems and migration of system platforms.

The vendor must provide warranty services for all existing server, networking and power infrastructure for the duration of the contract. The replacement of equipment when claiming warranty can be performed off island, as there are no tier one hardware vendor that provides warranty services within the FSM. Freight services for the inbound or outbound transportation of equipment when claiming any warranty will be performed at the vendor's expense.

Proposals from other entities may be considered in case of difficulty finding suitable applicants from within the aforementioned localities.

4. Scope of Work

The information below provides more details of this request for proposals. All proposed activities should commence on or about February 1, 2022 and should be completed by January 31, 2023. Interested parties must submit a detailed proposal with descriptions of activities to be carried out during the duration of the project and a detailed budget for technical support for DSS server upgrade, backup deployment and system maintenance works.

The following services should be included with the proposal with a description of the services provided for each:

- First and Second Level IT Support
- Cloud Migration
- Incident and Problem Resolution
- Client Application Support
- Monitoring of Systems
- Server Application Support
- Network Support
- Security Advice
- Preventative Maintenance
- Hardware Warranty Support

The following subscriptions and services must be supplied/renewed as part of the contract:

- Email Virus and Spam Filtering Service;
- Sonic Wall Comprehensive Gateway Security for existing appliances;

5. Selection Criteria and Review Panel

Each vendor's response will be evaluated based on, but not limited to, the following criteria:

- Vendor experience with the supply of equipment and services;
- Proximity to the specification of services needed;
- The total cost of services proposed;
- Vendor support channels, regional or local presence, and reputation;
- The level of warranty, support, and installation services offered.

A four (4) member panel will review the proposal(s) and recommend their selection to the Secretary of Department of Education for final decision of the recommended proposal.

The Government reserves the rights to refuse any and/or all proposals on the basis of incompleteness and/or non-compliance. In the event no proposals are accepted, the government shall re-announce the Request for Proposal.

6. Date of Submission

All proposals shall be submitted no later than **January 14, 2022** at **1700** hours to the address below:

Gardenia Aisek, Secretary, FSM Department of Education, P.O. Box PS 87,
Palikir, Pohnpei FM 96941. Telephone (691) 320-2609/2647 or
gardenia.aisek@national.doe.fm; aalbert@dss.edu.fm