



RISTE Amazon Web Services Request for Information

January 15, 2019

Project Introduction

This document is a Request For Information (RFI) regarding vendor capabilities of supporting the sales of Amazon Web Services (AWS) for all Rhode Island Society of Technology Educators (RISTE) district members. RISTE is seeking preliminary information to help design a formal RFP for AWS services, to be posted April 2019.

RISTE is a membership organization with significant purchasing power for all K-12 private/public educational institutions across Rhode Island. RISTE is seeking the expansion of its current bid offerings to include cloud-hosting services to meet the demands and needs of the members. More organizational information can be found here:

<https://www.ri-iste.org/About-Us>

Primary Objectives of the Project

RISTE has three primary objectives for considering AWS cloud services:

Cost efficiencies: Schools and districts are under unprecedented pressure to operate as efficiently as possible. District and school IT infrastructure are often designed around maximizing existing infrastructure in both utilization and age. Most schools and districts do not have the ability to complete a server refresh on the timelines set forth by industry standards. Further, most of the time, this equipment requires proper cooling and battery backup to keep it operating throughout the year even when school is not in session/the servers are not being used. RISTE seeks to understand if the use of properly tailored cloud services offers cost efficiency in energy consumption by controlling the time of when the resources would be available according to the school/work schedule.

Flexibility and scalability: Cloud-hosted services are arguably the most dynamic, rapidly changing area of educational IT. New applications, new types of data, unanticipated growth and new projects appear frequently, and with little advance notice. School's and district's network infrastructure acquisitions are severely constrained by budgeting processes, making capital expense acquisition especially challenging. RISTE seeks to understand if, by shifting expenses to the operating side of the budget, cloud computing increases the responsiveness of schools and district's to the rapid-fire changes of educational IT.

Reduction in staff support time: Budget pressures are forcing districts/schools to operate with minimal staff. It is imperative for all IT organizations to assure the most effective and efficient use of staff. RISTE is interested in learning if and how minimizing redundant support within states and offering efficiencies of scale, cloud computing could allow states to refocus some support resources to other critical areas of need within the district/school.

Instructions to Respondents

This is a Request for Information (RFI), not a Request for Proposals (RFP) or an order. All costs associated with developing or submitting responses to this RFI, or to provide oral or written clarification of its content shall be borne by the vendor. RISTE assumes no responsibility for any costs.

This RFI does not represent a commitment to purchase. Submission of a response constitutes acknowledgement that the vendor has read and agrees to be bound by such terms. RISTE welcomes feedback on any questions posed through this RFI. Please note that it is not a requirement to answer all questions.

RISTE intends to post a formal Request For Proposals (RFP) for the services described in this document in April 2019. There is no guarantee that RISTE will post an RFP or that it will occur in the time frame described in this RFI. If posted, the RFP will be sent to vendors that demonstrate adequate capabilities in response to this RFI. The information in this RFI is accurate to the best of the author's knowledge but is not guaranteed to be correct.

Point of Contact

All communication with RISTE must be directed to the single Point of Contact for this project, as follows:

- Contact: RISTE
- Email: bids@riste.org

Submission of Responses

A response must be received by 3PM EST on ~~2/15/2019~~ **2/23/19**. Extensions to this date cannot be granted.

The response must be submitted complete and in writing. All requests for information in all sections of this document must be answered as concisely as possible while providing all information necessary to understand the reseller's cloud offering. deviations from requirements, or requirements that cannot be satisfied by the vendor, must be clearly identified.

The response must include a statement that indicates that the vendor understands the requirements of the RFI and accepts the terms and conditions under which the RFI was issued to the vendor. All responses are required to be submitted electronically in PDF format via email transmission to bids@riste.org.

Any information of a confidential or proprietary nature contained in a vendor response should be clearly marked 'PROPRIETARY' or 'CONFIDENTIAL' by item or at the top of each page. Reasonable precautions will be taken to safeguard any part of the response identified by a vendor as being confidential or proprietary.

In accordance with R. I. Gen. Laws § 7-1.2-1, et seq., no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Department of State (401-222-3040). This is a requirement only of the successful vendor(s).

This RFI remains the property of RISTE at all times, and must be returned by the vendor upon request. All responses, once delivered, become the property of RISTE.

Response Format

To facilitate a timely and comprehensive evaluation of all submitted responses, responses must be submitted using the format requested in this RFI. Any deviation from this format may lead to the rejection of the response. Vendors should limit the answers to the following questions to four pages total. A limited amount of supplemental materials may be provided (e.g., for question 3b), but for the purposes of this RFI, less is more.

Vendor responses MUST provide the following information, in the requested sequence.

First, answer the below question:

1. Based on the information provided, would your firm bid on an RFP for all listed services?

If the answer to question 1 is "yes," then answer the following questions in order:

2. Provide the name, title, address, telephone and e-mail for the primary contact for receiving an RFP.
3. Provide some general business background information.
 - a. Year and state or country of incorporation
 - b. A copy of your most current annual report
4. Provide a high-level description of your client base for similar services.
 - a. Number of customers
 - b. Geographic distribution of customers
 - c. Potentials for conflict of interest in customer base
5. Your experience with the range of cloud based technologies as outlined above.
 - a. Length of experience
 - b. Functional areas of expertise
6. Experience with education, and associated application suites running on AWS hosted technology.
7. Experience with AWS Cloud Services
 - a. All services
 - b. Similar services
 - c. Client references
 - d. One current client of similar services
 - e. One former client of similar services
8. Provide information on your fee structures for professional and managed services.
 - a. Retainer

- b. Flat fee
 - c. Time and materials
 - d. Combination or other
9. Describe the professional and managed services you offer and explain how they would improve RISTE members' security, TCO, efficiency, and/or overall experience both during and after migration.
10. Describe K-12 use cases for each of the following AWS pricing models. How would you use each instance type to maximize savings while still meeting the customer's needs? Please explore all AWS Cost Models and selected the preferred one.
- a. On-Demand pricing
 - b. Spot pricing
 - c. Reserved instances
 - d. Any other pricing models not listed