

MATHEWS COUNTY SCHOOL BOARD

REQUEST FOR PROPOSALS #2018-01

Leased Lit Fiber

ISSUE DATE: January 12, 2018

DUE DATE: February 16, 2018

TIME: 3:00 P.M.

RFP#: 2018-01

PROCUREMENT CONTACT: William Vrooman
Technology Coordinator
Email: wvrooman@mathews.k12.va.us

ISSUING DEPARTMENT: Technology Department
Attn: William Vrooman
Physical/Delivery Address:
Mathews School Board Office
63 Church Street
Mathews, VA 23109

Mailing Address
P.O. Box 369
Mathews, VA 23109

TITLE SHEET - #2018-01

(This page to be returned with Offeror's proposal)

OBLIGATION OF OFFEROR: By submitting a proposal, the Offeror covenants and agrees that he has satisfied himself, from his own investigation of conditions to be met, that he fully understands his obligation and that he will not make a claim for, or have right to cancellation or relief from the resulting contract because of any misunderstanding or lack of information.

Offeror further agrees that conditions herein have been carefully read and this proposal is submitted subject to all requirements state herein. The undersigned hereby acknowledges and agrees, if this proposal is accepted, to furnish all service agreed upon in strict accordance with the contract.

NAME OF FIRM _____

ADDRESS OF FIRM _____

BY _____
(Signature in Ink)

NAME _____
(Printed Name)

TITLE _____
(Printed Title)

DATE _____

SERVICE PROVIDER IDENTIFICATION NO. (SPIN) _____

STATE CORPORATION COMMISSION (SCC) NO. _____

FCC REGISTRATION NO. _____

FEI / FIN NO. _____

PHONE _____ FAX _____

EMAIL _____

SUBMIT WITH PROPOSAL

- TITLE SHEET (page 2)
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SCOPE OF SERVICES

Mathews County Public School Division is requesting proposals for Lease Lit Fiber based bundled service that includes Internet bandwidth. Mathews County Public Schools is not requesting proposals for Wide Area Network (WAN) services. Enhanced bandwidth services are now required to support rapidly growing bandwidth needs and to meet the State Education Technology Directors Association standard recognized in the FCC Second E-rate Modernization order as the benchmark standard for bandwidth for school districts. Service is expected to be delivered to the district hub, at Lee-Jackson Elementary School at 347 Church Street, Mathews, Virginia 23109. The demarcation point is located in the 1st Floor Server Room.

The new service is being planned to begin on July 1, 2018 which represents the expiration of the current leased service. **All respondents must be capable of providing telecommunication services under the Universal Service Support Mechanism, be a registered vendor with USAC, and have a USAC issued 498 ID (formerly Service Provider Identification Number-SPIN).**

All options can include one-time E-rate eligible non-recurring costs as well as E-rate eligible recurring costs. Based on the bids and both a short term and long term cost effectiveness analysis, Mathews County Public School Division will determine which of the solutions is acceptable.

Internet Service Bandwidth:

Mathews County Public School Division must have dedicated, symmetrical bandwidth (upload and download) of 1Gbps, 2Gbps, 3Gbps 5Gbps up to 10Gbps with Service Level Agreement (SLA) guarantees at the district hub, at Lee-Jackson Elementary School at 347 Church Street, Mathews, Virginia 23109. The solution must be scalable to 10Gbps with 1Gbps cost increments. Price quotes are requested for 36 month terms of service.

Each respondent is required to complete the pricing matrix located in Appendix A of this RFP. The monthly recurring cost should include all necessary cross connect fees. No increased pricing will be allowed during the term of the quoted special construction, NRC, and MRC rate in each pricing cell of the matrix. If an increase in bandwidth is requested during the contract period the contract does not renew. As bandwidth needs are steadily rising, respondents are free to bid higher tiers of bandwidth than what is requested to demonstrate their future scalability.

General Terms for All Proposals

Description of Proposal

Respondent will provide a description of their proposal for all services and

solutions. Description will include an overview of the proposal, any deviations from the requested architecture, design or requirements, assumptions made, other detail Mathews County Public School Division may find useful or necessary (or could differentiate the solution from a competing proposal).

Service Level Agreement

Respondent will provide a proposed Service Level Agreement (SLA) with the RFP response. The proposal must include a description of the following services and how these services will be measured.

- Network Availability: the provider will make all reasonable efforts to ensure 99.99% network availability of the service.
- .25% frame/packet loss commitment
- 25ms network latency commitment
- 10ms network jitter commitment
- There is no right of provider to limit or throttle the capacity of the service at any time for any reason

In addition to the required services, the proposal may include but is not to be limited to the following services:

- Network operations center: Solution will provide customer support functions including problem tracking, resolution and escalation support management on a 24x7x365 basis. Customer has the right and is encouraged to call concerning any problems that may arise relative to its connection with vendor provided services.
- Trouble reporting and response: Upon interruption, degradation or loss of service, Customer may contact Vendor by defined method with a response based on trouble level. Upon contact from the Customer, the Vendor support team will initiate an immediate response to resolve any Customer issue. Customer will receive rapid feedback on trouble resolution, including potential resolution time.
- Escalation: In the event that service has not been restored in a timely manner, or the Customer does not feel that adequate attention has been allocated, the Customer can escalate the trouble resolution by request. A list of escalation contacts will be provided when implementation schedule is completed.
- Resolution: The Customer will be notified immediately once the problem is resolved and will be asked for verbal closure of the incident.
- Trouble reporting, escalation and resolution: A detail trouble reporting, escalation and resolution plan will be provided to the district.
- Measurement: Vendor stated commitment is to respond to any outage within two (2) hours and a four (4) hour restoration of service. Time starts from the time the Customer contacts vendor and identifies the problem. Credits for outages of shortage will be identified.
- Reports: Upon request, an incident report will be made available to the

- Customer within five (5) working days of resolution of the trouble.
- Link performance per segment: The service will maintain the proposed link performance throughout the term of the contract.
 - Historical uptime: Provide aggregate uptime statistics for your proposed service in the geographic area encompassing Mathews County Public School Division

Timeline

For each response, respondents must include a timeline for bringing service online and an explanation of how much they are able to adhere to Mathews County Public School Division's specified timeline. Respondents should be able to begin service by the July 1, 2018.

Demarcation

All solutions must terminate service or infrastructure in the demarcation point at the address specified in this RFP. Respondent must specify handoff medium (e.g. CAT6 copper, singlemode fiber, etc)

Network Diagram

For each response, respondents must include a network diagram displaying the paths to be used to serve the specified site.

References

For each response, respondent must provide 2 references from current or recent customers (preferably K-12) with projects equivalent to the size of Mathews County Public School Division

Required Notice to Proceed and Funding Availability

Mathews County Public School Division will follow the purchasing policies of the Mathews County Public School Division Board and requirements and procedures of the FCC's E-rate program as administered by the Universal Service Administrative Company to be eligible for all available funding. The implementation of any associated contracts resulting from this competitive bid process will be dependent on the district's issuance of a written Notice to Proceed. E-rate funding notification alone will not signify Notice to Proceed. The district will have the right to allow the contract to expire without implementation if appropriate funding does not come available.

E-rate Modernization Order Note

Special construction and service eligibility for reimbursement have changed starting funding year 2016. See the Federal Communications Commission E-rate modernization order 2 (WC Docket No. 13-184) (<https://www.fcc.gov/document/fcc-releases-order-modernizing-e-rate-21st-century-connectivity>) for more information.

RFP Scoring Rubric

% Weight	Criteria
30%	E-rate eligible recurring and one-time circuit costs*
25%	Prior experience with the Vendor
25%	E-rate ineligible recurring or one-time costs (Lower Costs equals higher Percentage)
20%	Demonstrated scalability of technology through pricing for higher tiered bandwidths

*this element must always be the highest weighted

Appendix A: MRC/NRC Cost Table

Bandwidth	Eligible Monthly Recurring Cost (36 month contract)	Ineligible monthly recurring cost (36 month contract)	Eligible install/non- recurring cost (36 month contract)	Ineligible install/non- recurring cost (36 month contract)

CONTRACTOR BACKGROUND CERTIFICATION FORM

In a contract for services to be provided on School Board property or any property at which a school sponsored event takes place, the Contractor certifies that neither the Contractor nor the Contractor’s employees, agents, subcontractors or subcontractors’ employees who will have direct contact with Mathews County Public School students while performing such services have been convicted of a felony or any offense involving the sexual molestation or physical or sexual abuse or rape of a child. The Contractor may require the above listed individuals to personally certify this information but the Contractor will be responsible for submitting such certifications to the School Board. The certification requirement will be binding throughout the term of the contract and Contractor has a continuing duty to inform the School Board of any event that renders the certifications untrue. The Contractor certifies that it has procedures in place to inform its employees, agents, subcontractors or subcontractors’ employees of these requirements. Certifications with materially false statements may constitute reason to terminate the contract and may subject the person certifying the information to criminal prosecution.

- Contractor represents that none of its employees who will be in the presence of Mathews County Public School students have been convicted of a felony or an offense involving the sexual molestation or physical or sexual abuse or rape of a child.
- Contractor will obtain a Background Certification from all present and future employees and update the School Board of any felony convictions and any convictions for offenses involving the sexual molestation or physical or sexual abuse or rape of a child.
- Contractor has established a process to maintain compliance with the terms set forth in this Contractor Background Certification and will provide verification to the School Board on request.

Contractor’s signature on this form indicates that Contractor is deemed to have provided the certification described herein.

CONTRACTOR NAME _____

BUSINESS ADDRESS _____

PHONE NUMBER _____

CERTIFIED BY _____

Signature

Printed Name

TITLE _____

DATE _____