



E-Rate Request for Proposals (RFP) for Digital Transmission Service (DTS)

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Funding Year 17: July 1, 2014 to June 30, 2015

RFP Information for SLD Forms 470 and 471

Billed Entity Number: 145166

Form 470 number: 864000001213320

**Bidding Window Opens: 2/3/2014
Bidding Window Closes: 3/3/2014**

1.0 E-Rate Background

The information in the RFP is provided in conjunction with the Schools and Libraries Division (SLD) Forms 470 and 471, in partial fulfillment of the requirements for the FCC Universal Service Fund (a.k.a.) "E-Rate" discounts. These programs provide discounts for certain telecommunications products and services, including voice and data communications, Internet Access, and, in

some cases, internal connections. For more information about these Federal programs, and before responding to this RFP, please refer to the SLD web site, www.universalservice.org/sl/, or call the SLD Help Line at 888-203-8100. Please do not contact applicant personnel either with general questions about E-Rate, or to offer ineligible services or services not requested with this RFP. Bidders must have a valid Service Provider Identification Number (SPIN). Telecommunications providers must also be registered providers as defined by SLD. Service providers must be prepared to discount invoices to the school and submit the balance to the E-Rate program via Service Provider (SPI) forms, as specified by the SLD.

2.0 District Overview

The Ontario School District 8c (OSD) is a public, K-12 district located in Eastern Oregon. The school district is comprised of five elementary schools, one middle school, and one high school with a combined enrollment of approximately 2,500 students. Currently, the OSD wide area network (WAN) consists of a combination of fiber owned and managed by OSD and vendor owned and managed fiber leased to connect four of the five elementary schools to the OSD backbone and OSD Internet Service Provider (ISP).

3.0 Products and Services Sought

This RFP seeks competitive bids for the following services:

- End-to-end vendor managed Digital Transmission Service (DTS) for four (4) separate OSD elementary schools that connect to the OSD backbone and ISP at the OSD District office (reference Section 6.0).

Services may be provided under a contract (including a multi-year contract) signed within the allowable window.

4.0 General Terms and Conditions

- 4.1 Submission of Proposals – The OSD is soliciting proposals for the above services commencing July 1, 2014. Proposals are due on or before 4:00 pm MST on March 3, 2014 at which time they will be opened. Proposals should be submitted electronically and in hard-copy by mail to the OSD at the address shown on page one of this document. See Section 8.0 for electronic submittal requirements. Electronic submittals will be considered official submittals in regards to the due date and time, hard-copies with original signatures must be received within three (3) days of the due date to be considered a complete submittal.

- 4.2 Evidence of Responsibility - Any supplier submitting a proposal will be required to furnish in writing that such supplier (a) maintains a permanent place of business and (b) has adequate equipment, finances and personnel to furnish satisfactorily and expeditiously the service requested and (c) is authorized by the state of Oregon and all applicable government bodies to provide necessary services and warranties for the items proposed. In addition, all suppliers are required to conform to all requirements of this document and furnish completely and truthfully all requested information.
- 4.3 Compliance With Proposal Requirements - Any inability to comply with the conditions and specifications as outlined must be clearly stated in the proposal. Any proposal which is incomplete or contains additions, alterations, deletions, or terms and conditions not called for or allowed under the provisions of the proposal document or any other irregularities may be rejected as non-conforming.
- 4.4 Selection or Rejection of Proposals - The District reserves the right to accept or reject any or all proposals, in whole or in part, to award contracts to one or more service providers, and to waive any or all informalities in connection with any proposal at its discretion.
- 4.5 Contracts - If the proposal is accepted, the contracts shall consist of the RPFs, the proposal specifications applicable to this RFP, the general terms and conditions, the proposal, and all other relevant documents along with any revisions, clarifications, error correction notices, and explanatory notes issued prior to the proposal opening, and the OSD's standard for purchase order or signed service agreement with the supplier who has been awarded contracts under this RFP. The contract shall be interpreted, construed and given effect in all respects according to the laws of the State of Oregon. The term "contract" wherever worded in the singular, may be taken to refer to multiple contracts if required.
- 4.6 Assignment - Any successful supplier shall not assign the performance of the contract nor any portion thereof to any other person without the prior written consent of the OSD.
- 4.7 Billing - All invoices shall be sent to the District office of the OSD, at the address listed on page one of this document.
- 4.8 Default - The OSD may upon written notice of default to the Supplier, terminate any contract resulting from the RFP if the Supplier fails to perform the services as specified in the proposal specifications and other proposal documents or fails to conform to the general terms and conditions and other requirements set forth by the RFP documents.
- 4.9 Disputes - Exclusive jurisdiction and venue for any dispute relating to any matters pertaining to any proposal (or to any contract resulting from any proposal) shall be in a Malheur County court and governed by the laws of the State of Oregon.
- 4.10 Rights and Remedies - The rights and remedies of the OSD shall be exclusive and are in addition to any other rights and remedies provide

by law or under the contract. The OSD reserves the right to waive minor irregularities or reject any and all proposals provided that such action is in the best interest of the OSD. Any such waiver shall not modify any remaining RFP requirements or excuse the RFP offeror from full compliance with other specifications and contract requirements.

- 4.11 Applicable Laws - All applicable federal, state, and local laws shall be deemed to be part of the Specifications and the supplier shall be responsible for compliance therewith.
- 4.12 Force Majeure - The occurrence of a major majeure event rendering either party unable to carry out its obligations shall excuse both parties from either obligation during any such force majeure event. The term "force majeure" shall mean events not reasonably within the control of the party claiming suspension and shall specifically include any future changes in laws, rules, or regulations as may prohibit or materially frustrate the parties from carrying out the terms of the agreement.

5.0 Proposal Specifications

- 5.1 The OSD will be participating in the Federal Universal Service Fund for Schools and Libraries (E-Rate) during the funding years covered by this RFP. Any contract(s) resulting from this RFP shall be subject to E-rate requirements and Bidders must meet the following E-rate related requirements:
 - 5.1.1 The bidder must participate in the Federal Universal Service Fund (E-Rate program). Proof of a valid, current Service Provider Identification Number (SPIN) and Federal Communications Commission Registration Number (FCCRN) must be included in the response to this RFP. These can be printed from the SLD and FCC websites, respectively,
 - 5.1.2 The bidder must participate in the Federal Universal Service Fund (E-Rate program). Proof of a valid, current SPIN and FCCRN must be included in the response to this RFP. These can be printed from the SLD and FCC websites, respectively,
 - 5.1.3 The bidder must describe briefly their prior experience with the E-Rate program,
 - 5.1.4 The bidder must indicate whether they have been "red-lighted" by the Federal Communications Commission in the two years prior to the response date of this RFP and, if so, explain why and indicate whether they are currently "red-lighted",
 - 5.1.5 The bidder will be required to provide evidence of the filing of a Service Provider Annual Certification (SPAC) form prior to the signing of the contract,
 - 5.1.6 The bidder must agree to provider substitutions if requested by the OSD, and must comply with the requirements for a service substitution under the E-Rate program,

- 5.1.7 The bidder must agree to assist in the SPIN change process if requested by the OSD,
 - 5.1.8 The bidder will regularly issue bills on a schedule as agreed to by the OSD and the service provider. The bills must also clearly distinguish between those services which are eligible for E-rate and those which are not eligible for E-rate,
 - 5.1.9 The bidder must also agree to comply with all of the other requirements of the Federal Universal Service Fund (E-rate) program, including the retention of all documentation for a period of five years after the last date that service is delivered under this contract or any extension to this contract. Any program violations that are the fault of the bidder, and not the OSD, will be the responsibility of the bidder to resolve and the bidder agrees to be solely responsible for any costs related to such violations.
- 5.2 Criteria that will be used to select or reject any or all proposals include:
- 5.2.1 Cost (one-time as well as recurring),
 - 5.2.2 OSD current and/or prior experience with vendor,
 - 5.2.3 Proof OSD will have full and unrestricted use of its contracted bandwidth,
 - 5.2.4 Continuity of Service,
 - 5.2.5 Connection performance including reliability, speed, and symmetry,
 - 5.2.6 Completeness and quality of the proposal including adequate detail to create Item 21 Attachments,
 - 5.2.7 Realism of estimates and soundness of technical approach,
 - 5.2.8 Vendor financial stability,
 - 5.2.9 Timely submission of proposal.

Cost is required to be the primary criterion. The other factors listed above will also be evaluated.

6.0 Description of Requested Service

- 6.1 End-to-end vendor managed Digital Transmission Service (DTS) for four (4) separate OSD elementary schools that connect to the OSD backbone and ISP at the OSD District office.
 - 6.1.1 Leased connectivity is sought from an established DTS provider with adequate peering arrangements.
 - 6.1.2 Highly available, reliable, broadband, symmetric, DTS is sought.
 - 6.1.3 Service level agreements should be appropriate for the DTS solution chosen.
 - 6.1.4 The proposed solution must be fiber.
 - 6.1.5 Discounted bills are required from any successful supplier.

7.0 Bandwidth Requirements

Service offerings may be more comprehensive than the following specifications. The specifications below are the minimum requirements necessary for consideration:

- 7.1 Provide a minimum of 40 Mbps of bandwidth per location with the option to increase by increments up to at least 100 Mbps or more,
- 7.2 Actively manage the bandwidth connection up to and including the hand-off to the OSD. An Ethernet hand-off is required,
- 7.3 Provide all premise equipment necessary to provide the hand-off,
- 7.4 Provide all premise structures, this may include additions or modification to existing radio towers if necessary,
- 7.5 Provide automatic failover and failback to secondary systems,
- 7.6 Guarantee an industry standard Service Level Agreement (SLA) that addresses latency, availability, credit policy, response time, and support,
- 7.7 Provide a detailed topology diagram with proposal,
- 7.8 Provide technical support that is available 7 x 24 x 365,
- 7.9 Provide an operations center that performs 7 x 24 x 365 monitoring and repair.

8.0 Proposal Format and Submission Procedure

- 8.1 General – The proposal shall include completed copies of all appendices. Written responses to questions shall be completed on separate pages if necessary.
- 8.2 Additional Information - The list of required RFP submission elements is not meant to be all inclusive. Bidders shall include all items necessary to provide the services specified. Additional items must be itemized and added to the appendices so that the OSD has a complete listing of all products and services the bidder intends to bill for. Vendor price shall include ALL labor, materials, products, and services necessary to install and provide the services as specified. THE OSD SHALL NOT BE LIABLE FOR ADDITIONAL CHARGES THAT ARE NOT STATED IN YOUR PROPOSAL. All charges for overtime, installation, shipping, et cetera, must be included in your costs.
- 8.3 Signatures - Each proposal submitted shall be signed and dated by the authority having jurisdiction for the entity submitting the proposal. All proposals shall be deemed legal and binding with the OSD.
- 8.4 Detailed Diagram of Proposed Network Topology - Include an Executive Summary, detailed written description, and list of all equipment required of the OSD for connectivity at the hand-off.
- 8.5 Detailed Installation Time-Line - Connection must be fully operational no later than 7/1/2014.

All appendices shall be submitted electronically, preferably in PDF format, although Microsoft Word and Excel formats will also be accepted. Please use the following e-mail address to transmit the Qualifications and Proposals: erate01@ontario.k12.or.us. The enclosed file should be named "Yr17RFP_[supplier name]".

Appendix A – Supplier Qualification Statement

Supplier Qualifications Statement

- 1) Company Name: _____
- 2) Principal Address: _____
- 3) Telephone: _____
- 4) Fax: _____
- 5) FCC E-rate SPIN Number: _____
- 6) Business Organization (Check One)
____ Corporation, incorporated in the State of ____
____ Other (partnership, etc.) Explain _____
- 7) Parent Company (if any): _____
- 8) Affiliated telecommunications related companies: _____
- 9) Are you registered with the Oregon Public Utilities Commission to do business in Oregon? _____
- 10) Do you have an Oregon office? _____
If yes, contact person: _____
Title: _____
Office Location: _____
Telephone: _____
Fax: _____
E-mail: _____
- 11) In separate attachments, please provide the following backup information, which will help us in our qualification process: most recent annual report, audited financial statement, biographies of corporate officers and/or major decision makers, and your standard promotional package.

All of the information provided on this statement and any backup documentation is true and accurate to the best of my knowledge.

Signature: _____ Title: _____

Print Name: _____ Date: _____

Appendix B – Cost Summary

Connection Cost Summary

Bandwidth	Term	Monthly Cost	Monthly Telecom Cost	Other Monthly Cost	Total Monthly Cost	Non-recurring Costs
40 Mbps						
60 Mbps						
100 Mbps						
>100 Mbps						

Appendix C – Vendor Background

Vendor Background

- 1) How large is your current client base?
 - a. Percent Residence _____
 - b. Percent Business _____
- 2) Would we have an account team assigned to the OSD?
- 3) Describe the members of the team and each person's responsibilities.
- 4) How many customers does this account team handle?
- 5) Would the account team be local?
- 6) Provide an escalation list for the account team, with names, telephone numbers, and email addresses.
- 7) For routine orders and changes, who do we contact?
- 8) Do you have your own service staff? If so, how many local technicians do you have?
- 9) What is the location of the service staff?
- 10) Are the technicians subcontractors?
- 11) What hours are the technicians available?
- 12) Describe how the technicians can be reached.
- 13) How many technicians do you have on call?
- 14) Who will be responsible for coordination of the installation?
- 15) How do we contact this person?
- 16) What type of status reporting is provided during the installation process?
- 17) How do we open a trouble ticket?

- 18) When opening a trouble ticket, will the person taking the call have access to a customer's specific account information, such as a list of people authorized to place tickets, specific customer procedures, et cetera?
- 19) After normal business hours, are trouble calls transferred to a different, centralized call center?
- 20) If so, does this call center have access to specific information about each customer's account?
- 21) Does your call center have the ability to perform remote diagnostics?
- 22) What are your escalation procedures for trouble tickets?
- 23) What are your procedures for providing status information and problem resolution timeframes to the customer?
- 24) What are your references for similar projects and service, especially in K-12 education?