



DIETRICH SCHOOL DISTRICT NO. 314

406 North Park

Dietrich, Idaho 83324

Phone: (208) 544-2158 Fax: (208) 544-2832

Request for Bid

E-Rate Eligible Internet Service and Firewall

This RFP and our Form 470 for Category One Services was posted 03/21/2016

The deadline for submitting proposals is: 3:00 pm 04/19/2016,

Questions: Don Van Kleeck, IT Technician; erate@dietrichschools.org

I. OVERVIEW

The Dietrich School District No. 314 (DSD) is seeking bids from Internet Service Providers for the 2016-2017 E-Rate funding year. DSD is soliciting proposals from providers to replace our current internet connection and firewall and public IP addresses.

General Instructions:

All interested bidders must register with the IT Technician in order to receive subsequent communications. To register, send an email to the IT Technician with your name, company and email contract information.

IT Technician

Don Van Kleeck

Dietrich School District No. 314

erate@dietrichschools.org

Site walk through

Prospective bidders may attend an optional site walk through at Dietrich School Friday, April 8th, 2016 at 2:00 pm.

Dietrich School

406 N Park Street

Dietrich, ID 83324

II. PROJECT DESCRIPTION & SCOPE OF SERVICES

DSD is soliciting proposals from qualified providers for internet access service for district-wide use, including:

- Internet Service Providers (ISP) shall provide a minimum of a 100 Mbps connection to the internet for district-wide use at 406 N Park Street, Dietrich, ID 83324.
- ISP shall provide pricing for an initial 100Mbps connection and pricing for each additional 100Mbps of bandwidth up to 10Gbps.
- ISP should deliver service to network closed attached to room #115.
- ISP should deliver service to facility by either copper for fiber optic connection.
- Connection must be of synchronous transport.
- ISP shall provide proof of redundant upstream providers.
- ISP shall provide bandwidth 24 hours per day, 365 days per year.
- ISP shall have network engineering support 24 hours per day, 365 days per year.
- ISP shall maintain network monitoring capability and notification to DSD at the point of any disruption of service.
- ISP shall provide web-based bandwidth utilization reporting.
- ISP shall provide 14 sequential public IP addresses to be used by DSD for its web- based systems.
- ISP shall install all services and equipment included in proposal.
- ISP shall guarantee quality of service – minimum uptime 99% per month with minimum of 2 hours response and resolution to problems, with documented discounts given for outages exceeding 4 hours. DSD will allow for brief pre-arranged outages during off-hours for vendor maintenance.

Circuits need to be monitored for link status, packet loss, latency and jitter by 24/7/365 monitoring and repaired/serviced as stated in “SERVICE REQUIREMENTS” below.

Terms and Expectations

Service SLA: Once turned up, the communication service provided to DSD shall be operational at 99.95% or better. This means that the system cannot be out of service more than 22 minutes per month, excluding outages due to acts of nature or beyond the Provider’s control (i.e. electrical outage, storms, floods, fire). Operational service shall include:

- 99.9% of contracted bandwidth shall be available to DSD (up and down)

Trouble Reporting: The Provider must operate its own Network Operations Center(s) and provide a centralized trouble reporting and maintenance system that is staffed 24 hours a day, seven days a week. The Provider shall provide sufficient staff for peak or critical hours.

The successful Provider shall provide DSD with a local and toll-free number for trouble reporting. Additionally, the Provider shall provide an e-mail address for trouble reporting and status updates. The

successful Provider must respond to trouble reports within one (1) hour of notification and shall provide for an escalation process. A verbal report of trouble clearance must be furnished to DSD within one (1) hour of trouble clearance.

Installation and Turn-Up: With proposal submission, the Provider shall provide either an expected delivery date or an expected installation interval for the service(s) being quoted. Such date or expected interval shall include time required for any special construction or Sub-Provider work.

Adds/Moves/Changes: The Provider shall provide a mechanism for requesting changes to the service after initial turn up. Such changes may include, but are not limited to, routing changes, bandwidth changes and access control list changes. DSD anticipates most changes will be minor configuration adds/moves/changes, and therefore, expects that most requests can be completed within 1-5 business days. If the request cannot be completed within that timeframe, the Provider shall communicate a firm completion date to DSD within 5 business days of the change request.

On-Premise Equipment: If the Provider will provide on-premise equipment in order to deliver the service, then the Provider shall affirm that:

1. The leased on-premise equipment is an integral component of a telecommunications or internet access service.
2. The leased on-premise equipment will be provided by the same service provider that provides the associated telecommunications service or internet access service.
3. Responsibility for maintaining the equipment rests with the service provider.
4. Ownership of the equipment will not transfer to the school or library in the future.
5. The relevant contract or lease (if awarded) will not include an option for the applicant to purchase the equipment.
6. The leased equipment shall not be used at the applicant site for any purpose other than receipt of the eligible telecommunications services or internet access of which it is a part.
7. The district's internal communication systems (e.g. LAN, video, phone, or other communication system) will continue to work if the component is disconnected.
8. There are not any contractual, technical, or other limitations that would prevent the service provider from using its network equipment, in part, for other customers.

Additionally, if the Provider will provide any Layer 3 (or higher) on-premise equipment (such as a router), then the Provider shall provide DSD with read-only access to the device, or a similar mechanism so that DSD's technical team and/or support providers can isolate service troubles in coordination with the Provider's NOC.

Escalation Requirements: The Provider must provide an escalation procedure and contact list to be used for unresolved troubles, including names, titles, and phone numbers of contact persons in the escalation chain. Major service-affecting problems that are not resolved within two (2) hours of notification of trouble shall constitute a prolonged outage and will be escalated.

Billing: Monthly billing statements must be current. DSD will not be obligated to pay for services rendered earlier than one billing cycle prior to the current month. Billing in arrears (more than one bill cycle) or in advance is not acceptable and DSD will not be obligated to pay.

- a. The billing cycle for this contract shall be a maximum of thirty-one (31) days from date of first bill.

E-Rate Considerations

- This project is being requested for funding through E-Rate.
- The bidder shall have a SLD SPIN number and provide it on their proposal.
- It is the bidder’s responsibility to understand the School and Library Division (SLD) E-Rate program and structure their proposals to be compliant with it. This includes:
 - Breaking out the cost of their proposal by eligible and ineligible items.
 - Showing the hardware, software, labor and any other cost associated with each.
- Proposals not cost out per the above instructions, shall be deemed non-compliant.
- If this project or any part thereof is not funded by E-Rate, DSD reserves the right to change or cancel any project or part thereof.
- In addition, DSD may use this proposal to issue purchase orders and pay for items on a purchase order that are not eligible for E-Rate discounts. The District will pay the bidder using District funds for these purchases.
- The winning proposal shall be notified by DSD if projects will require changes or cancellation due to non-funding by SLD.

III. DEADLINES AND RESPONSE FORMAT

Deadlines

DSD anticipates that the bid submission, review, and evaluation process for this procurement will take place according to the following schedule:

RFP Released	March 21, 2016
Responses Due	April 19, 2016

Proposals must be received by DSD **before 3:00 pm on April 19, 2016**. Proposals received later than the date and time specified may not be considered. Proposals will be received **ground delivery or hand delivery**.

**Mail: Dietrich School District No. 314
Sealed Bid
406 N Park Street**

Dietrich, ID 83324

DSD will not be liable for any cost incurred by respondents in the preparation and production of responses to this RFP or in the negotiations associated with award of a contract.

- DSD reserves the right, in its sole and absolute discretion (for this provision and all other provisions contained in this RFP), to accept or reject, in whole or in part, any or all proposals with or without cause.
- DSD reserves the right to waive any irregularity or informality in the RFP process or any proposal.
- DSD reserves the right to make corrections or amendments due to errors identified in proposals by DSD or the bidder.
- DSD reserves the right to modify and/or amend the final contract in negotiation with the provider.
- DSD further reserves the right to select one or more vendors to perform the services.

Evaluation of Proposals:

DSD will evaluate proposals from qualified vendors using the following point system:

Price for Eligible Equipment and Services (one-time as well as recurring):	50 pts.
Meeting Technical Specifications:	25 pts.
Cost of Ineligible Equipment and Services (one-time as well as recurring):	10 pts.
Prior Experience and Vendor Track Record and References:	10 pts.
Idaho Based Company	5 pts.

DSD reserves the right to reject any and all proposals, to waive technicalities, and to make any and all purchases to the best interest and advantage of DSD. Pricing should be clearly delineated as recurring or non-recurring, and inclusive of any and all fees necessary to turn- up service, including but not limited to sub-provider’s fees, installation and special construction fees.

V. ADDITIONAL TERMS AND CONDITIONS

Board of Trustees Approval:

Upon approval of the contract by DSD’s administration, DSD then is required to submit the contract to its Board of Trustees for approval. A contract between DSD and the selected vendor shall not exist until an approval by the Board of Trustees.

Contract Award:

DSD reserves the right to cancel or modify a contract award for any reason without penalty or fee. The successful vendor's proposal and a copy of this RFP shall be made part of the contract by reference and attachment. It is understood and accepted by both parties that in the event of a conflict of language between this RFP and the contract, the RFP language shall be considered superior.

Contract Period:

The initial contract period is July 1, 2016 to June 30, 2019. DSD reserves the right to voluntarily extend this contract up to two (2) additional one-year terms. DSD reserves the right to extend or abbreviate the contract period if such extension or abbreviation is necessary to make the contract term coincide with an E-Rate program year or an extended service end date for an E-Rate program year pursuant to a "service delivery deadline extension," as defined by the FCC and/or the USAC.

Price Stability:

Since DSD intends on leveraging the E-Rate program in order to offset the costs associated with the project technology, all vendors acknowledge that all prices quoted through the submission of the RFP shall remain in full effect for this start date, and last for the duration of the contract period.

Incurred Costs:

DSD is not liable for any costs incurred by a vendor in the preparation and production of a bid or for any work performed prior to the issuance of a contract.

Communications, Amendments and Addenda:

Email will be the only means of communication and will be considered an official means of communication between potential bidders and the IT Technician. It is very important that interested bidders register with the IT Technician prior to the optional site walk through. The registration list will be used to communicate with prospective bidders about important RFP-related items, including amendments and addenda. All questions about this RFP from prospective bidders must be communicated and directed to the IT Technician. For this RFP, an amendment is defined as an official communication that changes a stated requirement, including any of the associated deadlines. If it becomes necessary to issue an amendment, it will be uploaded to the Form 470 as well as emailed to all registered vendors. An addendum clarifies items without changing requirements. As questions are submitted and items are explained, addenda will be uploaded to the Form 470 and may also be emailed to all registered vendors.