



Response to Form 470 Application # 220019120

INTERNET ACCESS & DATA TRANSMISSION

DATE: February 25, 2022



**DIETRICH SCHOOL DIST 314
406 North Park
Dietrich, ID 83324
208-544-2158**

Presented by
Sean Ciocca

White Cloud Technologies
663 Main Ave. E.
Twin Falls, ID 83301
(208)736-2960

(208) 539-7073

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www.whitecloudnetworks.com



February 25, 2022

633 Main Ave E.
Twin Falls, ID 83301
(208)736-2960

DIETRICH SCHOOL DISTRICT NO. 314
Stefanie Shaw
406 North Park
Dietrich, ID 83324

RE: White Cloud Technologies LLC Response to **RFP 2022-2023 Internet Access & Data Transmission**

Dear Mrs. Shaw

White Cloud Technologies is submitting the following proposal to Dietrich School District 314 to provide Internet Access and data transmission to the Dietrich School District 314 listed in the RFP.

White Cloud is proposing the Internet Connections, therefore all equipment associated with providing those circuits will remain the sole property of White Cloud and will be maintained as part of the monthly recurring charge. The proposed service is to be a "Turn-key project" offering the school district the best available bandwidth and services. Our Twin Falls office located at 663 Main Avenue East, Twin Falls, ID will serve as the service center for this project.

White Cloud's service includes all maintenance and repair at no cost to Dietrich School District 314. Network services follow an automatic detect and preventative maintenance procedure. White Cloud's on-site response will be available within 1 hour of reported network malfunctions or outages.

White Cloud meets all requirements listed under the RFP and agrees to meet all conditions relating to the E-rate program. There are no exceptions or substitutions.

White Cloud is committed to providing these services to Dietrich School District 314 now and in the future. Any additions would be in line with this contract. Costs for future additions are difficult to determine but will be corresponding to White Cloud's proposed costs.

Regards,

Sean Ciocca
Chief Operating Officer
White Cloud Technologies LLC
sean@whitecloudnetworks.com
208-539-7073

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CONFIDENTIAL: The design, technical, and pricing included in this proposal is to be treated as intellectual property of White Cloud Technologies. This information is submitted with the full understanding that it is only to be used for the consideration of the proposal. The information contained in this proposal is NOT to be disclosed publicly or in any form to anyone other than those individuals employed by the client required to consider the proposal, without the express written permission of White Cloud Technologies.

Overview of White Cloud Technologies LLC

White Cloud Technologies LLC is an Idaho based company doing business for over 40 years. White Cloud is a privately-owned company with four locations in southern Idaho, including our head office in Twin Falls. We have satellite offices in Boise, Burley, and Idaho Falls. White Cloud services customers all over the US ranging from the Federal Government to small business. Our more than 35 employees' range in skills and expertise to provide complete solutions for our customers.



Our CEO, Joseph Shelton and his management team are involved with the complete day to day operations and are available to meet with our client at their locations to provide the best possible customer service.

Through White Cloud our projects include owning and maintaining the entire communications network for the **Idaho National Laboratory**, providing equipment, and maintaining 911 centers, communications solutions for the largest irrigation company in the United States, supplying communications and broadband services to education, providing internet and network services to large national businesses, and providing internet and communication solutions for agriculture, production and first responders.

Solutions & Services Provided Include:

High-Speed Internet	Private Transport	Network Maintenance	Wireless WAN
Server Management	Network Security	VoIP Solutions	Wireless VLAN
Wireless Point to Point	Point to Multipoint	Wi-Fi Solutions	Fiber Solutions
Security Cameras	Maintenance Programs	FCC & Frequency Licensing	Site Management
Hosted Firewalls	Content Filtering		

Federal Employer (Tax) Identification Number (FEIN): 45-5156319

White Cloud Technologies LLC USAC SPIN #: 143050510

Safety Focus

White Cloud is dedicated to providing a safe working environment for our customers, employees, and subcontractors by observing rigorous safety procedures. The importance of awareness, careful preparation, and adherence to proven techniques are stressed in regular safety alerts. All required OSHA and FCC regulations are met or exceeded. We also have a strict zero-tolerance drug and alcohol policy.

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WHITE CLOUD

www.whitecloudnetworks.com



White Cloud's Staff

- **Joe Shelton**- *Chief Executive Officer*
208-308-1234
joe@whitecloudcom.com
- **Sean Ciocca**- *Chief Operating Officer*
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- **Jerry Gonterman**- *Chief Technical Officer*
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- **Tucker Thompson**- *Network Operations Control*
208-539-1239
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- **Paul Bowman**- *Technical Support Manager*
208-736-2960
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- **Rocky Rost** – *Chief Financial Officer*
208-733-5470
rocky@whitecloudcom.com
- **Tiffany Jacobson** – *Customer Service, E-rate & Billing*
208-736-2960
tiffany@whitecloudnetworks.com

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Statement of Work/Services:

Internet Connection

Symmetrical services at the following data rates:

1000 Mbps / 2000 Mbps / 3000 Mbps / 4000 Mbps/ 5000 Mbps

- To be delivered to the network closet of room #206
- **NO** data caps or throttling
- 24/7 monitoring of internet and connectivity **INCLUDED**
- /29 IPV4 Block **INCLUDED**
- **REDUNDANT** microwave link will be **INCLUDED**

White Cloud will provide a lit fiber handoff to DIETRICH SCHOOL DISTRICT 314, Dietrich, Idaho capable of supporting up to 5000 Mbps. White Cloud will provide all equipment to establish the connection and provide the full bandwidth to the network closet of room # 206.

Work will be completed, and White Cloud will begin providing service starting July 1, 2022.

White Cloud will require access to your buildings no later than June 3, 2022, to perform this work and will coordinate a schedule with your IT department when awarded the contract.

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Warranty Information

White Cloud will provide complete break-fix of all equipment throughout terms of the contract. Response time to service calls will be within 1 hour. White Cloud will maintain spare equipment to insure minimal down-time and/or outages.

Service Level Agreement

Service availability will generally be expected to function at 99.95% uptime passing traffic 24 hours a day 365 days a year. In the event of an outage for service issue, a call from an approved member of Dietrich School District 314 technical team will call White Cloud's service number 208-736-2960. A member of our technical team will work with Dietrich School District 314 technical team to diagnose the issue and communicate our next actions. A technician will be dispatched and arrive at the affected location within 1 hour.

White Cloud will monitor the internet connection remotely 24 hours a day and will communicate issues to the Dietrich School District 314 technical team as they are diagnosed. A solution will be presented, and a technician will be dispatched. For services calls outside of regular business hours (Mon-Fri 8-5) response times will depend on both Dietrich School District 314 and White Cloud's team availability, but, if possible, will be repaired prior to the resumption of normal school activities.

All forms, reports, logs, and service tickets are generated and maintained electronically and shared with the Dietrich School District 314 technical team as applicable.

White Cloud will not use any subcontractors for the Dietrich School District 314 project/contract.

DoS

White Cloud's denial of service is monitored and filtered by Century Link/ Zayo to mitigate DoS at our core routers.

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Customer Reference List

White Cloud References:

- **University of Idaho**- Brian James, Network Manager 208-885-2047. White Cloud provides layer 2 transport to the Remote University Research Facilities for the Idaho Regional Optical Network.
- **D.L. Evans Bank**- Nick Hall, I.T. Director 208-733-2263. White Cloud provides secure layer 3 redundant backhauls from branch offices to corporate headquarters.
- **Clenera Energy** – Jeff Kohler, Asset Manager 208-850-8141. White Cloud works with this national “clean” energy developer and service provider to design and install communication solutions providing internet, telecommunications, monitoring and security for their projects across the USA.
- **Twin Falls Canal Company** – Luis Zamora, Automation Field Manager 208-731-6851. White Cloud constructed and maintained towers and a communications/SCADA system allowing the canal company to manage and maintain the largest canal company in the US.
- **Twin Falls School District** – Brady Dickinson, Superintendent 208-733-6900. White Cloud provides an emergency services 2-way radio system that covers the entire Twin Falls School District. The radio system is supported by White Cloud’s redundant tower locations throughout the Magic Valley insuring a comprehensive, secure radio network.

Other Notable Customers

- **Idaho National Labs (INL)** – White Cloud engineered, built, and maintains a fully redundant, Layer 3 network at five nines reliability that covers 890 square miles and serves over 4000 employees.
- **Idaho Power** – White Cloud works closely with Idaho Power to provide communication links to each independent co-generation plant (wind, solar & hydroelectric) for monitoring the energy production allowing Idaho Power to securely manage their power grid. When a new customer contacts Idaho Power they are directed to contact White Cloud. White Cloud also sits on the board to help write standards used by Idaho Power regarding co-generation plants.
- **Hagerman National Fish Hatchery**- White Cloud provides high speed direct internet access for the hatchery and its offices.
- **Bettencourt Dairies**- Sharon Bettencourt, Owner. White Cloud provides a fully meshed network connecting 20+ sites.

Related Projects and Work

- White Cloud owns and maintains over 70 towers throughout Idaho. These towers are networked together with licensed spectrum microwave equipment and fiber optics to provide transport for a statewide communications network to support our customers, and data projects maintained and operated by White Cloud.
- White Cloud has relationships with 6 national and regional wholesale telecommunications carriers connected to our network at different locations providing redundancy and competitive pricing.

List of Posted Questions & Answers

None

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Statement of Approach & Pricing

Upon approval, White Cloud will coordinate with school officials to build a timeline for completion. Pricing includes all configuration, installation, special construction considerations, and costs.

Quotation: Fiber Internet Access

Description	Price Per Mbps	MONTHLY RATE
1000 Mbps Symmetrical Dedicated Internet Service:	\$1.85/Mbps	\$1850.00/ month <i>3yr \$66,600</i>
2000 Mbps Symmetrical Dedicated Internet Service:	\$1.16/Mbps	\$2318.50/ month
3000 Mbps Symmetrical Dedicated Internet Service:	\$0.92/Mbps	\$2768.50/ month
4000 Mbps Symmetrical Dedicated Internet Service:	\$0.80/Mbps	\$3218.50/ month
5000 Mbps Symmetrical Dedicated Internet Service:	\$0.73/Mbps	\$3668.50/ month

Term

The above pricing requires a minimum 36-month commitment

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White Cloud Technologies LLC Warranty Policy

Following is the warranty policy for White Cloud. No other warranty policy applies unless stated in writing and agreed to by White Cloud and the End User. Warranty is for product and for services provided.

White Cloud offers two-years automatic warranty, with an option to purchase 2 years of extended warranty. The warranty can then after be extended year-to-year for a fee.

Scope

White Cloud may provide material and service of its own or may act as the provider of a supplied system to the End User. A system is defined as infrastructure product from Original Equipment Manufacturers (OEM) and services from White Cloud that are configured and installed to make a functioning system for the End User.

Equipment Warranty

Warranty for the OEM product is the responsibility of the specific OEM for each product in the system. OEM warranty begins on receipt of the equipment and invoice from the OEM, whether to the End User or to White Cloud on behalf of the End User. Warranty from an OEM is customarily one year but may be more or less. The product must be returned to the OEM for repair or replacement per their specific warranty and the cost of freight to the OEM is borne by the End User. The OEM will normally pay for the cost of freight to return the product to the End User.

Cost of field service to assist the End User with in-warranty support of OEM product shall be borne by the End User. Such services may include: troubleshoot, repair if possible, remove and return product to the OEM, re-install, configure and optimize, update documentation and return the system to normal usage. Field services for OEM support are billed to End User on time and material at published service rates. White Cloud will notify the End User if the specific OEM provides reimbursement for in warranty field services.

Services Warranty

Warranty for services and craftsmanship supplied by White Cloud is 12 months. Craftsmanship consists of the labor tasks such as defects in design, programming and installation performed to implement the system. This warranty begins on the date of a Certificate of Acceptance signed by the End User. Should the system be put into beneficial use by the End User prior to completion of a Certificate of Acceptance, the warranty for services and craftsmanship will begin on the date of beneficial usage.

Warranty for installation and repair service of mobile, portable and other basic subscriber equipment is 90 days from completion.

White Cloud can provide field support on a time and material basis at published service rates Monday – Friday, 8 am to 5 pm. Service is available after hours on an overtime rate of 1.5 time's normal rate. Services can also be supplied on a Maintenance Agreement with negotiated rates and priority handling.

Limitations

Total liability for White Cloud arising out of or related to this warranty is limited to the price of the supplied system. It is at the option of White Cloud to repair, replace or refund purchase price of the OEM product or supplied services. OEM warranty and craftsmanship warranty may be void if the system is altered, neglected or misused by End User or any third party.

White Cloud is not responsible for any ancillary product or service applied to the system not supplied by White Cloud.

White Cloud is not responsible for defects due to weather, accident, or natural phenomena.

White Cloud has no authority to make warranty policy in behalf of the OEM and bears no liability for performance and specifications stated by the OEM.

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Proposal Acceptance Contract

Dietrich School District 314

RFP 2022-2023

Internet Services (ISP services), and Data Transmission

Award Date: March 17, 2022

Contract Terms:

1. The minimum term of this agreement shall be three (3) year, with an option to extend for two additional one (1) year terms. Maximum duration of the agreement, including all extensions, shall be five (5) years.
2. Pricing is the gross monthly price for service before any E-rate discount is applied.
3. Monthly service fee includes cost of circuit, end site router, equipment maintenance, service monitoring, field support, and Service Level Agreement (SLA).
4. All service delivery prices are based on expected site readiness to receive the services including conduit, electrical capacity, backer board, and similar. In the event that the site walkouts determine the need for site make-ready work, service may not be available until such work is completed by customer.
5. There are currently no governmental fees applicable to the broadband services requested. However, if such fees become applicable in the future, governmental fees including state, local and federal taxes, USF, E911 taxes/fees, and similar are in addition to the above rates. These fees will be charged at the applicable rates set by governmental entities and are subject to change over the life of the service contract.
6. White Cloud Internet services are subject the rules and regulations of the Federal Communications Commission as are promulgated by said regulatory body that are pertinent to the subject matter of this agreement.
7. White Cloud will notify the customer once the circuit is installed and White Cloud is ready to turn up service. White Cloud will work with the customer to determine a mutually agreed upon date to turn up service. In the event of customer delays in turning up service, White Cloud reserves the right to start billing the customer for the service two weeks after White Cloud's notification that the service is ready to be turned up.
8. White Cloud acknowledges that if contract is signed outside of the e-rate contract signing window, White Cloud will disclose to the district, before soliciting the district's execution of the contract, that the contract is not eligible for E-rate funding.
9. Signed NON-COLLUSION AFFIDAVIT attached.

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Contract Provider:

White Cloud Technologies LLC (663 Main Ave. E. Twin Falls, ID 83301). Phone: (208) 736-2960

Shall provide Internet Services and data transmission to the Dietrich School District 314 (406 North Park Dietrich, Idaho 83324):

Contract internet speed: 4,000 Mbps X \$ 1.85/Mbps = \$ 1,850.00

The parties below have executed this certificate by their authorized representatives.

Dietrich School District 314

Name: Stefanie Shaw

Signature: Stefanie Shaw

Title: Superintendent

White Cloud Technologies LLC

Name: Sean CioCCA

Signature: [Signature]

Title: Operations Manager

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