

Request for Proposal E-Rate 2022

Services Sought on Form 470 Application Number:

BEN: 142790

Wallace School District #393

501 Western Avenue

Silverton, ID 83867

(208) 753-4515

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Preferred Method of Contact/Inquiry/Response: EMail

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WALLACE SCHOOL DISTRICT will receive Proposals by email for Category I - Internet Access no later than 3:00 p.m. local time on March 18th, 2022.

**Site sketches and wiring diagrams are available upon request.

Category One: Internet Access:

1. Internet Access: District Wide.

Gateway connection for internet access located at Wallace Junior/Senior High School (No. 1 Miners Alley, Wallace, ID 83873)

- Provide bandwidth minimum of 600mbs with 95% uptime with provisioning for gigabit.
- Provide an 8-block static IP address
- Service must be ready to turn up by July 1 at 5:00PM PST
- Provide options for three and five year contract
- Net zero setup and/or hardware fees
- SPI Form 474 Payment Method Preferred

2. Digital Transmission Services – Data only:

Point-to-Point connection for WAN/MAN between the elementary and high schools. This will also be the gateway for the elementary school

- (A) Silver Hills Elementary School (1246 Silver Valley Road, Osburn, ID) to (Z) Wallace Junior/Senior High School (No. 1 Miners Alley, Wallace, ID)
- 300mbs required with provisioning for gigabit
- Service must be ready to turn up by July 1 at 5:00PM PST
- Provide options for three and five year contract
- Net zero setup and/or hardware fees
- SPI Form 474 Payment Method Preferred

Definitions:

The District	Wallace School District 393
Respondent	Internet Service Provider Applicant

1.1 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, and other detail the District may find useful or necessary (or could differentiate the solution from a competing proposal). At a minimum, each proposal shall address the following:

Responses to the following project-specific questions:

- Customer Support Center hours of operation, including protocols for accessing customer support. The District prefers a solution that includes customer support functions including problem tracking, resolution and escalation support management on a 24 hours a day, 7 days a week, and 365 days a year basis.
- Response times for service interruptions, degradation, and loss of service. The District prefers a system that includes a stated commitment 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.

- Process of escalation if service is not repaired or restored within agreed-upon time frames. The District prefers a system whereas, in the event that service has not been restored in a timely manner, or the District does not feel that adequate attention has been allocated, the District can escalate the trouble resolution by request. A list of escalation contacts will be provided when implementation schedule is completed.
- Resolution notification process. The District prefers a system whereas immediate notification is provided once the problem is resolved and closure of the incident requested.
- Timeline for bringing services online.

1.2 Service Level Agreement

Respondent must provide a proposed Service Level Agreement (SLA) with their RFP response including a description of the following services, how they will be measured, how they will be mitigated, and how the District will be compensated when the terms are not met. Service Level Agreements should address the following:

- Agreed service targets, eg: network availability and quality
- Criteria for target fulfilment evaluation, eg: daily usage reports
- Roles and responsibilities of Service Provider
- Duration, Scope and Renewal of this SLA contract
- Limitations, exclusions and deviations.

Please note: The District will not accept any proposals that include provisions to limit or throttle the capacity of the service at any time for any reason.

2.1 Scoring Criteria

The following criteria shall be used to evaluate responsive bids:

25 points	Price of the service provided
20 points	Uptime and quality guarantee
15 points	Proposed contract and Service Level Agreement
15 points	Compatibility with existing infrastructure
15 points	Daily bandwidth and utilization reports
10 points	References

3.0 Catch All

The District's obligation under this RFP and subsequent contract(s) is contingent upon the availability of funds from which payment for contract purposes can be made including funds from the Federal e-rate program, State matching funds, and the District's general fund.

3.1 Conflict of Interest

Potential conflicts of interest shall not automatically result in the rejection of the proposal, but they must be declared with the proposal.

3.2 Cost Allocation and Ineligible Products/Services

The Respondent is responsible for correctly applying cost allocation to otherwise eligible products and services and correctly identifying ineligible products/services on the bid form.

3.3 Cost of Preparing Proposal

All costs incurred in the preparation of the proposal(s) shall be the responsibility of the Respondent and shall not be reimbursed by the District.

3.4 Errors in the Proposal

Respondents are responsible for all errors and omissions in their proposal and any such errors or omissions shall not serve to diminish their obligations to the District.

3.5 Service Provider Identification Number (SPIN)

Respondent must in have a valid SPIN at the time the proposal is submitted and must not be in 'red light' status with the Federal Communications Commission as listed here: <https://apps.fcc.gov/redlight/login.cfm>

3.6 Severability

If any provision or part of a provision of this Request for Proposal is found invalid, illegal, unenforceable, or in violation of FCC rules, that portion shall be modified or severed from this RFP and the remaining provisions deemed valid and enforceable. In the event of a modification or removal of any provision or part of a provision of this RFP, NCCE shall publish an addendum the Schools and Libraries Division EPC system.