

HAYWOOD COUNTY SCHOOLS

WIDE AREA NETWORK (WAN) REQUEST FOR PROPOSAL (RFP)

E-Rate FY 2019

470 Form Number: **190005511**

Proposal Name: **HCS WAN 2019**

Billed Entity Number: **127103**

Proposals due December 14, 2018, 4:00 pm

Category One Narrative

470 Form Number: **190005511**

Proposal Name: **HCS WAN 2019**

Billed Entity Number: **127103**

The Applicant may consider multi-year contracts and/or contracts featuring a specified number of annual voluntary extensions. Contracts should provide flexibility to add/remove lines/sites or increase/decrease bandwidth as needed over the life of the agreement, without penalty. Bidders must comply with Lowest Corresponding Price (LCP) rule.

LIT FIBER WAN SERVICE: Seeking pricing for full-duplex committed bandwidth of 1 Gbps at 17 sites, 10 Gbps at 1 site (e.g. Network Operations Center) as well as 99.99% uptime (low latency, low jitter, low bit-error), and guaranteed QoS at each WAN link Service Level Agreement. Note: Primary Network Operations located at the HCS Instructional Technology Center (facility includes Back-up Generator and Intelligent Power Management) with additional Data Center Operations to be located at the HCS Central Office. The Primary Operations Center shares a facility with Central Haywood High School.

SCOPE OF SERVICES:

1. The service provider shall provide all fiber cabling, pathways and spaces to accommodate the fiber (i.e. conduit) and Ethernet equipment necessary to connect the District's sites with switched 1Gbps/10Gbps Ethernet connectivity.
2. The service provider must provide the Haywood County Schools E-Rate discounts on their bill.
3. All E-Rate eligible monthly recurring charges for the service and any one-time costs for installation of the wiring or equipment shall be included in the Service Provider's proposal as separate line items.
4. Proposal must include any taxes that will be applied.
5. The costs of any ineligible E-Rate components that may be required (such as electrical power) shall be broken out separately.
6. All installation of cabling, pathways, etc. shall be to BICSI specification and the design specifications of Haywood County Schools.
7. According to E-Rate guidelines, ownership of the fiber, conduit or equipment will remain the property of the Telecom Carrier and will never transfer to the District and there will be no option to purchase the fiber, conduit or equipment in the future.
8. The District's internal data communications system shall function without dependence on the Service Provider's equipment.
9. Included in the Telecom Carrier's proposal must be all construction costs to bring in the fiber from the street to the District's established Carrier Demarcation point on each campus. Any conduit and trenching from the street to the Major Point of Entry (MPOE) must include replacement of conduit, pavement, and returning the ground to its original condition. All installation of cabling, pathways, etc. shall be to BICSI specification and the

design specifications of Haywood County Schools.

10. Pricing shall include all recurring and nonrecurring costs that Haywood County Schools will incur over the term of the contract with the vendor, including startup costs, installation fees, cabling fees, equipment costs, port fees, telecommunication costs, taxes, etc.
11. The system shall be monitored 7x24x365 by a Network Operations Center.
12. Notification of any planned service outages at least 3 business days in advance.
13. For unexpected outages, the vendor shall notify district of outages and service interruptions within 10-15 minutes via email and phone.
14. Vendor shall resolve problems within 4 hours and close tickets within 12 hours of outage.
15. Service Level Objectives shall be: Network Availability 99.99%, Packet Delivery Rate 99.99%, Network Latency 100ms round trip, Mean Time to repair 4 hours (including local loop).
16. All vendors must provide information concerning leased lit fiber service, service transition, service outage support, E-Rate eligibility, cost, company information, references, and other services. Provide a section of your proposal that is formatted in the order of this section and list responses to the numbered items.
17. The District desires leased lit fiber services up to 10Gbps. The District desires the ability to leverage QOS to support future VOIP implementations. The vendor should allow the ability to activate QOS on a per circuit, or group of circuits based on the school region, or vendor originating service facilities.
 - 17.1 Provide a detailed description of the leased lit fiber service you propose based on the information included in Appendix A.
 - 17.2 Provide a diagram of your internal network and how it interconnects with customer locations included in Appendix A and B with your proposal.
 - 17.3 Provide a detailed description of the remote management and monitoring capabilities of the WAN circuits that will be put in place for this service. This service should include customer access to metrics and diagnostic information.
 - 17.4 Describe any guaranteed level of bandwidth for the proposed leased lit fiber service.
 - 17.5 Provide a list of the equipment you will install at District facilities, as well as the space requirements, power and environmental requirements, product specification sheets and special requirements such as service entries into buildings.
 - 17.6 Describe the scalability of your leased lit fiber service. Provide the procedure that would be used if more bandwidth would be required by the District. Describe the ability of your service to provide more bandwidth.
18. The District desires a minimum of downtime during the transition from the existing Wide Area Network to the new system. The District requires that the district Metro Area Network be built out and ready for service by the beginning of the contract 07/01/2019.

Vendor agrees to pay the cost to previous provider, if past 07/01/2019.

18.1. Provide a detailed summary of the process you would use to cut over from our existing Wide Area Network to the proposed Wide Area Network.

18.2 Provide an estimated time for this process.

18.3 Provide an estimate of Wide Area Network downtime incurred by this process.

19. The District requires a timely resolution for service outages. Provide the procedure used in the event of a service outage and any notification service that you can provide to the District.

19.1 Provide your method for prioritizing service calls.

19.2 Provide qualifications of technicians who will respond to calls for support or repair.

19.3 Provide number of support technicians available for support and where they are located relative to Haywood County Schools.

19.4 What are your procedures for providing status information and problem resolution timeframes to the customer?

19.5 What are your escalation procedures for trouble tickets?

19.6 Provide an escalation list for the account team, with names, telephone numbers, and email addresses.

20. The District understands that not all services in a proposal may be E-Rate eligible.

20.1 The proposal must be compliant with E-Rate guidelines.

20.2 Designate which services in the proposal are eligible for E-Rate discounts.

21. Provide costs for all the services you propose, including tariffs, taxes, surcharges, set-up or installation fees and any equipment lease fees on Appendix A.

LENGTH OF CONTRACT:

Please submit the following pricing options on Appendix A.

Option A: Bids for a 36 month contract with two twelve month optional extensions.

Option B: Bids for a 24 month contract with three twelve month optional extensions.

Option C: Bids for a 60 month contract with two twelve month optional extensions.

EVALUATION CRITERIA:

Price of e-rate eligible goods and services will be the primary factor when evaluating proposals.

Other factors include cost of ineligible goods and services, prior experience with vendor, local vendor for response time, references, service transition.

TIMELINE OF EVENTS:

470/RFP Posting	November 15, 2018
Question Due Date	November 21, 2018, 5:00 pm
Questions and Answers Posted	November 28, 2018, 5:00 pm
Proposals Due	December 14, 2018, 4:00 pm
Public Bid Opening	December 17, 2018, 9:00 am
Bid Evaluation	December 18, 2018
Bid Award	January 14, 2019, pending weather
Vendor Notification	January 15, 2019
Protest Deadline	January 29, 2019

REQUIREMENTS:

1. Service Provider Identification Number (SPIN)
2. FCC Registration Number (FCC RN)
3. Service Provider must comply with local, state, and federal requirements including agreement to fully cooperate with audit and ten year document retention requirements.
4. Service Provider must have current Service Provider Annual Certification (SPAC) on file with USAC.
5. Contract start and end dates must coincide with the E-rate Funding Year (July 1 through June 30).
6. Vendor shall submit current qualifications, service level agreement, and (3) school system references demonstrating technical ability to install, test and maintain the proposed system and subsystems.
7. Vendor shall include and clearly indicate all eligible charges including monthly charges, special construction charges, installation, activation, surcharges, taxes (including federal, state and local taxes) or fees (Appendix A).
9. Vendor shall clearly acknowledge that the contract is contingent upon annual E-rate funding approval. The RFP, as posted, becomes part of the signed contract.
10. Vendor shall submit a signed and dated Execution of Proposal with their bid (Appendix C).

QUESTIONS AND ANSWERS:

Questions regarding the 470/RFP must be submitted in writing to the following:

techdirector@haywood.k12.nc.us

Please include "HAYWOOD WAN RFP" in the subject.

Questions must be submitted by November 21, 2018 at 5:00 pm. Questions and Answers will be posted on November 28, 2018 by 5:00 pm at the following site:

<http://www.haywood.k12.nc.us/technology/rfp-faqs/>

Phone calls will not be accepted or returned.

PROPOSAL SUBMISSION REQUIREMENTS:

Proposal must be sealed and hand delivered or mailed to the Instructional Technology Center.

Kim Jackson

Instructional Technology Center

216 Charles St.

Clyde, NC 28721

Deadline to submit proposal is 4:00 pm on December 14, 2018. Please submit 3 copies (1 original with signatures, 1 copy, 1 digital)

RIGHTS OF REJECTION:

The District reserves the right, at its sole discretion, to reject any and all proposals or to cancel this supplemental information in part or in its entirety. Any proposal received which does not meet the requirements of this supplemental information may be considered to be nonresponsive, and the proposal may be rejected. Prospective Vendors must comply with all of the terms of this supplemental information and all applicable State laws and regulations. The District may reject any proposal that does not comply with all of the terms, conditions, and performance requirements of this supplemental information. Prospective Vendors may not restrict the rights of the District or otherwise qualify their proposals. If a proposer does so, the District may determine the proposal to be a nonresponsive counteroffer, and the proposal may be rejected. The District reserves the right, at its sole discretion, to waive variances in technical proposals provided such action is in the best interest of the district. Where the District waives minor variances in proposals, such waiver does not modify the supplemental information requirements or excuse the Prospective Vendor from full compliance with the supplemental information. Notwithstanding any minor variance, the District may hold any Proposer to strict compliance with the supplemental information.

Haywood County Schools reserves the right to select the proposal which in its sole judgment best meets the needs, services and costs of the District.

Appendix A: Cost Sheet

Appendix B: Sites and Locations

Appendix C: Execution of Proposal

HCS WAN 2019: Appendix A

Haywood Cost Sheet			Option A				Option B				Option C				
Entity #	Site Name	Location	Requested Speed	Monthly E-rate Eligible Costs	Monthly E-rate Ineligible Costs	NonReoccurring E-Rate Eligible Costs	NonReoccurring E-Rate Ineligible Costs	Monthly E-rate Eligible Costs	Monthly E-rate Ineligible Costs	NonReoccurring E-Rate Eligible Costs	NonReoccurring E-Rate Ineligible Costs	Monthly E-rate Eligible Costs	Monthly E-rate Ineligible Costs	NonReoccurring E-Rate Eligible Costs	NonReoccurring E-Rate Ineligible Costs
30243	Bethel Elementary School	4700 Old River Rd. Canton, NC 28716	1 gig												
30144	Clyde Elementary School	4182 Old Clyde Rd. Clyde, NC 28721	1 gig												
30238	Hazelwood Elementary School	1111 Plott Creek Rd. Waynesville, NC 28786	1 gig												
30246	Jonathan Valley Elementary School	410 Hall Dr. Waynesville, NC 28785	1 gig												
30239	Junaluska Elementary School	2238 Asheville Rd. Waynesville, NC 28786	1 gig												
30139	Meadowbrook Elementary School	85 Morningstar Rd. Canton, NC 28716	1 gig												
30135	North Canton Elementary School	60 Thompson St. Canton, NC 28716	1 gig												
30145	Riverbend Elementary School	71 Learning Ln. Clyde, NC 28721	1 gig												
30244	Bethel Middle School	630 Sonoma Rd. Waynesville, NC 28786	1 gig												
30134	Canton Middle School	60 Penland St. Canton, NC 28716	1 gig												
30240	Waynesville Middle School	495 Brown Ave. Waynesville, NC 28786	1 gig												
30137	Pisgah High School	1 Black Bear Dr. Canton, NC 28716	1 gig												
30245	Tuscola High School	1 Black Bear Dr. Canton, NC 28716	1 gig												
17001901	Central Office	1230 N. Main St. Waynesville, NC 28786	1 gig												
16046654	Food Service/School Nutrition	5855 Crabtree Rd. Clyde, NC 28721	1 gig												
16033031	Bus Garage/Maintenance	401 Farmview Dr. Waynesville, NC 28786	1 gig												
16072437	Community Learning Center	72 Virginia Ave. Waynesville, NC 28786	1 gig												
16033202	Instructional Technology Center/Central Haywood High	216 Charles St. Clyde, NC 28721	10 gig												

Appendix B: Sites and Locations

Bethel Elementary School
4700 Old River Rd.
Canton, NC 28716

Clyde Elementary School
4182 Old Clyde Rd.
Clyde, NC 28721

Hazelwood Elementary School
1111 Plott Creek Rd.
Waynesville, NC 28786

Jonathan Valley Elementary School
410 Hall Dr.
Waynesville, NC 28785

Junaluska Elementary School
2238 Asheville Rd.
Waynesville, NC 28786

Meadowbrook Elementary School
85 Morningstar Rd.
Canton, NC 28716

North Canton Elementary School
60 Thompson St.
Canton, NC 28716

Riverbend Elementary School
71 Learning Ln.
Clyde, NC 28721

Bethel Middle School
630 Sonoma Rd.
Waynesville, NC 28786

Canton Middle School
60 Penland St.
Canton, NC 28716

Waynesville Middle School
495 Brown Ave.
Waynesville, NC 28786

Pisgah High School
1 Black Bear Dr.
Canton, NC 28716

Tuscola High School
1 Black Bear Dr.
Canton, NC 28716

Central Office
1230 N. Main St.
Waynesville, NC 28786

Bus Garage/Maintenance
401 Farmview Dr.
Waynesville, NC 28786

Food Service/School Nutrition
5855 Crabtree Rd.
Clyde, NC 28721

Haywood Community Learning Center
72 Virginia Ave.
Waynesville, NC 28786

Instructional Technology Center @ Central Haywood High School
216 Charles St.
Clyde, NC 28721

APPENDIX C
 HAYWOOD COUNTY SCHOOLS
 NAME OF PROPOSAL: HCS WAN 2019

470 NUMBER: **190005511**

EXECUTION OF PROPOSAL FORM

OFFER AND ACCEPTANCE: This solicitation advertises HAYWOOD COUNTY SCHOOLS (HCS) needs for the services and/or goods described, herein. HCS seeks proposals comprising competitive bids offering to sell the services and/or goods described in this solicitation. All proposals and responses received shall be treated as offers to contract. HCS' acceptance of any proposal must be demonstrated by execution of the acceptance found below, and any subsequent Request for Best and Final Offer, if issued.

EXECUTION: In compliance with this supplemental information, and subject to all the conditions herein, the undersigned offers and agrees to furnish any or all services or goods upon which prices are bid, at the price(s) offered herein, within the time specified herein. By executing this bid, I certify that this bid is submitted competitively and without collusion and is not otherwise in violation of state, local or federal procurement and antitrust laws. I furthermore certify that I have read and understand all addenda referencing this supplemental information. Failure to execute/sign bid, using this page, prior to submittal shall render bid invalid.

VENDOR:		FEDERAL ID:	
STREET ADDRESS:		PO BOX:	ZIP:
CITY & STATE		TELEPHONE NUMBER:	
TYPE OR PRINT NAME AND TITLE OF PERSON SIGNING:		FAX NUMBER:	
AUTHORIZED SIGNATURE:	DATE:	EMAIL ADDRESS:	