

HAYWOOD COUNTY SCHOOLS

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

E-Rate FY 2023

470 Form Number: **240009323**

Proposal Name: **HCS WAN 2023**

Billed Entity Number: **127103**

Proposals due January 18, 2024, 4:00 pm

Category One Narrative

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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.

WAN SERVICE: Seeking pricing for full-duplex committed bandwidth of 1 Gbps, 2 Gbps, and 5 Gbps at 18 sites, 10 Gbps and 20 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. See Appendix B for sites and locations. 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. An additional site will be opening during the term of this contract and the Network Operations Center will be moving to 35.497793, -82.963457 on Ratcliff Cove Road in Waynesville. Please include the cost to build and terminate at this location. In addition, the district may close a site or multiple sites during this contract as facilities move to this new location. The district should be held harmless for closing or moving sites.

SCOPE OF SERVICES:

1. The service provider shall provide all cabling, pathways and spaces to accommodate the service (i.e. conduit) and Ethernet equipment necessary to connect the District's sites with switched Ethernet connectivity at 1, 2, 5, 10, or 20 Gbps.
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 standards and the design specifications of Haywood County Schools.
7. According to E-Rate guidelines, ownership of the cabling, 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 cabling, 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

service 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 standards 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. For any ineligible costs, please provide pricing categorized as ineligible.
11. The system shall be monitored 7x24x365 by a Network Operations Center.
12. Notification of any planned service outages shall be provided at least 3 business days in advance.
13. For unexpected outages, the vendor shall notify the district of outages and service interruptions within 10-15 minutes via email and phone.
14. The 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 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 is seeking services of 1, 2, 5, 10, and 20 Gbps. The District desires the ability to leverage QOS to support 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 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 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 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 Wide Area Network be built out and ready for service by the beginning of the contract 07/01/2024. Vendor agrees to pay the cost to the previous provider, if past 07/01/2024.

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 the 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	December 18, 2023
Question Due Date	December 29, 2023, 4:00 pm
Questions and Answers Posted	January 2, 2024, 4:00 pm
Proposals Due	January 18, 2024, 4:00 pm
Public Bid Opening	January 19, 2024, 10:00 am
Bid Evaluation	January 22, 2024
Bid Award	February 5, 2024, pending weather
Vendor Notification	February 6, 2024
Protest Deadline	February 19, 2024

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 December 29, 2023 at 4:00 pm. Questions and Answers will be posted on January 2, 2024 by 4:00 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

161 Bryson St.

Waynesville, NC 28786

Deadline to submit proposal is 4:00 pm on January 18, 2024. 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](#)