

REQUEST FOR PROPOSALS

RFP 19-3

The City of Fall River, acting by and through The Fall River Public Schools, is seeking proposals to provide E-Rate Category 1 Service in accordance with specifications.

Beginning Wednesday, November 28, 2018 the **RFP** may be obtained emailing:

bmikolazyk@fallriverschools.org between 9:00 AM and 4:00 PM, Monday-Friday until the scheduled opening date of the Proposals.

The original and three (3) copies of the Technical Proposal and Cost Proposal must be submitted in separate sealed envelopes clearly marked as **RFP # 19-3**

Proposals must be received in the Purchasing Department Room 234 One Government Center Fall River, MA 02722 no later than 11:00 AM on Thursday, December 27, 2018.

The City of Fall River has established a policy to extend contract opportunities to Minority/Women Businesses. MBE/WBE Businesses are encouraged to participate in this RFP. The City will award a Three year contract with the possibility to go up to but not to exceed five years.

The City of Fall River reserves the right to waive any informalities or irregularities in the Proposals received and to reject any Proposals when doing so is deemed to be in the best interest of the City of Fall River.

The City of Fall River's School Department Brian Mikolazyk and School Committee will review all Proposals and select the most advantageous Proposal from a responsive and responsible Proposer taking into consideration price and all other evaluation criteria set forth in this RFP.

Rhonda Avilla Pinnell

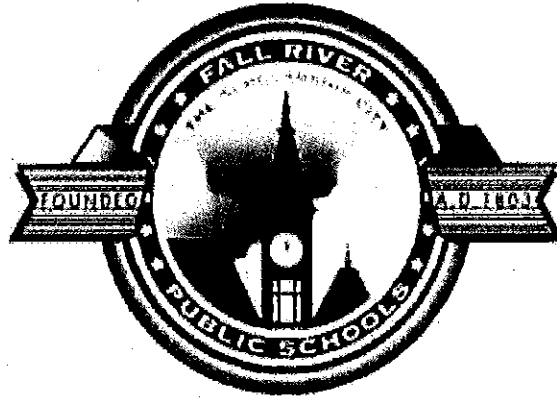
Purchasing Agent

Fall River Herald News:

Please advertise on Wednesday November 28, 2018.

Please send invoice in triplicate to Brian Mikolazyk Fall River Public Schools 417 Rock Street Fall River, MA 02720. 508-675-8420.

Please send tear sheets to Purchasing Room 234 One Government Center Fall River, MA 02722.



FALL RIVER PUBLIC SCHOOLS

Fall River, MA Entity # 120720

REQUEST FOR PROPOSALS: E-Rate Category 1 Services

Please note, we are requesting pricing for terms of 36, 48 and 60 months and ask that you quote all 3 terms. Per our local procurement policy, the FR City Council needs to approve any contract term that will be 48 or 60 months. The discussion by the city council on this request should take place at their December 2018 meeting. If city council does not approve the longer term option, we will evaluate only on the 36 month pricing

SCOPE OF SERVICES

Section 1: Introduction

Fall River Public Schools (applicant) is requesting three services. The first is a Leased Lit Fiber WAN. This is designated by FCC Form 470 Category 1 Service Option Leased Lit Fiber (with or without Internet Access). This service connects facilities within the district to one another to form a wide area network. This service does not include Internet Access.

The second service is a Leased Lit Fiber Service that includes Internet Access. This is also designated by Category 1 Service Option Leased Lit Fiber (with or without Internet Access). This service connects the district hub or aggregation point to an Internet PoP of the service provider's/Vendor's choice where upstream Commodity Internet and other upstream services are accessed. Internet access is expected to terminate at the district hub site. WAN service is expected to originate at the district hub site and be delivered to the eligible service locations. All locations, with addresses and demarcation points, are listed in the attached pricing sheet. The new services are being planned to begin on July 1, 2019 which represents the expiration of the current services.

The third service is for Internet Access, also a Category 1 Service Option. Service is expected to terminate at the District hub site listed in the attached pricing sheet. The service is expected to begin on July 1, 2019 which represents the expiration of the current service.

Section 2: Service Requests

1. Leased Lit Fiber (with or without Internet access) is an E-rate Category 1 service option that can be used to bid two types of leased lit fiber services. Applicant is seeking bids for **both** of these services. Respondents may bid one or both services. See Section 3. for solution requirements.
 - a. **Internet access delivered over fiber transport:** Leased Lit Fiber (with or without Internet Access) option to choose when bidding a fiber connection from a school/non-instructional facility or a school district hub to an Internet Access Point and the price of the fiber connection also includes Commodity Internet/Internet access. This is not a WAN connection, but a connection through which the school/non-instructional facility gains access to the Commodity Internet.
 - b. **Wide area network (WAN):** Leased Lit Fiber (with or without Internet Access) is also the option to choose when bidding point to point wide area network (WAN) connections. **WAN connections do not connect to an Internet access point.** WAN connections are point-to-point fiber connections that connect individual instructional/non-instructional facilities in the same school district.

2. Network Design and Construction Routes
 - a. For Internet access, Applicant leaves point of presence (PoP) location and fiber routes up to respondent. However, due to current and future bandwidth needs, designs are encouraged to provide dedicated infrastructure to Applicant. This includes little to no aggregation or third-party equipment between Applicant site and PoP.
 - b. For WAN, designs are encouraged to utilize the private fiber approach where there exists no other aggregation or third-party equipment on fiber strands between sites and modulating equipment at each site is dedicated to Applicant

and not shared in any way with other customers. If this is not possible, then designs should limit the use of shared infrastructure as much as possible.

- c. Applicant will consider traditional network designs (such as hub and spoke) or alternative proposals. The applicant's stated decision criteria (outlined in the RFP) will be used to determine if an award is made as-a-result of this RFP. The applicant has, in accordance with E-rate guidelines, rated cost of service as the highest weighted factor in its decision criteria.
 - d. Respondents should clearly illustrate proposed network design and construction routes. (if applicable)
 - e. Applicant is not advocating or mandating any preconceived network design or construction route and leaves this decision up to the vendor to present their best solution while recognizing the cited termination locations.
3. Special Construction
- a. In E-rate terminology, **special construction** refers to the upfront, non-recurring costs associated with the installation of new fiber to or between eligible entities.
 - i. Special construction and service eligibility for reimbursement have changed starting funding year 2016. See the Federal Communications Commission E-rate modernization order 2 (WC Docket No. 13-184) (<https://www.fcc.gov/document/fcc-releases-order-modernizing-e-rate-21st-century-connectivity>) for more information.
 - b. Special construction charges eligible for Category One support consist of three components:
 - i. construction of network facilities
 - ii. design and engineering
 - iii. project management
 - c. If no new fiber is being installed, then any installation costs are considered standard **non-recurring costs (NRC)**.
 - i. For leased lit fiber solutions requiring special construction, this means that the costs associated with building the fiber are considered special construction and the costs associated with the equipment required to activate the service are a standard NRC.
 - d. Special Construction Payment Plan Option
 - i. The applicant requests that the respondents consider allowing Applicant to pay the non-discount share of special construction costs (portion of costs that are the responsibility of the applicant) to be paid in equal installments over four years from Funding Year 2019 to Funding Year 2022 inclusive. Responses must include agreement or non-agreement of this request.
 - e. Excess fiber strands for special construction projects
 - i. To the extent that the winning service provider installs additional strands of fiber for future business ventures, the winning service provider assumes full responsibility to ensure those incremental costs are allocated out of the special construction charges to the district in accordance with FCC rules and orders.
 - ii. If, after the issuance of the FCDL, USAC or the FCC determines that the winning service provider did not cost allocate those charges associated with the additional strands, Applicant will not be responsible for

reimbursing the winning vendor and the winning vendor will assume all responsibilities deemed ineligible by USAC.

Section 3: Solution Specifications

1. Internet access
 - a. Applicant must have dedicated, symmetrical bandwidth of 2G, 4G, 6G, 8G or 10G and provide all pricing options.
 - b. The solution must be scalable to 10 Gbps
 - c. Applicant also requires firewall services bundled with Internet access service. The District currently has a leased Fortinet firewall (1500B0 as part of their current Internet Access Agreement.
 - d. Contract options are requested for 48 month and 60 month terms of service.
2. WAN
 - a. Applicant must have dedicated, symmetrical transport bandwidth of 1-10 Gbps between the designated endpoints. The District requests the option to adjust bandwidth to each site annually as needed. Pricing should be submitted for 1G, 2G, 5G and 10G.
 - b. The solution must be scalable to 10Gbps.
 - c. Contract options are requested for 48 month and 60 month terms of service.
3. Handoff Equipment
 - a. The District prefers a solution with leased and maintained equipment that is installed at our head end in each building. All of our schools have 10G/1G switches. Include information on models and brands if you are including a response for this section.
4. Terms for services
 - a. Each respondent is required to complete the attached pricing sheet with this RFP.
 - i. Special construction, monthly recurring cost, and any additional non-recurring costs are **required** to be broken out and listed separately.
 - ii. Respondents are free to propose alternate pricing terms provided they have also included pricing in the requested format.
 - iii. No increased pricing will be allowed during the term of the quoted special construction, NRC, and MRC rate in each pricing cell of the matrix.
 - b. If an increase in bandwidth is requested during the contract period the contract does not renew.
 - c. All solutions must adhere to the Service Level Agreement (SLA) terms in Section 4.

Section 4: Service Level Agreement

1. Proposed services must me the following specifications:
 - a. The provider will make all reasonable efforts to ensure 99.99% network availability of each circuit.
 - b. .25% frame/packet loss commitment
 - c. 3ms network latency commitment
 - d. 4ms network jitter commitment
 - e. There is no right of provider to limit or throttle the capacity of the circuit at any time for any reason
 - f. Vendor stated commitment is to respond to any outage within two (2) hours and a four (4) hour restoration of service.

2. Network operations center: Solution will provide customer support functions including problem tracking, resolution and escalation support management on a 24x7x365 basis. Customer has the right and is encouraged to call concerning any problems that may arise relative to its connection with vendor provided services.
3. Trouble reporting and response: Upon interruption, degradation or loss of service, Customer may contact Vendor by defined method with a response based on trouble level. Upon contact from the Customer, the Vendor support team will initiate an immediate response to resolve any Customer issue. Customer will receive rapid feedback on trouble resolution, including potential resolution time.
4. Escalation: In the event that service has not been restored in a timely manner, or the Customer does not feel that adequate attention has been allocated, the Customer can escalate the trouble resolution by request. A list of escalation contacts will be provided when implementation schedule is completed.
5. Resolution: The Customer will be notified immediately once the problem is resolved and will be asked for verbal closure of the incident.
6. Trouble reporting, escalation and resolution: A detailed trouble reporting, escalation and resolution plan will be provided to the district.
7. Measurement: Time starts from the time the Customer contacts vendor and identifies the problem. Credits for outages of a certain duration or longer will be identified.
8. Reports: Upon request, an incident report will be made available to the Customer within five (5) working days of resolution of the trouble.
9. Link performance per segment: The service will maintain the proposed link performance throughout the term of the contract.
10. Historical uptime: Provide aggregate uptime statistics for your proposed service in the geographic area encompassing Applicant.

Section 5: General Terms for All Proposals

1. **Failure to include any requested information noted as required by the respondent is grounds for disqualification.**
2. Description of Proposal
 - a. All sites must be included in the bid. Failure to include all sites in a bid option could be considered ground for disqualification.
 - b. Respondent will provide a description of their proposal for all services and solutions.
 - c. Description will include an overview of the proposal, any deviations from the requested architecture, design or requirements, assumptions made, and other detail Applicant may find useful or necessary (or could differentiate the solution from a competing proposal).
3. Timeline
 - a. For each response, respondents must include a timeline for bringing all sites online.
 - b. Proposals requiring little to no special construction should be able to bring all sites online by the July 1 start of the funding year.
 - c. For solutions requiring special construction, a schedule of bringing sites online must be included with an explanation of how this timeline shifts if the date of the E-rate funding commitment shifts.
4. Demarcation
 - a. All solutions must terminate service or infrastructure in the demarcation point at each address specified in the pricing sheet.
 - b. Solutions bringing service to the property line but not to the demarcation point are not acceptable.
 - c. Respondent must specify specific demarcation setup included in base fees, e.g. wall mounted CPE and CAT6a handoff, rack mount patch panel, etc.

5. Network Diagram
 - a. For each response, respondents must include a network diagram displaying the paths to be used to serve each endpoint.
 - b. Diagrams must show if circuits are routed through any aggregation hubs, equipment, or third-party facilities between district site and point of presence for Internet access and between hub site and all endpoints for WAN.
6. References
 - a. For each response, respondent must provide 3 references from current or recent customers (preferably K-12) with projects equivalent to the size of Applicant.
7. E-rate Program Integrity Assurance (PIA) Review
 - a. If their solution is chosen, respondents are required to promptly provide Applicant with any information being requested as part of PIA review.
 - b. Vendors may assist applicants with preparing funding requests or responding to PIA questions and may speak directly with PIA reviewers.
 - c. For all responses that include special construction, the respondent agrees to, by submitting its bid, produce all construction labor, construction materials and other cost information requested during PIA review.
 - d. Any circuits to new locations (TBD) must be coterminous with the contract award expiration date.
 - e. **All responses must agree, in writing, to this section with a yes or no answer. Answering no or failure to answer at all is grounds for disqualification.**
8. Required Notice to Proceed and Funding Availability
 - a. Applicant will follow the purchasing policies of the Applicant Board and requirements and procedures of the FCC's E-rate program as administered by the Universal Service Administrative Company to be eligible for all available funding.
 - b. The implementation of any associated contracts resulting from this competitive bid process will be dependent on the district's issuance of a written Notice to Proceed.
 - c. E-rate funding notification alone will not signify Notice to Proceed. The district will have the right to allow the contract to expire without implementation if appropriate funding (including any state matching funds for special construction projects) does not come available.
 - d. Fall River Public Schools will not use the BEAR method of payment but instead request that the vendor use the SPI method, billing the District only for their percentage of the balance.
 - e. Vendor must have an E-Rate SPIN, a current Form 473 and confirm that they are not on Red Light Status.

Section 6: Evaluation Criteria

1. Internet access and WAN

% Weight	Criteria
35%	Price of Solution/ Eligible Costs*
15%	E-Rate experience for similar solutions with similar sized schools/organizations
10%	Tech Support and ability to support requirements of the RFP
10%	Solution Design
10%	Price of Non-E-Rate Eligible Costs
10%	Quality of and ability to include a firewall solution
10%	Quality of and Ability to provide "hand off" equipment at each site

2. WAN

% Weight	Criteria
45%	Price of Solution/ Eligible Costs*
15%	E-Rate experience for similar solutions with similar sized schools/organizations
10%	Tech Support and ability to support requirements of the RFP
10%	Solution Design
10%	Price of Non-E-Rate Eligible Costs
10%	Quality of and Ability to provide "hand off" equipment at each site

3. **Bandwidth Only Criteria**

% Weight	Criteria
50%	Price of Solution/ Eligible Costs•
20%	E-Rate experience for similar solutions with similar sized schools/organizations
10%	Tech Support and ability to support requirements of the RFP
10%	Solution Design
10%	Price of Non-E-Rate Eligible Costs

*E-rate eligible costs: the total cost of ownership for the eligible components of the proposed service. Total cost of ownership takes into account all one-time and recurring costs. Note that E-rate eligible costs refers to the pre-discount cost of the solution, not the post-discount portion of costs that are the responsibility of the Applicant. This criterion must be the highest weighted per E-rate program rules.

Please download the pricing submission template from the address below. You must submit proposals using this template.
www.fallriverschools.org/departments/technology-services

ALL questions must be submitted by 12/10/2018 to bmikolazyk@fallriverschools.org

Responses to questions will be posted as an addendum on **www.fallriverschools.org/departments/technology-services** There will be an addendum acknowledgement sheet that you must download and submit with your proposal

Bid Responses are due by 12/27/18.

AFFIDAVIT

CITY OF FALL RIVER, MASSACHUSETTS

RFP 19-3

The undersigned certifies under penalties of perjury that this bid or proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club or other organization, entity or group of individuals. M.G.L. 30B

Signed under penalty of perjury:

AUTHORIZED SIGNATURE

COMPANY NAME

DATE

I/We Acknowledge Addendum/Addenda No. # _____

VENDOR CERTIFICATION

COMPANY NAME: _____

STREET ADDRESS: _____

MAILING ADDRESS: _____

CITY, STATE, ZIP CODE: _____

COUNTY: _____

TELEPHONE/FAX #: _____

EMPLOYER OR FEDERAL I.D. #: _____

AUTHORIZED SIGNATURE AND TITLE: _____