
REQUEST FOR PROPOSAL

ERATE FUNDING YEAR 2017-18

FCC FORM 470 # 170064228 (WHIS 2017-C1 Internet WAN)

APPLICANT

White Settlement Ind Sch Dist (BEN: 140890)
401 S Cherry Lane, White Settlement, TX 76108
(214) 944-4559

DUE DATE: Tuesday, March 14, 2017

Bids must be posted online www.erate470.com no later than 11:59 pm CST
on the due date listed above.

Submit Questions no later than: Friday, February 24, 2017

Questions must be submitted online www.erate470.com no later than 11:59 pm CST
on the due date listed above. (View applicant RFP to post questions).

THE FOLLOWING INFORMATION IS INCLUDED IN THIS RFP:

- APPLICANT BID SPECIFICATIONS
- NOTICE TO SERVICE PROVIDERS
- GENERAL SPECIFICATIONS
- REQUIRED FORMS FOR BIDDERS
- CERTIFICATIONS, EXPERIENCE & REFERENCES – ATTACHMENT C

BID SPECIFICATIONS



Username: DSOVEREIGN

RFP Bid Information

E-Rate Program Year 2017(07/01/17-06/30/18)

White Settlement Ind Sch Dist (BEN: 140890)
401 S Cherry Lane, White Settlement, TX 76108
(214) 944-4559

REMINDER TO BIDDERS:

Before submitting bids on behalf of this applicant, check to be sure you have completed each of the items listed below. If not, please do so prior to submitting your bids.

- Complete required forms, Read and understand Notice to Service Providers and General Specifications (www.kelloggllc.com/eratebids.aspx)
- Read and understand Lowest Corresponding Price rule (<http://www.usac.org/si/service-providers/step02/lowest-corresponding-price.aspx>)
- Read and understand USAC's Eligible Services (<http://www.usac.org/si/applicants/beforeyoubegin/eligible-services/default.aspx>). Know the eligibility of the products and services you are bidding on and be able to enter accurate cost-allocations.
- Practice entering your bids using Kellogg & Sovereign School District (sample school) as your test site and following the steps in the Step-by-Step Bidding Guide (www.kelloggllc.com/docs/sp/step_by_step_bidding.pdf)
- Review RFP Changes from the main menu (www.erate470.com)
- Attend required walk-throughs (www.erate470.com)

If you are submitting a blanket bid, contact KSLLC for instructions and access to blanket bidding. Any errors that require KSLLC to make corrections will result in charges for the costs incurred.

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General RFP Information

Due Date: 03/14/2017

Last date to submit questions: 02/24/2017

Form 470-1: 170064228

Form 470 Date: 02/08/2017

Form 470-2: C1 Internet & WAN

Forum Link: www.erate470.com

Bidding Notes:

QUESTIONS:

All questions must be submitted through the Q&A Forum by the Question Cut-Off deadline, unless otherwise instructed.

Submit questions using the "Ask A Question" feature on the online RFP found at www.erate470.com. Answers will be posted on www.erate470.com and in an addendum posted on USAC's EPC.

ALL COSTS: Bidders must include all costs with your proposal Including monthly charges, non-recurring charges, estimated surcharges, and fees. ****Failure to list all costs may disqualify bidder.****

Vendors who are an approved vendor of at least one of the following purchasing cooperatives will receive additional points on the bid evaluation:

- [TX Department of Information Resources](#) (DIR)

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- [BuyBoard](#),
- [TIPS/TAPS](#),
- [The Cooperative Purchasing Network \(TCPN\)](#),
- [ESC Region 11](#)
- [Educational Purchasing Cooperative of North Texas \(EPCNT\)](#)
- [TxSmartBuy](#)

The Bid Evaluation Criteria is as follows:

Price - Erate Eligible Services (20), Other costs (5), Buying Group Approved Bidder (15), Reputation (10), Quality of Service (10), Meet District needs (10), Past Relationships (10), Underutilized Business (10), Long Term Cost (10)

According to State of Texas, Education Code, Chapter 44, Fiscal management, Subchapter b. Purchases; contracts, Sec 44.031 (b), the District will consider the following in selection of the most cost effective solution: purchase price (primary factor), reputation of the vendor and of the vendor's goods or services, quality of the vendor's goods or services; the extent to which the goods or services meet the district's needs; the vendor's past relationship with the district; the impact on the ability of the district to comply with laws and rules relating to historically underutilized businesses; and the total long-term cost to the district to acquire the vendor's goods or services. In order for the District to evaluate your bid, please provide details specific to these criteria areas along with your proposal.

C1: Data Transmission: Category One - Data Transmission Services**Data Connections - Existing (Data Transmission Services)**

Data Connections - Existing . Use "District" location on bid. Provide details of to-from locations in description or attach schedule. See applicant schedule for details.

Type: Fiber **Speed:** 1000 Mbps **Qty:** 10 **To Location:** District (284)

Notes:

WHITE SETTLEMENT ISD ("WSISD") is requesting responses for leased circuits for existing bandwidth level of 1 Gbps for the sites listed below. WSISD will accept responses for leased lit fiber and leased circuit options (Metro E, switched, point-to-point, etc).

#	Circuit Description	Location A	Location Z
1	WSISD – West Elementary	8901 White Settlement Rd, White Settlement, TX 76108	1025 Jim Wright Freeway, Fort Worth, TX, 76108
2	WSISD – Administration Building	401 S Cherry Ln, White Settlement, TX 76108	1025 Jim Wright Freeway, Fort Worth, TX, 76108
3	WSISD – Mesa HS	8041 Gibbs Dr, White Settlement, TX 76108	1025 Jim Wright Freeway, Fort Worth, TX, 76108
4	WSISD – Special Programs	8500 Rockway St, White Settlement, TX 76108	1025 Jim Wright Freeway, Fort Worth, TX, 76108
5	WSISD – Brewer Middle School	1000 S Cherry Ln, White Settlement, TX 76108	1025 Jim Wright Freeway, Fort Worth, TX, 76108
6	WSISD – Blue Haze Elementary	601 Blue Haze Dr, Fort Worth, TX 76108	1025 Jim Wright Freeway, Fort Worth, TX, 76108
7	WSISD – Fine Arts Academy	8301 Downe Dr, White Settlement, TX 76108	1025 Jim Wright Freeway, Fort Worth, TX, 76108

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8	WSISD – Liberty Elementary	7976 Whitney Dr, Fort Worth, TX 76108	1025 Jim Wright Freeway, Fort Worth, TX, 76108
9	WSISD – North Elementary	9850 Legacy Dr, Fort Worth, TX 76108	1025 Jim Wright Freeway, Fort Worth, TX, 76108
10	WSISD – Tannahill Intermediate School	701 American Flyer Blvd, Fort Worth, TX 76108	1025 Jim Wright Freeway, Fort Worth, TX, 76108

- a. All solutions must be presented with complete SLA documentation
- b. WSISD may award some, all, or none of these circuits represented and may award to multiple vendors
- c. Detailed narrative responses are encouraged in addition to summarized cost/component charts
- d. All proposals must include detailed technical documentation describing the technology implementation and capabilities including as appropriate: Ethernet technology, switching method, bandwidth allocation method, bandwidth increase/decrease capabilities, media transmission method
- e. All circuit hand-offs are to be fiber and will be specified by WSISD at the time of circuit order as to whether the hand-off will be single-mode or multi-mode and as to connector type
- f. WSISD is requesting responses for options for 1, 3, and 5 year contract terms.
- g. The District will reserve the right to extend or abbreviate the contract period if such extension or abbreviation is necessary to make the Contract term coincide with an E- rate “program year” or an extended service end date for an E-rate program year pursuant to a “service delivery deadline extension,” as those terms are defined by the Federal Communications Commission (“FCC”) and/or the Universal Service Administrative Company (“USAC”).

Service Level Agreement

Respondent will provide a description of the proposed services and service levels provided with the Internet connectivity responses. The respondent will provide a proposed Service Level Agreement (SLA) with the RFP response. The proposal must include a description of the following services and how these services will be measured.

- Network Availability: the provider will make all reasonable efforts to ensure [99.9-99.99]% network availability of each circuit.
- Internet and Operations proposals only: Frame/packet loss Commitment
- Internet and Operations proposals only: Network Latency Commitment
- Internet and Operations proposals only: Network Jitter Commitment
- There is no right of provider to limit or throttle the capacity of the circuit at any time for any reason

In addition to the required services, the proposal may include but is not to be limited to the following services:

- 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.
- 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.
- 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.
- Resolution: The Customer will be notified immediately once the problem is resolved and will be asked for verbal closure of the incident.
- Trouble Reporting, Escalation and Resolution: A detail trouble reporting, escalation and resolution plan will be provided to the district.
- Measurement: Vendor stated commitment is 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. Credits for Outages of shortage will be identified.
- Reports: Upon request, an incident report will be made available to the Customer within five (5) working days of resolution of the trouble.

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- Link Performance per segment: The service will maintain the proposed Link Performance throughout the term of the contract.
- Historical uptime: Provide aggregate uptime statistics for your proposed service in the geographic area encompassing the District.

Timeline

For each response, respondents must include a construction roadmap timeline. Preference is given to responses with a service start for all sites on July 1, 2017.

Demarcation

All solutions must terminate service or infrastructure to an existing network closet inside of the site specified. Solutions bringing service to the property line but not inside of the demarc address are not acceptable.

Network Diagram

For each response, respondents must include a network diagram displaying the paths to be used to serve the specified site.

Special Construction

Respondents for special construction should provide or be prepared to promptly provide the following information:

- A map file of the proposed fiber route in KMZ or JSON format
- The cost per foot of fiber
- The cost per foot of fiber installation (splicing, pulling through conduit, hanging on poles)
- The cost per foot of outside plant materials (conduit, handholes, aerial make ready materials)
- The cost per foot of outside plant (trenching, handhole and marker installation, installation of aerial make ready materials)

The amount of special construction capital requested will be reviewed based on the cost of historical fiber builds in the region. Respondents should consider other business that may be generated by building fiber into the region and request only the special construction capital that can be allocated to the District service.

Required Notice to Proceed and Funding Availability

The District will follow the purchasing policies of the District 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. 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. 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 does not come available.

Data Connections - New (Data Transmission Services)

Data Connections - NEW. Use Location "District" for your bids. Provide to-from locations in bid description or attach schedule.

Type: Fiber **Speed:** 10 Gigabit **Qty:** 10 **To Location:** District (285)

Notes:

WHITE SETTLEMENT ISD ("WSISD") is requesting responses for leased circuits for UPGRADE to 10 Gbps for the sites listed below. WSISD will accept responses for leased lit fiber and leased circuit options (Metro E, switched, point-to-point, etc).

#	Circuit Description	Location A	Location Z
1	WSISD – West Elementary	8901 White Settlement Rd, White Settlement, TX 76108	1025 Jim Wright Freeway, Fort Worth, TX, 76108
2	WSISD – Administration Building	401 S Cherry Ln, White Settlement, TX 76108	1025 Jim Wright Freeway, Fort Worth, TX, 76108
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4	WSISD – Special Programs	8500 Rockway St, White Settlement, TX 76108	1025 Jim Wright Freeway, Fort Worth, TX, 76108

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5	WSISD – Brewer Middle School	1000 S Cherry Ln, White Settlement, TX 76108	1025 Jim Wright Freeway, Fort Worth, TX, 76108
6	WSISD – Blue Haze Elementary	601 Blue Haze Dr, Fort Worth, TX 76108	1025 Jim Wright Freeway, Fort Worth, TX, 76108
7	WSISD – Fine Arts Academy	8301 Downe Dr, White Settlement, TX 76108	1025 Jim Wright Freeway, Fort Worth, TX, 76108
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9	WSISD – North Elementary	9850 Legacy Dr, Fort Worth, TX 76108	1025 Jim Wright Freeway, Fort Worth, TX, 76108
10	WSISD – Tannahill Intermediate School	701 American Flyer Blvd, Fort Worth, TX 76108	1025 Jim Wright Freeway, Fort Worth, TX, 76108

- a. All solutions must be presented with complete SLA documentation
- b. WSISD may award some, all, or none of these circuits represented and may award to multiple vendors
- c. Detailed narrative responses are encouraged in addition to summarized cost/component charts
- d. All proposals must include detailed technical documentation describing the technology implementation and capabilities including as appropriate: Ethernet technology, switching method, bandwidth allocation method, bandwidth increase/decrease capabilities, media transmission method
- e. All circuit hand-offs are to be fiber and will be specified by WSISD at the time of circuit order as to whether the hand-off will be single-mode or multi-mode and as to connector type
- f. WSISD is requesting responses for options for 1, 3, and 5 year contract terms.
- g. The District will reserve the right to extend or abbreviate the contract period if such extension or abbreviation is necessary to make the Contract term coincide with an E- rate “program year” or an extended service end date for an E-rate program year pursuant to a “service delivery deadline extension,” as those terms are defined by the Federal Communications Commission (“FCC”) and/or the Universal Service Administrative Company (“USAC”).

Service Level Agreement

Respondent will provide a description of the proposed services and service levels provided with the Internet connectivity responses. The respondent will provide a proposed Service Level Agreement (SLA) with the RFP response. The proposal must include a description of the following services and how these services will be measured.

- Network Availability: the provider will make all reasonable efforts to ensure [99.9-99.99]% network availability of each circuit.
- Internet and Operations proposals only: Frame/packet loss Commitment
- Internet and Operations proposals only: Network Latency Commitment
- Internet and Operations proposals only: Network Jitter Commitment
- There is no right of provider to limit or throttle the capacity of the circuit at any time for any reason

In addition to the required services, the proposal may include but is not to be limited to the following services:

- 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.
- 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.

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- **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.
- **Resolution:** The Customer will be notified immediately once the problem is resolved and will be asked for verbal closure of the incident.
- **Trouble Reporting, Escalation and Resolution:** A detail trouble reporting, escalation and resolution plan will be provided to the district.
- **Measurement:** Vendor stated commitment is 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. Credits for Outages of shortage will be identified.
- **Reports:** Upon request, an incident report will be made available to the Customer within five (5) working days of resolution of the trouble.
- **Link Performance per segment:** The service will maintain the proposed Link Performance throughout the term of the contract.
- **Historical uptime:** Provide aggregate uptime statistics for your proposed service in the geographic area encompassing the District.

Timeline

For each response, respondents must include a construction roadmap timeline. Preference is given to responses with a service start for all sites on July 1, 2017.

Demarcation

All solutions must terminate service or infrastructure to an existing network closet inside of the site specified. Solutions bringing service to the property line but not inside of the demarc address are not acceptable.

Network Diagram

For each response, respondents must include a network diagram displaying the paths to be used to serve the specified site.

Special Construction

Respondents for special construction should provide or be prepared to promptly provide the following information:

- A map file of the proposed fiber route in KMZ or JSON format
- The cost per foot of fiber
- The cost per foot of fiber installation (splicing, pulling through conduit, hanging on poles)
- The cost per foot of outside plant materials (conduit, handholes, aerial make ready materials)
- The cost per foot of outside plant (trenching, handhole and marker installation, installation of aerial make ready materials)

The amount of special construction capital requested will be reviewed based on the cost of historical fiber builds in the region. Respondents should consider other business that may be generated by building fiber into the region and request only the special construction capital that can be allocated to the District service.

Required Notice to Proceed and Funding Availability

The District will follow the purchasing policies of the District 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. 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. 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 does not come available.

Dark Fiber (Fiber or Dark Fiber)

Dark Fiber. The provider owns the fiber and the applicant will lease the fiber from the provider. Provide to-from locations in bid description or attach schedule.

From Location: **Qty** **To Location** (286)

Notes:

WHITE SETTLEMENT ISD ("WSISD") is requesting responses for leased dark fiber, 12 strands, for the sites listed below. Proposals for less than 12 strands may be considered by the District as optional bids.

#	Circuit Description	Location A	Location Z
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3	WSISD – Mesa HS	8041 Gibbs Dr, White Settlement, TX 76108	1025 Jim Wright Freeway, Fort Worth, TX, 76108
4	WSISD – Special Programs	8500 Rockway St, White Settlement, TX 76108	1025 Jim Wright Freeway, Fort Worth, TX, 76108
5	WSISD – Brewer Middle School	1000 S Cherry Ln, White Settlement, TX 76108	1025 Jim Wright Freeway, Fort Worth, TX, 76108
6	WSISD – Blue Haze Elementary	601 Blue Haze Dr, Fort Worth, TX 76108	1025 Jim Wright Freeway, Fort Worth, TX, 76108
7	WSISD – Fine Arts Academy	8301 Downe Dr, White Settlement, TX 76108	1025 Jim Wright Freeway, Fort Worth, TX, 76108
8	WSISD – Liberty Elementary	7976 Whitney Dr, Fort Worth, TX 76108	1025 Jim Wright Freeway, Fort Worth, TX, 76108
9	WSISD – North Elementary	9850 Legacy Dr, Fort Worth, TX 76108	1025 Jim Wright Freeway, Fort Worth, TX, 76108
10	WSISD – Tannahill Intermediate School	701 American Flyer Blvd, Fort Worth, TX 76108	1025 Jim Wright Freeway, Fort Worth, TX, 76108

- a. All solutions must be presented with complete SLA documentation
- b. WSISD may award some, all, or none of these circuits represented and may award to multiple vendors
- c. Detailed narrative responses are encouraged in addition to summarized cost/component charts
- d. All proposals must include detailed technical documentation describing the technology implementation and capabilities including as appropriate: Ethernet technology, switching method, bandwidth allocation method, bandwidth increase/decrease capabilities, media transmission method
- e. All circuit hand-offs are to be fiber and will be specified by WSISD at the time of circuit order as to whether the hand-off will be single-mode or multi-mode and as to connector type
- f. WSISD is requesting responses for options for 1, 3, 5, 10, and 20 year contract terms.
- g. The District will reserve the right to extend or abbreviate the contract period if such extension or abbreviation is necessary to make the Contract term coincide with an E- rate “program year” or an extended service end date for an E-rate program year pursuant to a “service delivery deadline extension,” as those terms are defined by the Federal Communications Commission (“FCC”) and/or the Universal Service Administrative Company (“USAC”).

The District will require on-going maintenance and operations of the fiber for the term of the lease. When pricing maintenance and operations, the respondent should include an overview of fiber maintenance practices including:

- Call before you dig locate services;
- Routine maintenance and inspection
- Scheduled maintenance windows and scheduling practices for planned outages
- Fiber monitoring including information on what fiber management software is used, what fiber monitoring system is used, and who performs the monitoring
- Handling of unscheduled outages and customer problem reports. What service level agreement is included, and what alternative service levels may be available at additional cost

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- What agreements are in place with applicable utilities and utility contractors for emergency restoration
- Repair of fiber breaks
- Replacement of damaged fiber
- Replacement of fiber which no longer meets specifications
- Policies for customer notification regarding maintenance
- Bidder must provide all associated costs including construction, installation, fees, charges, and surcharges.
- Bidder for Dark Fiber should also include maintenance costs.

NOTE: WSISD will provide modulating equipment. NO BIDS are requested for modulating equipment.

Service Level Agreement

Respondent will provide a description of the proposed services and service levels provided with the Internet connectivity responses. The respondent will provide a proposed Service Level Agreement (SLA) with the RFP response. The proposal must include a description of the following services and how these services will be measured.

- Network Availability: the provider will make all reasonable efforts to ensure [99.9-99.99]% network availability of each circuit.
- Internet and Operations proposals only: Frame/packet loss Commitment
- Internet and Operations proposals only: Network Latency Commitment
- Internet and Operations proposals only: Network Jitter Commitment
- There is no right of provider to limit or throttle the capacity of the circuit at any time for any reason

In addition to the required services, the proposal may include but is not to be limited to the following services:

- 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.
- 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.
- 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.
- Resolution: The Customer will be notified immediately once the problem is resolved and will be asked for verbal closure of the incident.
- Trouble Reporting, Escalation and Resolution: A detail trouble reporting, escalation and resolution plan will be provided to the district.
- Measurement: Vendor stated commitment is 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. Credits for Outages of shortage will be identified.
- Reports: Upon request, an incident report will be made available to the Customer within five (5) working days of resolution of the trouble.
- Link Performance per segment: The service will maintain the proposed Link Performance throughout the term of the contract.
- Historical uptime: Provide aggregate uptime statistics for your proposed service in the geographic area encompassing the District.

Timeline

For each response, respondents must include a construction roadmap timeline. Preference is given to responses with a service start for all sites on July 1, 2017.

Demarcation

All solutions must terminate service or infrastructure to an existing network closet inside of the site specified. Solutions bringing service to the property line but not inside of the demarc address are not acceptable.

Network Diagram

For each response, respondents must include a network diagram displaying the paths to be used to serve the specified site.

Special Construction

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Respondents for special construction should provide or be prepared to promptly provide the following information:

- A map file of the proposed fiber route in KMZ or JSON format
- The cost per foot of fiber
- The cost per foot of fiber installation (splicing, pulling through conduit, hanging on poles)
- The cost per foot of outside plant materials (conduit, handholes, aerial make ready materials)
- The cost per foot of outside plant (trenching, handhole and marker installation, installation of aerial make ready materials)

The amount of special construction capital requested will be reviewed based on the cost of historical fiber builds in the region. Respondents should consider other business that may be generated by building fiber into the region and request only the special construction capital that can be allocated to the District service.

Required Notice to Proceed and Funding Availability

The District will follow the purchasing policies of the District 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. 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. 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 does not come available.

C1: Internet Access: Category One - Internet Access**Broadband Internet - Existing (Internet Access)**

Broadband Internet Access - Existing Service. Bidders to use "District" location on bids. List location of dmarc in bid description.

DMARC: District **Type:** Fiber **Qty:** 1 **Speed:** Other (287)

Notes:

Dedicated Internet Access Services (complete service including transport, local loop, cross-connect as needed).

Demarcation point address: White Settlement ISD NOC (1025 Jim Wright Freeway, Fort Worth, TX 76108)

The School District needs 10Gbps bandwidth. The District will consider bids for bandwidth levels from 1 Gbps to 10 Gbps in order to select the most cost effective solution for the District per FCC rules

- a. WSISD is requesting responses for symmetric Dedicated Internet Access (DIA) for the listed location
- b. WSISD is requesting pricing for available speeds between and including 1 Gbps and 10 Gbps. Incremental pricing is requested for 1 Gbps, 2 Gbps, 3 Gbps, 5 Gbps and 10 Gbps
- c. All proposals must be compatible with a multi and single homed BGP environments
- d. All DIA responses must represent a complete solution including any CPE as required by the solution. If CPE equipment is required, all site prep and support requirements must be provided in the proposal, including but not limited to:
 - i. Power
 - ii. Rack space
 - iii. Cooling
 - iv. Backup systems
- e. Pricing options for provision of default BGP routes from the ISP or full BGP tables
- f. All proposals must include documentation of the standard provider SLAs including: monitoring, response, and resolution, outage/service window notifications, as well as contact hours and methods
- g. All proposals must include at least a dedicated /30 for peering between the Customer and the ISP
- h. All proposals must clearly indicate the BGP advertisement policies of the ISP, including send and receive advertisement policies indicating community strings, block size limitations/requirements, etc.
- i. All proposals must include pricing options for additional public IP blocks up to /24 blocks
- j. All proposals must include documentation detailing the ISP's peering relationships with other Tier 1 ISPs as well as the ISP's full current peering relationships with all other ISPs
- k. All proposals must provide documentation detailing the ISP's current backbone bandwidth and over subscription policy
 - l. All proposals must indicate the provider of the Internet transport, whether owned by the responding provider or another provider
- m. For all proposals which utilize a 3rd party provider for any portion of the transport, full standard SLAs (including monitoring,

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response, and resolution) documentation for the transport must be provided

- n. All proposals must provide documentation of all included services such as DDoS, etc and a detail of additional, non-inclusive available services and associated costs
- o. All proposals must be based on flat-rate pricing; burstable pricing will be accepted as well, but not in exclusion of flat-rate pricing
- p. Bidder must provide the mode of delivery for all services bid.
- q. The provider shall deliver services via a physical fiber hand-off, either single-mode or multi-mode, to be determined by WSISD at the time of circuit order. The provider must supply proper equipment or media converters to provide at least one of these types of physical connections.

Contract Terms: The District may consider multi-year contracts featuring an initial 12-month period and voluntary annual renewals with total contract lengths of 1, 3, and 5 years. Please provide all terms offered in your bid response. Bidders must also include one-year pricing.

Any contract will be contingent upon the approval of E-Rate funding and governing board approval after receipt of the USAC funding commitment decision letter. The Universal Service discount mechanism for schools and libraries, commonly known as the E-Rate program, administered by the Universal Service Administrative Co (USAC) for the Federal Communications Commission will fund a portion of this RFP. This proposal will be funded only if approved by USAC and if USAC appropriates the funds.

Initial term of this agreement shall be July 1, 2017 through June 30, 2018.

The District will reserve the right to extend or abbreviate the contract period if such extension or abbreviation is necessary to make the Contract term coincide with an E-rate "program year" or an extended service end date for an E-rate program year pursuant to a "service delivery deadline extension," as those terms are defined by the Federal Communications Commission ("FCC") and/or the Universal Service Administrative Company ("USAC").

ALL COSTS: Bidders must include all costs with your proposal including monthly charges, non-recurring charges, estimated surcharges, and fees. ****Failure to list all costs may disqualify bidder.**** Proposed cost must be all inclusive to include, but not limited to, line charges, port charges, PVC charges, VLAN charges and cross connect, and all installation costs.

WSISD may award some, all, or none of these represented and may award to multiple vendors.

Service Level Agreement

Respondent will provide a description of the proposed services and service levels provided with the Internet connectivity responses. The respondent will provide a proposed Service Level Agreement (SLA) with the RFP response. The proposal must include a description of the following services and how these services will be measured.

- Network Availability: the provider will make all reasonable efforts to ensure [99.9-99.99]% network availability of each circuit.
- Internet and Operations proposals only: Frame/packet loss Commitment
- Internet and Operations proposals only: Network Latency Commitment
- Internet and Operations proposals only: Network Jitter Commitment
- There is no right of provider to limit or throttle the capacity of the circuit at any time for any reason

In addition to the required services, the proposal may include but is not to be limited to the following services:

- 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.
- 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.
- 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.
- Resolution: The Customer will be notified immediately once the problem is resolved and will be asked for verbal closure of the incident.
- Trouble Reporting, Escalation and Resolution: A detail trouble reporting, escalation and resolution plan will be provided to the district.
- Measurement: Vendor stated commitment is to respond to any outage within two (2) hours and a four (4) hour

White Settlement Ind Sch Dist - Program Year 2017(07/01/17-06/30/18)

restoration of service. Time starts from the time the Customer contacts Vendor and identifies the problem. Credits for Outages of shortage will be identified.

- Reports: Upon request, an incident report will be made available to the Customer within five (5) working days of resolution of the trouble.
- Link Performance per segment: The service will maintain the proposed Link Performance throughout the term of the contract.
- Historical uptime: Provide aggregate uptime statistics for your proposed service in the geographic area encompassing the District.

Timeline

Preference is given to responses with a guaranteed service start on July 1, 2017.

Required Notice to Proceed and Funding Availability

The District will follow the purchasing policies of the District 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. 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. 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 does not come available.

Last updated by DSOVEREIGN on 02/08/2017 11:06 AM

©Kellogg & Sovereign Consulting, LLC 2006-2017 Please email any comments, suggestions, or concerns to
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NOTICE TO SERVICE PROVIDERS

NOTICE TO SERVICE PROVIDERS (VENDORS)

BIDDING FOR 2017-18 E-RATE REQUESTS FOR PROPOSAL

Kellogg & Sovereign ® Consulting, LLC ("KSLLC") utilizes a custom, online, bidding program for E-Rate. The online program allows our client schools and libraries ("applicants") to post their Requests for Proposal ("RFPs") in one location. Service providers ("bidders") may then post bids in the proper format online in response to the posted RFPs. There are no fees charged to service providers for use of the online bidding tool. Service providers must apply for access to the site to be assigned a login ID. Logins and passwords are necessary in order for the program to provide secure access only to authorized individuals to bids posted online.

A. BIDDING REQUIREMENTS

1. Service Provider Identification Number (SPIN).

All service providers must have a SPIN assigned by the Schools & Libraries Division ("SLD") of the Universal Service Administrative Company ("USAC").

2. FCC Registration Number.

All service providers must have a FCC registration number assigned by the Federal Communications Commission. The service provider must be in green light status.

3. Bid Submission requirements.

4a. Submit bid online, www.erate470.com. Unless otherwise instructed by the individual applicant's RFP, service providers must submit bids through the online website, www.erate470.com.

4b. Signature Authorization provided - If the bidder has provided signature authorization to KSLLC, bids submitted online will be considered submitted. Signature authorization bidders do not need to print and sign the bids as the authorized signature and logo will automatically be affixed to the bids.

4c. Signature Authorization NOT provided - If the bidder has not provided signature authorization to KSLLC, the bidder must print, sign and mail or email signed bids to KSLLC. Bids will be considered submitted timely only if signed bids are received by the due date and time.

4d. Follow bid submission requirements as stated on each individual RFP. Bidders MUST follow all submission requirements as listed on the applicant's RFP. The bid submission instructions as listed on each RFP must be met in order for the bidder to be in full compliance with the applicant's bidding requirements.

4e. Item 21 Templates must be completed for all winning bids once the bid decisions have been made. Winning providers will be asked to complete an Item 21 Template with all required information per the current year FCC Form 471.

Notice to E-Rate Service Providers (www.erate470.com)

4f. Detailed bids and supporting documentation. Bidders may provide general description on the online bid, and upload supporting detail as an attachment. The winning bidder must provide a detailed spreadsheet of Item 21 details (see also required Item 21 template). The detailed bid file name must include your company name and the applicant name.

All documents submitted MUST include the following:

- service provider name and service provider contact person
- address, city, state, zip
- phone and fax numbers
- email address
- service provider identification number (SPIN)
- applicant name
- location for installation of equipment, if applicable

5. BID DETAIL REQUIRED

5a. Vendor Qualifications

Vendor shall submit current certifications and qualifications demonstrating technical ability to install, test and maintain the proposed system and subsystems.

Vendor must be able to offer local support for the term of the contract.

Vendor will provide local references.

Vendor will identify all subcontractors to be used on the project.

5b. Bids MUST include pricing detail by line item including:

Quantity	Description	Manufacturer
Model Number	Part Number or SKU	Location
Unit Price	Extended Price	% Eligible

5c. Eligible % - Use the Eligible % column to break out the ineligible portion of a single line item. If the line item is fully ineligible, list the ineligible item on a separate line and 0% eligible. The eligible % is NOT the E-rate discount amount. The eligibility of a product is determined based on the components that are eligible for discount per the FCC Eligible Services List. Contact the manufacturer if you are uncertain of the product eligibility.

BE SURE TO CLEARLY MARK INELIGIBLE ITEMS AS 0% ELIGIBLE

5d. Associated Charges - The following charges associated with eligible products and services must be listed as separate line items on the same bid with the associated product or service:

- Basic Maintenance (Bundled Warranty)
- Installation
- Configuration
- Shipping & Delivery
- Training

Notice to E-Rate Service Providers (www.erate470.com)

- Travel & Per Diem Charges

5e. Training Costs -Bids that include training costs must clearly define eligible training costs. On-site training is eligible as a part of installation services but only if it is basic instruction on the use of eligible equipment directly associated with equipment installation, and is part of the contract or agreement for the equipment. Training must occur coincidentally or within a reasonable time after installation.

5f. **Basic Maintenance**- Bids for basic maintenance must list:

- Quantity
- Manufacturer
- Model number or product number
- Part Number or SKU
- Location of each piece of equipment to be maintained
- Scope of Work (SOW)

For Maintenance services, service providers are encouraged to use the on-line maintenance schedules submitted by the applicant to provide line item pricing for maintenance services on E-rate eligible equipment. The applicant-provided maintenance list can then be used by the bidder to assign prices, quantities, cost allocation, and make adjustments as needed to location, quantity, and description.

5g. Managed Internal Broadband Services (MIBS) - Bids for Managed Internal Broadband Services must include:

- complete list of equipment to be installed and/or managed including quantity, manufacturer, model number or product number, site location,
- whether or not equipment is owned by the applicant or the provider, and
- Scope of Work (SOW)

5h. Uninterruptible Power Supplies (UPS)- Bids for UPS equipment must include list of equipment that will be supported by the UPS, including make, model and part number.

5i. Ineligible Items. List ALL items for the complete project in your bid INCLUDING ineligible items. Ineligible items should be listed on a separate line as 0% eligible.

5j. PRICE LISTS PROHIBITED. DO NOT submit price lists online. You may list only one solution per bid. If you want the applicant to consider other options you have available, you may use the “optional item” check box to indicate optional items. You may also include in the description of your bid a link (URL) to your price lists posted on your website.

5k. Broadband Connections and Internet Access. Beginning with E-Rate FY2016, E-rate support is available for leased lit fiber, dark fiber, and self-provisioned broadband networks as described in the Second E-rate Modernization Order (FCC 14-189). Bids for broadband services must include as applicable:

- Eligible monthly charges,
- special construction, installation and activation charges,
- modulating electronics and other equipment necessary to make a Category One broadband service functional (“Network Equipment”), and
- maintenance and operation charges.

Notice to E-Rate Service Providers (www.erate470.com)

Network Equipment and maintenance and operation costs for existing networks are eligible. All equipment and services, including maintenance and operation, must be competitively bid. Applicants that seek bids for special construction of dark fiber or self-provisioned broadband networks must also seek bids for lit fiber service and fully consider all responsive bids.

Applicants may seek special construction funding for the upfront, non-recurring costs for the deployment of new or upgraded facilities. The eligible components of special construction are construction of network facilities, design and engineering, and project management.

Staff salaries and labor costs for personnel of the applicant or underlying beneficiary are not E-rate eligible.

5l. Applicant non-discount portion of construction charges may be paid out up to four years with an installment plan between the applicant and the service provider. Service Providers who are bidding on services that have special construction charges should provide details on available installment plans with your bid response.

6.CONTRACTS

6a. Contracts must be submitted with bid – signed and dated. Bidders for all services and products (except for tariffed telecommunications services or month-to-month services which do not have a related contract) must also submit a contract for products or services.

6b. Contracts can be automatically generated. When the applicant selects the bids to include in their application, KSLLC's bidding program can generate a standard contract. If the bidder has provided signature and logo authorization to KSLLC, the program can automatically generate contracts with the bidder's approved logo and signature. See: <http://www.kelloggllc.com/eratebid1.aspx>

6c. Custom Terms and Conditions. Service Providers who choose to utilize KSLLC's contract printing option may also provide a URL link to the bidder's standard terms and conditions to be included in the standard contract. *Please notify KSLLC by email: forms@kelloggllc.com to add custom terms and conditions.*

6d. Conditional upon funding and subsequent governing board approval. Unless otherwise noted in the applicant's individual RFP, all proposals shall be subject to E-Rate funding and SUBSEQUENT governing board approval.

6e. Extension to make contract term coincide with an E-rate Program Year or E-rate Extension. Unless otherwise noted in the applicant's individual RFP, the applicant will reserve the right to extend or abbreviate the contract period if such extension or abbreviation is necessary to make the Contract term coincide with an E- rate "program year" or an extended service end date for an E-rate program year pursuant to a "service delivery deadline extension," as those terms are defined by the Federal Communications Commission ("FCC") and/or the Universal Service Administrative Company ("USAC").

B. DOCUMENT RETENTION REQUIREMENTS – TEN YEARS (effective 9/18/2014)

All service providers participating in the E-rate filing process for KSLLC client schools and libraries agree to retain all documents necessary to demonstrate compliance with the statute and Commission rules regarding the applicant's applications for receipt of and delivery of services receiving schools and libraries discounts. Furthermore, if the applicant is audited pursuant to the

Notice to E-Rate Service Providers (www.erate470.com)

services and products provided by the service provider, the service provider will make such records available to the Administrator. Records must be retained for a period of **ten years** after the last date of service.

C. DISCLAIMER

The service provider and/or applicant is solely responsible for verifying the accuracy of information submitted to Kellogg & Sovereign® Consulting, LLC (KSLLC). KSLLC disclaims and makes no warranty, express or implied, nor assumes any legal liability or responsibility for the validity, accuracy, correctness, or completeness of any information that is provided by the service provider and/or applicant to KSLLC.

By submitting bids for KSLLC client schools & libraries, the service provider agrees and understands that KSLLC will forward the information to USAC, and the service provider is responsible for verifying the accuracy of information submitted to KSLLC. Kellogg & Sovereign® Consulting, LLC shall not be liable for any direct, indirect, incidental, consequential or exemplary damages, including but not limited to, damages for loss of profits, data or other intangible losses (even if KSLLC has been advised of the possibility of such damages), resulting from the service provider's non-response or incomplete response and/or the service provider's inaccurate, invalid, incorrect, or incomplete provision of information.

D. ONLINE BIDDING INSTRUCTIONS

READ THE STEP-BY-STEP BIDDING GUIDE: <http://www.kelloggllc.com/eratebid4.aspx>

ONLINE BIDDING ACCESS – www.erate470.com. Service providers will need to login to access the bidding site, www.erate470.com. New users will need to register for a login ID and password. Use the “reset password” link on the site to reset your password. If you have changed your email address or no longer have access to your account, DO NOT set up a new account. Send an email to forms@kelloggllc.com and request your existing login & password or contact KSLLC using online Live Chat or phone 580-332-1444 for assistance.

SERVICE PROVIDER ADMIN - For service providers with multiple individuals who are placing bids for the same company, each salesperson is encouraged to have their own bidding account. KSLLC has the ability to set up a bidding group for a company with one administrator who can see all bids placed for the same company group.

SITE NAVIGATION - Follow the instructions on the screen to navigate the site. DO NOT USE THE BROWSER BACK AND FORWARD BUTTONS. Only use the program's buttons to navigate the site--this will ensure that all your bids are saved.

SITE HELP – Click on the question mark and follow links for further explanations. Review general specifications: <http://www.kelloggllc.com/eratebid3.aspx>

If you have problems accessing the RFP site, or have any questions, please send an email to forms@kelloggllc.com. KSLLC also offers assistance via online Live Chat. Simply click on the "Live Support online" icon to be directed to a KSLLC professional who can assist you.

Notice to E-Rate Service Providers (www.erate470.com)

VIEW RFPs - Once logged in, service providers can view RFPs by Applicant. Once the provider has entered bids, the View RFPs by Applicant choice will include bid information for the logged in provider.

PLACE BIDS-

- Place bids for an individual applicant by using the "Place Bids" choice.
- Follow the instructions online to enter bid details. If a line item does not have an associated make/model number, enter a short description (e.g. "installation" "shipping charges").
- Bidders for category two products and services will need to provide pricing by individual site. If more than one site will be utilizing the same service, the bid must clearly list all sites receiving the shared service.
- Bidders for category one services that include pricing for special construction, self-provision, or IRUs will need to upload all detailed documentation including diagrams, project schedules, and pricing for all scenarios requested by the applicant. Include information on installment plans up to four years for the applicant's non-discount share of special construction charges if requested on the applicant's RFP.
- Use the "Print Bids" option to print bids. ALL BIDDERS should PRINT bids to .pdf and review online to ensure the bid amounts are correct.
- Bidders who have not provided signature authorization documents to KSLLC MUST PRINT AND SIGN bids, then E-MAIL all SIGNED bids to forms@kelloggllc.com.
- Bidders with signature / logo authorization forms on file with KSLLC do not need to submit printed and signed bids.

BLANKET BIDS. Blanket bids can be posted by using the "Place Blanket Bids" option. Service providers who would like to use this option must contact KSLLC for specific training prior to approval to use this option. Contact forms@kelloggllc.com for assistance.

**NO late bids will be accepted.
Unless otherwise stated on the individual RFP,
All bids must be submitted online by 11:59 pm CST on the bid due date**

E. APPLICANT-SPECIFIC RFPs

Applicants may direct service providers to detailed specifications or specific RFPs. An Applicant's RFP instructions override any instructions provided on KSLLC's standard bidding site and online RFPs. For example, if the applicant has directed service providers to the RFPs posted on their site and they require delivery of three copies of the bids to the applicant's site by a certain date and time, then the service providers MUST follow the applicant's instructions or their bids will be disqualified.

Failure to comply with instructions posted on RFPs may result in disqualification of bid(s).

F. RFP CHANGES

Notice to E-Rate Service Providers (www.erate470.com)

RFP Changes are listed on the bidding site. Select the menu choice "RFP Changes." RFP Changes will be reflected as an RFP Addendum and uploaded to the EPC Portal. Review the list of RFP Changes frequently!

G. SCHEDULED BIDDERS CONFERENCES & ON-SITE "WALK THROUGHS"

Some of the applicants REQUIRE bidders to attend a bidder's conference or an on-site walk-through. The list of "Scheduled Walk-Through Dates" is available on www.erate470.com and date(s) for any required bidders conferences will be listed in the RFP Bidding Notes.

Failure to attend a mandatory conference or walk-through may result in disqualification of bid(s).

H. BID PACKET – PROVIDED TO APPLICANT

After the bidding period closes for the respective school or library, the school or library (applicant) will receive:

- bid selection worksheet that lists the various proposals entered on the RFP bidding site,
- bids that have been prepared on-line, printed and signed by service provider,
- detailed bids and supporting information submitted to KSLLC by the service provider PRIOR to the applicant's RFP closing date.
- bid evaluation grid in Excel for use in evaluating bids received

I. BID EVALUATION – WHITE SETTLEMENT ISD

The following bid evaluation criteria is used by White Settlement ISD:

Vendors who are an approved vendor of at least one of the following purchasing cooperatives will receive additional points on the bid evaluation:

- TX Department of Information Resources (DIR),
- Buyboard,
- TIPS/TAPS,
- The Cooperative Purchasing Network (TCPN),
- ESC Region XI,
- TxSmartBuy
- Educational Purchasing Cooperative of North Texas (EPCNT).

The Bid Evaluation Criteria is as follows:

Price - Erate Eligible Services (20), Other costs (5), HB 2128 or Buying Group Approved Bidder (15), Reputation (10), Quality of Service (10), Meet District needs (10), Past Relationships (10), Underutilized Business (10), Long Term Cost (10)

In order for applicants to properly evaluate your bid, please provide details specific to the evaluation criteria areas along with your proposal.

Notice to E-Rate Service Providers (www.erate470.com)

When the applicant selects the bids they want to include on their E-Rate application, KSLLC's online bidding program will generate a bid number. For bids associated with a service provider who has provided KSLLC with authorization to print a contract, KSLLC will also generate a printed, signed and dated contract. Service providers may also include a link to their custom terms and conditions as part of the standard contract process.

Partial Bids Accepted

Unless otherwise specified on the applicant's RFP, Bidders may submit bids for portions of the requested services or equipment. For example, a service provider may submit a bid for voice lines but not for network switches. Another example would be a service provider may submit a bid for wireless access points but not for caching servers.

If the RFP states "YES" for total network solution, then the applicant would prefer the bidder to submit bids for all items in the network section. For example bids that include network switches, cabling and installation would receive a higher score in quality of solution than bids for network switches only.

Category 2 Budget Requirements

Applicants who request bids for category 2 products and services will conduct a competitive bidding period for the products and services they need on a site by site basis. Once bids are received, the applicant will evaluate the bids based on the responses submitted by the due date. The applicant will then select the winning bidder based on the original bid responses.

Once a bidder is selected for category 2 products and services, the applicant will then have to review the awarded bid on a site by site basis and make changes to the quantities and items selected in order to stay within their category 2 budgets by each individual site. The applicant may contact the awarded bidder to adjust quantities by site in order to meet the Category 2 budget.

The selected service provider is expected to respond timely with revised proposals and contracts for the applicant to ensure that the selected products and services are at or below the per site budget and that the service provider has provided all information necessary regarding reduction in quantities and associated installation, configuration, shipping and handling charges on a per site basis.

J. BID AWARD NOTIFICATION

Each applicant will use their own method for notifying service providers regarding the award of E-rate bids. USAC will send notification in the form of a Receipt Acknowledgement Letter (RAL) or notice on the USAC EPC Portal to all service providers whose bids are listed on a Form 471 once the Form 471 is submitted.

The Form 471 Receipt Acknowledgement Letter (RAL) issued by USAC to the service provider is NOT A FUNDING LETTER. Funding commitment decision letters will be sent to providers after the application has been reviewed and sufficient funds have been approved by the FCC.

Notice to E-Rate Service Providers (www.erate470.com)

KSLLC will send copies of bids and contracts to service providers upon request. Item 21 detail is included as an integral part of the FCC Form 471 and can be displayed on the USAC web site, www.usac.org/sl

MANAGED INTERNAL BROADBAND SERVICES (MIBS)

The E-Rate Modernization Order added Managed Internal Broadband Services as an eligible service under Category Two (limited to the applicant's budget allotment).

The following description is from the FY2017 Eligible Services List:

Eligible Managed Internal Broadband Services (e.g., managed Wi-Fi)

- Services provided by a third party for the operation, management, and monitoring of eligible broadband internal connections are eligible managed internal broadband services (e.g., managed Wi-Fi).
- E-rate support is limited to eligible expenses or portions of expenses that directly support and are necessary for the broadband connectivity within schools and libraries. Eligible expenses include the management and operation of the LAN/WLAN, including installation, activation and initial configuration of eligible components, and on-site training on the use of eligible equipment.
- In some eligible managed services models, the third party manager owns and installs the equipment and school and library applicants lease the equipment as part of the managed services contract. In other cases, the school or library may own the equipment, but have a third party manage it for them.
-

Eligibility limitations for managed internal broadband services –

The equipment eligible for support as part of a managed internal broadband service may include only equipment listed as a broadband internal connections component on the current year Eligible Services List. Upfront charges that are part of a managed service contract are eligible for E-rate support except to the extent that the upfront charges are for any ineligible internal connections components (e.g., servers other than those that are necessary to provide caching) which, if included in the contract, must be cost allocated out of any funding request.

Bids submitted for MIBS must provide all details necessary to fully explain the services offered. Detailed listing of all equipment to be managed (make, model, part number, serial number, and whether or not equipment is owned by provider or applicant) and full description of services offered.

BASIC MAINTENANCE ADVISORY

For funding year 2017, E-rate will continue to provide support for basic maintenance services subject to each school or library's overall budget on E-rate eligible category two services. Support will only be available for E-Rate eligible products and services as listed on the current year Eligible Services List.

The FCC's Sixth Report and Order stated that basic maintenance is only eligible if it is conducted on a break/fix basis or other actions required to prevent network failure. This means that service providers will need to provide incident reports for each visit to an applicant's site to perform necessary maintenance. E-rate will not provide funding for maintenance up-front ("unbundled warranty").

Notice to E-Rate Service Providers (www.erate470.com)

Funding will only be issued for the actual cost of labor and repair costs conducted after the provider has identified that an item is damaged, is malfunctioning in some way, or fails, and the service provider repairs or replaces the piece of equipment that failed.

The following is a list of the information that should be reported for each incident where the provider is called to the applicant site to perform maintenance:

Service Incident Report:

Prepare a Service Incident Report immediately upon the completion of each maintenance service operation. Sign the report and obtain the signature of the person who requested the maintenance service to indicate that the work was completed satisfactorily. Leave a copy of the report with the person who requested the maintenance service. Each Service Incident Report should contain the following information:

- date and time the service request was received,
- date and time of contractor's arrival at the service site,
- location of the equipment serviced,
- manufacturer, type, model and serial number(s) of each piece of equipment that was serviced or replaced,
- time spent performing the service,
- description of the cause of the malfunction,
- description of any repairs performed on parts or components that were not replaced,
- description of the cause of the malfunction, and
- the date and time that service was successfully completed.
- description of any part(s) or components that were replaced,
 - provide the following information regarding the replacement action
 - make, model and part number of the new equipment or cabling
 - make, model and part number of equipment being replace
 - method of disposition of damaged equipment or cabling

Invoicing and Payment

Once the work is complete, the service provider should submit an invoice for payment

1. If SPI, an invoice for the applicant's non-discount share
2. If BEAR, an invoice for the full amount for that incident

The applicant is expected to issue payment to the service provider for services rendered based on the reimbursement method used.

Record Keeping

Both the service provider and the applicant are required to maintain all records related to repairs accomplished including purchase orders, cancelled checks/warrants, and all documents created as a part of the service agreement for a **period of 10 years following last date of service.**

GENERAL SPECIFICATIONS

OVERALL GUIDELINES

READ The Eligible Services Overview to gain an overall understanding of what products and services are eligible for E-Rate discounts: <http://www.usac.org/sl/applicants/beforeyoubegin/eligible-services/default.aspx>

READ carefully any section of these specifications and the Eligible Services List <http://www.usac.org/sl/applicants/beforeyoubegin/eligible-services-list.aspx> that is related to your products and/or services prior to posting any bids.

READ ALL sections of the FCC Eligible Services List for the current funding year.

Follow the requirements set forth in the http://www.kelloggllc.com/docs/sp/sp_notice_to_bidders_1718.pdf as well as the [Required Forms for E-Rate Bids](#)

PRODUCTS & SERVICES

- Bids should meet industry standards and comply with applicable local, state and federal codes and regulations. For example, network wiring/cabling should meet or exceed EIA/TIA standards and national Electrical code standards.
- Equipment should be properly configured, installed and tested.
- All installed equipment and cabling should be labeled.
- The value of any free products and/or services must be deducted from the cost of the proposal.
- In addition to standard labeling (i.e. patch panels labeled with cable number), equipment should be labeled with E-Rate information as follows:

Funding Request Number (FRN)
Form 471 Application Number
Purchase Order Number
Installation Date

DOCUMENTATION & AUDIT COMPLIANCE

- Service provider shall provide all warranty and product documentation related to products/services sold to the applicant
- Service provider shall retain all documentation related to the purchase and payment, including Forms 474 and receipt of payment from USAC, for all products and services provided to the applicant. Related documentation must be retained for a period of TEN years from the last date of service.

- If the applicant is audited by the Administrator of the program, the service provider shall fully cooperate with the applicant to provide any documentation related to the provision of discounted products and services as requested.
- The service provider and/or applicant is solely responsible for verifying the accuracy of information submitted to Kellogg & Sovereign Consulting, LLC (KSLLC). KSLLC disclaims and makes no warranty, express or implied, nor assumes any legal liability or responsibility for the validity, accuracy, correctness, or completeness of any information that is provided by the service provider or applicant to KSLLC.
- By submitting bids for KSLLC client schools & libraries, the service provider agrees and understands that KSLLC will forward the information to USAC, and the service provider is responsible for verifying the accuracy of information submitted to KSLLC.
- Kellogg & Sovereign Consulting, LLC shall not be liable for any direct, indirect, incidental, consequential or exemplary damages, including but not limited to, damages for loss of profits, data or other intangible losses (even if KSLLC has been advised of the possibility of such damages), resulting from the service provider's non-response or incomplete response and/or the service provider's inaccurate, invalid, incorrect, or incomplete provision of information.

REQUIRED FORMS FOR E-RATE BIDS

BID REQUIREMENTS:

1. FCC Form 498 ID (Service Provider Identification Number)
2. FCC registration Number (FCC RN)
3. Service Providers must comply with local, state, and federal requirements including agreement to fully cooperate with audit and ten year document retention requirements
4. Bid submitted online, www.erate470.com in compliance with instructions
5. For bidders who have not provided logo or signature authorization form to KSLLC, signed bids must be delivered by mail or email to KSLLC.
6. Bidders must comply with additional bid requirements including bid submission requirements as posted on the individual applicant's RFP
7. Item 21 Templates must be completed by awarded bidder within 5 days of request. ALL internal connections services will require Item 21 upload templates to be completed by the awarded bidder.
8. Supporting detail and documentation may be submitted online
9. Contracts for all products and services must be submitted with the bid. (Exception for tariffed or month to month service or bidders using the KSLLC Standard Contract with a current signature authorization on file.)
10. Bidders must attend mandatory walk-throughs.
11. Bidders must complete Attachment C – Certifications, Experience and References
- 12. Bids submitted after the bid close date/time will be rejected.**

BID EVALUATION CRITERIA:

See Notice to Providers for standard Bid Evaluation Criteria. Each applicant may choose to use different evaluation criteria which will be posted on the applicant's RFP.

BID AWARD NOTIFICATIONS:

Bid Award Notifications will be made by each applicant per their local procedures. USAC will send Form 471 Receipt Acknowledgement notices online in the USAC E-Rate Productivity Center (EPC) to each service provider listed on a Form 471.

Warning- the Receipt Acknowledgement notice is not a funding commitment. The USAC notice is an acknowledgement that products or services associated with the service provider's SPIN has been submitted on a FCC Form 471. If the project is conditional upon funding. Do not take action on the project without a waiver from the applicant or until a Funding Commitment is issued.

Certifications, Experience & References

ATTACHMENT C

Name of company: _____

FCC Form 498 ID (SPIN)¹ _____ FCC RN² _____

Address of principal location: _____

Phone: _____ Fax: _____

Responsible contact personnel:

Name _____ Phone: _____ Email: _____

Name _____ Phone: _____ Email: _____

Name _____ Phone: _____ Email: _____

How many years has your company been in business in its current capacity? _____

How many years has your organization been in business under its present name? _____

Under what other or former names has your company operated? _____

During the last five (5) years, has the Vendor been barred, suspended or otherwise prohibited from participating in the Federal Communication Commission E-Rate (Schools & Libraries) or Rural Health Care Programs?

Yes: _____ No: _____

During the last five (5) years, has the Vendor been a party to a lawsuit involving any existing or prior contracts as it relates to services performed or not performed?

Yes: _____ No: _____

¹ [http://www.sl.universalservice.org/Forms/SPIN Contact Search.asp](http://www.sl.universalservice.org/Forms/SPIN>Contact_Search.asp)

² <https://apps.fcc.gov/coresWeb/publicHome.do>

If the Vendor responds yes to any of the prior three questions, please provide information concerning the investigation/lawsuit/government action as an attachment to this form.

If the Vendor responded yes to the last question, please provide information pertaining to any monetary damages or exchange of property or services and the state in which the lawsuit was filed. that are similar to the services contemplated by this RFP and the resulting contract.

Experience:

Vendor shall provide a list of three (3) projects of similar type, size and complexity. State project (customer) name, description of work, dollar value, public entity, yes or no, and date using the format below. Projects listed must have been performed within the last five (5) years. Please include additional information with proposal if available.

Project Name	Description of Work	Dollar Value	Public Entity Yes or No	Date

References:

Proposal shall provide three (3) references from company owners or management personnel from projects listed above. There must be at least one (1) reference for each project listed.

For each reference include the following:

Company Name
Project Name
Contact Person Name, Title, Email, and Phone

Certifications:

Employees' certifications pertaining to work are to be included in submittal.