

# Humboldt County School District

DR. DAVID JENSEN  
Superintendent

310 E. 4<sup>th</sup> STREET, WINNEMUCCA, NEVADA 89445-2831  
TELEPHONE (775) 623-8100 FAX (775) 623-8102

DAWN HAGNESS  
Asst. Superintendent

"Every child will graduate; beginning with Kindergarten each will be prepared and confident to succeed."

**Funding Year 2018 (July 1, 2018 – June 30, 2019)**  
**Request For Proposal (RFP)**  
**Internet Access and Wide Area Network Services for Southern Schools**  
**470 # 180005015**

## Applicant Contact Information

Entity Name: Humboldt County School District  
Billed Entity #: 143424  
Entity Address: 310 East 4<sup>th</sup> Street, Winnemucca, NV 89445  
Contact Name: Josiah Brown  
Email: [jbrown@hcsdnev.com](mailto:jbrown@hcsdnev.com)  
Phone: 775-623-8157

## Instructions to Bidders

Please read the following rules for placing bids.

- All bids should contain the following information:
  - Company Name
  - Signature of Company Representative
  - Service Provider Identification Number (SPIN)
  - FCC RN
  - Company Contact Person
  - Phone Number
  - Fax Number
  - E-mail Address
  - Mailing Address
  
- Respondents shall demonstrate they are responsible and qualified to perform pursuant to each service for which they are responding and any resulting contract(s). The standard for evaluating responsibility will be based upon, but not necessarily limited to, the following criteria: (a) adequate financial resources to perform the contract; (b) ability to comply with the required performance schedule; (c) satisfactory performance record with the applicant, if any; (d) satisfactory record of integrity and business ethics; (e) previous experience working with E-Rate projects (and references for these projects); (f) willing to bill SLD directly and (g) adequate facilities, experience, accounting/operational controls and technical skills and certifications necessary to fulfill the contract. Although the applicant reserves the right to require additional information from Respondents to demonstrate their qualifications, Respondents must submit the above information for each of the services for which they are responding.
  
- Bids will be received through **10:00 AM PST, February 23, 2018**. Bids received after 10:00 AM PST will be deemed late and will not be eligible for consideration.

Bids may be emailed to [jbrown@hcsdnv.com](mailto:jbrown@hcsdnv.com). Please have "HCSD E-Rate Year 18 Bid Response - Southern" in the subject line. They can also be mailed in a sealed envelope plainly marked "HCSD E-Rate Year 16 Bid Response - Southern". Address all bids to the Attention of:

Josiah Brown  
 Humboldt County School District  
 310 E. 4<sup>th</sup> Street  
 Winnemucca, NV 89445

- ✓ Bids must include a written statement that "the bid is firm and will not be withdrawn for a period of thirty (30) days after such time that the Humboldt County School District receives approval of funding from the Universal Service Administrative Company (USAC)".
- ✓ The bid offer acknowledges the right of the Humboldt County School District (HCSD) to accept or reject any or all bids and to waive any informality in any bid received. It declares that the bid is in all respects fair and without collusion or fraud, and that no member of the school board or officer of the school district, or any person employed by the HCSD, is directly or indirectly interested in the bid, or in any portion of the profits that might result from the bid.
- ✓ The HCSD reserves the right to reject any bid if an investigation of the bidder fails to satisfy the Applicant that such bidder is properly qualified to carry out the obligations of the contract.
- ✓ Award of this bid may be contingent upon the approval of E-Rate funding (more formally known as the Schools and Libraries Support Mechanism) from the Universal Service Administrative Company (USAC) Schools and Libraries Division (SLD). The successful bidder agrees to receive a portion of the payment for the provision of goods and services described herein directly from USAC, at the discretion of the HCSD. The HCSD and successful Bidder will act in a reasonable manner and comply with any applicable E-Rate program requirements.

Any Questions or explanations in regard to the above matters should be directed to the contact person listed on page 1 of this RFP.

**Timeline**

<b>Date</b>	<b>Milestone</b>
<b>January 23, 2018</b>	RFP Released, Form 470 Posted in EPC, Public notice in local newspaper
<b>January 30, 2018</b>	Site walk-through of hub location from 2-4pm (non-Mandatory). Meet at 310 E Fourth Street, Winnemucca, NV 89445. Notify District in advance if you will need to survey any non-hub school buildings, otherwise survey will include hub facility only.
<b>February 5, 2018</b>	Questions must be submitted on or before this date to <a href="mailto:jbrown@hcsdnv.com">jbrown@hcsdnv.com</a>
<b>February 23, 2018</b>	RFP responses due by 10:00 AM PST

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## SCOPE OF SERVICES

### **Internet Access**

HCSD is requesting proposals for delivery of a Point-to-Point leased lit or dark fiber connection from the HCSD Central Office to the Nevada System of Higher Education (NSHE) in Reno, NV. These two service options are considered transport only and do not include Internet Access service.

Additionally, HCSD is also requesting proposals for delivery of Internet Access via Leased Lit Fiber.

#### **Option A - Leased Lit Fiber (transport only)**

#### **Option B – Leased Dark Fiber (transport only, equipment, maintenance and operations)**

#### **Option C – Leased Dark Fiber IRU (transport only, equipment, maintenance and operations)**

#### **Option D – Leased Lit Fiber (Internet Access delivered via fiber)**

The current Internet Access to HCSD’s southern schools is a 1 Gbps service delivered via leased dark fiber; however, HCSD is seeking proposals to increase the service to support rapidly growing bandwidth needs and to meet the connectivity targets adopted by the FCC in the first E-Rate Modernization Order<sup>1</sup>.

Service is expected to be delivered to the district regional hub, the HCSD Central Office at 310 E Fourth Street, Winnemucca, NV 89445.

HCSD must have a dedicated, symmetrical connection at a minimum of 1 Gbps to a maximum of 10 Gbps with Service Level Agreement (SLA) guarantees between the designated endpoints. The solution must be scalable from 1 Gbps to 10 Gbps and pricing should be provided in 1 Gbps increments. Price quotes are requested for 36 month, 60 month, and 120 month terms of service. Each respondent is required to complete the appropriate Tabs in the pricing matrix located in Attachment A – MRC & NRC Cost Table of this RFP. If special construction is necessary, respondents are **required** to separate out pricing in Attachment B - Special Construction Pricing. 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. If an increase in bandwidth is requested during the contract period the contract does not renew. As bandwidth needs are steadily rising, respondents are free to propose higher tiers of bandwidth than what is requested to demonstrate their future scalability.

The new service is expected to begin on July 1, 2018, which represents the expiration of the current leased dark fiber service. **All respondents must be capable of providing telecommunication services under the Universal Service Support Mechanism, be a registered vendor with USAC, and have a USAC issued Service Provider Identification Number (SPIN) (also known as a 498 ID).**

HCSD is seeking several options for fiber bids. Respondents may bid any combination of options.

1. Option A is a fully managed, leased lit fiber transport-only solution. One-time special construction should be bid separately from the monthly recurring cost for the fully managed leased service.
2. Option B is for a leased dark fiber solution that includes special construction, the monthly lease fee, and maintenance. One-time special construction costs should be bid separately from the monthly lease fee. Maintenance fees can be included in the monthly lease fee.
3. Option C is for a leased dark fiber (IRU) solution that includes special construction, the IRU fee, and fiber maintenance. One-time special construction costs should be bid separately from the IRU fee. Monthly

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<sup>1</sup> [https://apps.fcc.gov/edocs\\_public/attachmatch/FCC-14-99A1\\_Rcd.pdf](https://apps.fcc.gov/edocs_public/attachmatch/FCC-14-99A1_Rcd.pdf)

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maintenance fees should be bid separately from the IRU fee.

4. For any leased dark fiber and leased dark fiber (IRU) solutions (Options B and C), we also require necessary network equipment to place fiber into service. Equipment should be bid separately from any fiber services.
5. Option D is a fully managed Internet Access service delivered via lit fiber. One-time special construction costs should be bid separately.

HCS D 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.

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. If no new fiber is being installed, then any installation costs are considered standard **non-recurring costs (NRC)**. Special construction charges eligible for Category One support consist of three components:

1. construction of network facilities
2. design and engineering
3. project management

**Note:** The term “special construction” does not include network equipment necessary to light fiber, nor the services necessary to maintain the fiber. All special construction charges must be separately priced and not embedded as part of the monthly service charge. This may allow the district to utilize State matching funds if the bid is deemed the most cost-effective solution.

All options can include special construction or one-time E-Rate eligible non-recurring costs as well as E-Rate eligible recurring circuit costs. 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. 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, HCS D will not be responsible for reimbursing the winning vendor and the winning vendor will assume responsibility for incremental costs deemed ineligible by USAC. For examples of cost allocation, please see the document in Appendix A as prepared by the State E-Rate Coordinators’ Alliance (SECA).

Based on the bids and both a short term and long-term cost effectiveness analysis, HCS D will determine which of the solutions is acceptable.

#### **Leased Lit Fiber (Transport Only)**

HCS D must have dedicated, symmetrical transport bandwidth of 1 Gbps with Service Level Agreement (SLA) guarantees between the designated endpoints. The solution must be scalable to 10 Gbps and pricing should be provided in 1 Gbps increments. Price quotes are requested for 36 month, 60 month, and 120 month terms of service. Each respondent is required to complete the appropriate Tabs in the pricing matrix located in Attachment A – MRC & NRC Cost Table of this RFP. If special construction is necessary, respondents are **required** to separate out pricing in Attachment B - Special Construction Pricing. 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. If an increase in bandwidth is requested during the contract period the contract does not renew. As bandwidth needs are steadily rising, respondents are free to propose higher tiers of bandwidth than what is requested to demonstrate their future scalability.

#### **Leased Dark Fiber (Transport Only)**

As an alternative, respondents can quote a leased dark fiber network solution from the specified hub to the eligible service locations. The price quote should be for a lease of two (2) strands (1 pair) of single-mode fiber from the hub to each eligible entity location for 36 month, 60 month, and 120 month terms of service. Each respondent is required to complete the appropriate Tabs in the pricing matrix located in Attachment A – MRC & NRC Cost Table of this RFP. If special construction is necessary, respondents are **required** to separate out pricing in Attachment B - Special Construction Pricing.

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### **Leased Dark Fiber IRU (Transport Only)**

As a third alternative, respondents can quote a 36 month, 60 month, and 120 month indefeasible right to use (IRU) price for two (2) strands (1 pair) of single-mode fiber between the specified hub and each eligible entity location. HCSD is interested in IRU-type pricing with a one-time capital cost payment for the IRU combined with “all-in” recurring payments for maintenance costs for the entire length of the IRU. Each respondent is required to the appropriate Tabs in the pricing matrix located in Attachment A – MRC & NRC Cost Table of this RFP. If special construction is necessary, respondents are **required** to separate out pricing in Attachment B - Special Construction Pricing and HCSD expects significant reductions from prevailing market rates for the IRU fee and annual maintenance charges.

### **Leased Lit Fiber (Internet Access service via Lit Fiber)**

HCSD must have dedicated, symmetrical Internet Access service and lit fiber transport bandwidth of 1 Gbps with Service Level Agreement (SLA) guarantees to the district’s hub location. The solution must be scalable to 10 Gbps and pricing should be provided in 1 Gbps increments. Price quotes are requested for 36 month, 60 month, and 120 month terms of service. Each respondent is required to complete the appropriate Tabs in the pricing matrix located in Attachment A – MRC & NRC Cost Table of this RFP. If special construction is necessary, respondents are **required** to separate out pricing in Attachment B - Special Construction Pricing. 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. If an increase in bandwidth is requested during the contract period the contract does not renew. As bandwidth needs are steadily rising, respondents are free to proposal higher tiers of bandwidth than what is requested to demonstrate their future scalability.

### **Maintenance for Leased Dark Fiber or Leased Dark Fiber (IRU)**

All dark fiber responses (lease and IRU) require maintenance as part of the response, even if maintenance is subcontracted out to a third party. In the case of the 3<sup>rd</sup> party maintenance, the respondent must hold and manage the subcontract and is ultimately responsible for the SLA. It is assumed that the dark fiber network is part of a more comprehensive fiber infrastructure of the service provider. The respondent will include only the portion of maintenance that is required to support the HCSD fiber segments versus overall network maintenance. If the fiber serves multiple customers, the cost of maintenance should be shared among all the recipients.

- For leased dark fiber, it is assumed that maintenance costs are included in the monthly lease fee.
- For a leased dark fiber (IRU):
  - The fiber owner (not the district) must claim responsibility for repairs in the event of a catastrophic cut or relocate.
  - Describe the process for relocates including assumption of costs.
  - If maintenance cannot be quoted for entire time span of the IRU, please include alternate time span quote as well as explanation for the shorter time span.

### **Maintenance Terms and Conditions**

Respondent shall maintain the applicable fiber seven days per week, twenty-four hours per day. Upon notification from the district of a malfunction relating to the applicable fiber, respondent shall respond to such malfunction within two (2) hours and thereafter proceed to correct the malfunction with reasonable diligence. When pricing maintenance, the respondent should include an overview of maintenance practices including:

- Routine maintenance and inspection
- Scheduled maintenance windows and scheduling practices for planned outages
- Marker and handhole inspection and repair
- 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
- What agreements are in place with applicable utilities and utility contractors for emergency restoration
- Repair of fiber breaks
- Mean time to repair

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- Replacement of damaged fiber
- Post repair testing
- Replacement of fiber that no longer meets specifications
- Policies for customer notification regarding maintenance
- Process for changing procedures, including customer notification practices
- Process for moves, adds, and changes
- Process for responding to locate requests

**Network Equipment for Leased Dark Fiber or Leased Dark Fiber (IRU) Projects**

HCSD is also seeking bids for necessary network equipment to place circuits into service at 1 Gbps once leased dark fiber or leased dark fiber (IRU) is available. Network equipment should be Cisco or equivalent. Each respondent is required to the appropriate Tabs in the pricing matrix located in [Attachment A – MRC & NRC Cost Table](#) of this RFP. Network equipment for leased dark fiber or leased dark fiber (IRU) may be bid as a stand-alone service by anyone, even if they are not bidding on any fiber service. Please note that respondents submitting a fiber proposal may also bid on equipment provided they bid them separately and do not bundle equipment costs with their fiber proposal.

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## Wide Area Network

HCSD is requesting proposals for leased lit fiber, leased dark fiber, and leased dark fiber (IRU) for delivery of wide area network (WAN) services to district entities located in Winnemucca, NV:

### Option A - Leased Lit Fiber

### Option B – Leased Dark Fiber

### Option C – Leased Dark Fiber IRU

The current WAN services are provided via fiber based connectivity at 1 Gbps. Due to instructional needs and to meet the connectivity targets adopted by the FCC in first E-Rate Modernization Order, the district desires to upgrade these connections as follows:

Service is expected to be delivered from the district regional hub, the HCSD Central Office at 310 E Fourth Street, Winnemucca, NV 89445:

Entity Name	Address
Albert Lowry High School	5375 Kluncy Canyon Rd Winnemucca, NV 89445
French Ford Middle School	5495 Palisade Dr Winnemucca, NV 89445
Grass Valley Elementary School	6465 Grass Valley Rd Winnemucca, NV 89445
Sonoma Heights Elementary School	1500 Melarkey St Winnemucca, NV 89445
Winnemucca Grammar School	522 Lay St Winnemucca, NV 89445

The new service is expected to begin on July 1, 2018, which represents the expiration of the current leased WAN service. **All respondents must be capable of providing telecommunication services under the Universal Service Support Mechanism, be a registered vendor with USAC, and have a USAC issued Service Provider Identification Number (SPIN) (also known as a 498 ID).**

HCSD is seeking several options for fiber bids. Respondents may bid any combination of options.

1. The first option is a fully managed, leased lit fiber solution. One-time special construction should be bid separately from the monthly recurring cost for the fully managed leased service.
2. The second option is for a leased dark fiber solution that includes special construction, the monthly lease fee, and maintenance. One-time special construction costs should be bid separately from the monthly lease fee. Maintenance fees can be included in the monthly lease fee.
3. The third option is for a leased dark fiber (IRU) solution that includes special construction, the IRU fee, and fiber maintenance. One-time special construction costs should be bid separately from the IRU fee. Monthly maintenance fees should be bid separately from the IRU fee.
4. For any leased dark fiber and leased dark fiber (IRU) solutions, we also require necessary network equipment to place fiber into service. Equipment should be bid separately from any fiber services.

HCSD will consider traditional network designs (such as hub and spoke) or alternative bids that, in accordance with E-Rate guidance, maximize cost effectiveness. Respondents should clearly illustrate their proposed network design(s) and construction routes (if applicable). HCSD is not advocating or mandating any preconceived network

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design or construction route and leaves this decision up to the vendor to present their best solution while recognizing the cited termination locations.

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. If no new fiber is being installed, then any installation costs are considered standard **non-recurring costs (NRC)**. Special construction charges eligible for Category One support consist of three components:

1. construction of network facilities
2. design and engineering
3. project management

**Note:** The term “special construction” does not include network equipment necessary to light fiber, nor the services necessary to maintain the fiber. All special construction charges must be separately priced and not embedded as part of the monthly service charge. This may allow the district to utilize State matching funds if the bid is deemed the most cost-effective solution.

All options can include special construction or one-time E-Rate eligible non-recurring costs as well as E-Rate eligible recurring circuit costs. 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. 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, HCSD will not be responsible for reimbursing the winning vendor and the winning vendor will assume responsibility for incremental costs deemed ineligible by USAC. For examples of cost allocation, please see the document in Appendix A as prepared by the State E-Rate Coordinators’ Alliance (SECA).

Based on the bids and both a short term and long-term cost effectiveness analysis, HCSD will determine which of the solutions is acceptable.

#### **Leased Lit Fiber**

HCSD must have dedicated, symmetrical transport bandwidth of 1 Gbps with Service Level Agreement (SLA) guarantees between the designated endpoints. The solution must be scalable to 10 Gbps and pricing should be provided in 1 Gbps increments. Price quotes are requested for 36 month, 60 month, and 120 month terms of service. Each respondent is required to complete the appropriate Tabs in the pricing matrix located in Attachment A – MRC & NRC Cost Table of this RFP. If special construction is necessary, respondents are **required** to separate out pricing in Attachment B - Special Construction Pricing. 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. If an increase in bandwidth is requested during the contract period the contract does not renew. As bandwidth needs are steadily rising, respondents are free to propose higher tiers of bandwidth than what is requested to demonstrate their future scalability.

#### **Leased Dark Fiber**

As an alternative, respondents can quote a leased dark fiber network solution from the specified hub to the eligible service locations. The price quote should be for a lease of two (2) strands (1 pair) of single-mode fiber from the hub to each eligible entity location for 36 month, 60 month, and 120 month terms of service. Each respondent is required to complete the appropriate Tabs in the pricing matrix located in Attachment A – MRC & NRC Cost Table of this RFP. If special construction is necessary, respondents are **required** to separate out pricing in Attachment B - Special Construction Pricing.

#### **Leased Dark Fiber (IRU)**

As a third alternative, respondents can quote a 36 month, 60 month, and 120 month indefeasible right to use (IRU) price for two (2) strands (1 pair) of single-mode fiber between the specified hub and each eligible entity location. HCSD is interested in IRU-type pricing with a one-time capital cost payment for the IRU combined with “all-in”

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recurring payments for maintenance costs for the entire length of the IRU. Each respondent is required to the appropriate Tabs in the pricing matrix located in Attachment A – MRC & NRC Cost Table of this RFP. If special construction is necessary, respondents are **required** to separate out pricing in Attachment B - Special Construction Pricing and HCSD expects significant reductions from prevailing market rates for the IRU fee and annual maintenance charges.

#### **Maintenance for Leased Dark Fiber or Leased Dark Fiber (IRU)**

All dark fiber responses (lease and IRU) require maintenance as part of the response, even if maintenance is subcontracted out to a third party. In the case of the 3<sup>rd</sup> party maintenance, the respondent must hold and manage the subcontract and is ultimately responsible for the SLA. It is assumed that the dark fiber network is part of a more comprehensive fiber infrastructure of the service provider. The respondent will include only the portion of maintenance that is required to support the HCSD fiber segments versus overall network maintenance. If the fiber serves multiple customers, the cost of maintenance should be shared among all the recipients.

- For leased dark fiber, it is assumed that maintenance costs are included in the monthly lease fee.
- For a leased dark fiber (IRU):
  - The fiber owner (not the district) must claim responsibility for repairs in the event of a catastrophic cut or relocate.
  - Describe the process for relocates including assumption of costs.
  - If maintenance cannot be quoted for entire time span of the IRU, please include alternate time span quote as well as explanation for the shorter time span.

#### ***Maintenance Terms and Conditions***

Respondent shall maintain the applicable fiber seven days per week, twenty-four hours per day. Upon notification from the district of a malfunction relating to the applicable fiber, respondent shall respond to such malfunction within two (2) hours and thereafter proceed to correct the malfunction with reasonable diligence. When pricing maintenance, the respondent should include an overview of maintenance practices including:

- Routine maintenance and inspection
- Scheduled maintenance windows and scheduling practices for planned outages
- Marker and handhole inspection and repair
- 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
- What agreements are in place with applicable utilities and utility contractors for emergency restoration
- Repair of fiber breaks
- Mean time to repair
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- Post repair testing
- Replacement of fiber that no longer meets specifications
- Policies for customer notification regarding maintenance
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- Process for moves, adds, and changes
- Process for responding to locate requests

#### **Network Equipment for Leased Dark Fiber or Leased Dark Fiber (IRU) Projects**

HCSD is also seeking bids for necessary network equipment to place circuits into service at 1 Gbps once leased dark fiber or leased dark fiber (IRU) is available. Network equipment should be Cisco or equivalent. Each respondent is required to the appropriate Tabs in the pricing matrix located in Attachment A – MRC & NRC Cost Table of this RFP. Network equipment for leased dark fiber or leased dark fiber (IRU) may be bid as a stand-alone service by anyone, even if they are not bidding on any fiber service. Please note that respondents submitting a fiber proposal may also bid on equipment provided they bid them separately and do not bundle equipment costs with their fiber proposal.

#### **General Terms for All Proposals**

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### *Description of Proposal*

Respondent will provide a description of their proposal for all services and solutions. Description will include an overview of the proposal, any deviations from the requested architecture, design or requirements, assumptions made, and other detail Humboldt County Schools may find useful or necessary (or could differentiate the solution from a competing proposal).

### *Service Level Agreement*

Respondent will provide a proposed Service Level Agreement (SLA) with the RFP response. This SLA applies to both the point to point leased lit fiber service and the point to point transport only-no ISP service (which is provided over any type of infrastructure other than fiber including wireless, coax, copper, etc.). 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 99.99% network availability of each circuit.
- .25% frame/packet loss commitment
- 25ms network latency commitment
- 10ms 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 HCSD.

### *Timeline*

For each response, respondents must include a timeline for all bringing all sites online and an explanation of how much they are able to adhere to HCSD's specified timeline. Respondents with existing infrastructure in the area should be able to bring all sites online by the July 1 start of the funding year.

### *Demarcation*

All solutions must terminate service or infrastructure in the demarcation point at the addresses specified in this

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RFP. Solutions bringing service to the property line but not to the demarcation point are not acceptable. Respondent must specify specific demarcation setup included in base fees, e.g. wall mounted CPE and CAT6a handoff.

#### *Network Diagram*

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

#### *References*

For each response, respondent must provide 3 references from current or recent customers (preferably K-12) with projects equivalent to the size of Humboldt County Schools.

#### **Special Construction Payment Plan Option**

The applicant requests that the respondents consider allowing HCSD 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 annual installments over four years from Funding Year 2018 to Funding Year 2021 inclusive. Responses must include agreement or non-agreement of this request.

#### **Special Construction Information for Form 471 and PIA Review**

All E-Rate applications including special construction are subject to detailed questioning during PIA review where the cost of proposed special construction will be reviewed based on the cost of historical fiber builds in the region. Additionally, certain information on necessary special construction is needed to accurately fill out the Form 471. Respondents are **required** to fill out the table in [Attachment B - Special Construction Pricing](#). Additionally, respondents are encouraged (but not required) to submit the additional information described in Appendix A that will likely be requested during PIA review. If respondents do not submit this additional information with their proposal, and their solution is chosen, they must be prepared to promptly provide that information and any additional information not described in this RFP when requested.

#### **Required Notice to Proceed and Funding Availability**

HCSD will follow the purchasing policies of the Humboldt County School District Board of Trustees 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.

Additionally, any projects requiring **special construction** may be contingent on issuance of funds from the State of Nevada. The district will have the right to allow the contract to expire without implementation if this specific funding does not come available.

#### **E-Rate Modernization Order Note**

Special construction and service eligibility for reimbursement have changed starting in funding year 2016. See the Federal Communications Commission Second E-Rate Modernization Order (WC Docket No. 13-184) ([https://apps.fcc.gov/edocs\\_public/attachmatch/FCC-14-189A1\\_Rcd.pdf](https://apps.fcc.gov/edocs_public/attachmatch/FCC-14-189A1_Rcd.pdf)) for more information.

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**RFP Scoring Rubric**

<b>% Weight</b>	<b>Criteria</b>
30%	<b>E-Rate eligible recurring and one-time circuit costs</b>
20%	Ability to support requirements as laid out in the RFP
10%	Proposed contract terms and conditions
10%	Service Reliability
10%	E-Rate ineligible recurring or one-time costs
10%	Demonstrated scalability of technology through pricing for higher tiered bandwidths
10%	Provider references

**Humboldt County School District reserves the right to award these categories separately or to an individual service provider. We also reserve the right to cancel any of the listed scopes of work.**

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**E-Rate Special Construction  
Excess Strands - Cost Allocation Scenarios  
Funding Year 2018**

Prepared by the [State E-Rate Coordinators' Alliance](#)  
October 23, 2017

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**I. LEASED LIT FIBER AND LEASED DARK FIBER**

**A. Excess Strands for Applicant's Future Use**

If the service provider installs additional strands for the applicant's exclusive future use in a leased dark fiber or leased lit fiber special construction project, and if the applicant can show documentation that buying a cable containing the number of strands placed in the fiber system for the applicant's future use is more cost effective than buying a fiber cable with the number of strands the applicant plans to place into service the first year, no cost allocation of the excess strands is required and no other special construction charges would need to be cost allocated.

If the service provider installs excess strands for the applicant's exclusive future use in a leased dark fiber or leased lit fiber special construction project where the excess strands will remain dormant until they are lit for the applicant in the future, and if the applicant cannot show that it is not more cost effective than buying the exact number of fiber strands being lit in the first year, the applicant must cost allocate the costs associated with the excess strands only. No other special construction charges would need to be cost allocated.

**B. Excess Strands for Service Provider's Future Use**

For lit services special construction and leased dark fiber special construction, if the service provider wishes to place extra strands in the build for its own use, the E-Rate applicant must cost allocate the cost of the service provider-owned extra strands, as well as all incremental costs of those extra strands from the special construction E-Rate funding request. It is not a pro-rata share, but an incremental cost calculation that must be backed by detailed documentation.

Example 1 from Funding Year 2018 USAC Fiber Training Slides applies:

## COST-ALLOCATION: FIBER EXAMPLES

- **Example 1:** Leased lit fiber or leased dark fiber provider installs 12-strands in fiber run to a large school district hub and wants to add 36 additional strands for its own ineligible use, resulting in additional labor costs (e.g., splicing) and plant costs (e.g., larger termination boards, additional handholes).

**Result:** Cost of 36 additional fiber strands and all associated incremental increases in costs (e.g., the additional labor/outside plant costs) above what would be incurred if only the 12-strands of fiber were installed must be allocated out of the applicant's special construction funding request.

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Applicant's should seek documentation from the provider which outlines the added incremental costs attributable to designing, managing and constructing a fiber system with a 48-strand cable instead of a 12-strand cable. Such costs should include (but are not limited to):

- **Splice Labor.** If any fibers over the applicant's fibers are spliced, the labor for these additional splices must be cost allocated.
- **Splice Enclosures** are placed to protect splices. If any fibers over the applicant's fibers are spliced and require an enclosure, the enclosures for these additional splices must be cost allocated.
- **Fiber Installation Labor.** This represents the incremental cost of pulling a larger cable through the buried conduit.
- **Structured materials installation.** This represents the additional cost of burying a larger conduit to support the additional fibers.

Note that the costs associated with installing a larger cable strand than what is required by the applicant are ineligible and the service provider should not include such costs in their special construction billing to the applicant but should be prepared to show evidence during PIA review that it did not charge the applicant for these incremental costs.

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**Figure 1: Here is a table outlining some possible incremental costs:**

<b>Item</b>	<b>12 Strand cable construction</b>	<b>48 strand cable construction</b>	<b>Cost Allocation Amount that service provider should remove from the special construction request</b>
Fiber Cable	38 cents per foot	\$1.04 per foot	66 cents per foot
Design and Engineering	\$2.12 per foot	\$2.42 per foot	30 cents per foot to depict additional splices at A and Z locations
Project Management	\$1.18 per foot	\$1.18 per foot	0
Splice labor*	\$11.00 per splice	\$11.00 per splice	\$11 per splice over 12 splices at any splice site
Splice enclosures**	\$205 per enclosure	\$205 per enclosure	\$205 per enclosure for every enclosure over 12
Fiber Patch Panel	\$71.43 per panel	\$218.60 per panel	\$147.17 per panel
Conduit and other structured materials	1.25" conduit required \$1.95 per foot  Handhole (40,000 lb rated) \$2695 per unit  Fiber Marker \$30 per unit	1.5" conduit required \$2.35 per foot  Handhole (40,000 lb rated) \$2695 per unit  Fiber marker \$30 per unit	40 cents per foot  No cost difference for handhole  No cost difference per marker
Fiber Installation Labor ***	25 cents per foot	28 cents per foot	3 cents per foot
Structured Materials Installation (conduit, markers, handholes)****	\$2.85 per foot	\$3.10 per foot	25 cents per foot
Markers	Place every 500'	Place every 500'	No cost difference
Handholes	Place every 1000'	Place every 1000'	No cost difference

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