

LYON COUNTY SCHOOL DISTRICT REQUEST FOR PROPOSAL

E-RATE WAN AND INTERNET SERVICES 2019



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INTRODUCTION

LYON COUNTY SCHOOL DISTRICT (hereinafter referred to as “DISTRICT”) would like to receive information/proposals from E-Rate eligible vendors who can provide any of the following services:

Category 1 Services

- Wide-Area Network (WAN) Connections to all eligible locations listed on Page 11 of this RFP.
- Internet Access (District Office)

PROJECT BACKGROUND

LYON COUNTY SCHOOL DISTRICT’s technology infrastructure consists of a local area network installed at each school site with wireless/copper/fiber wide area network (WAN) connections to the school sites and the DISTRICT. The DISTRICT is looking to improve the speed, reliability and scalability of the WAN links that connect each facility.

LYON COUNTY SCHOOL DISTRICT currently has a contract for an ASE circuit with 5 Wide-Area network connections. There is 1 fiber connection at 10Gbps (Yerington Area Datacenter), 3 fiber connections at 5Gbps each (Dayton, Silver Spring and Fernley Datacenters), and one microwave radio link at 1Gbps (Smith Valley). The district is seeking wide-area network pricing for five (5) 10Gbps fiber links, one to each areas datacenter

The district operates schools in Rural North West Nevada; therefore, vendors must be able to provide services to all schools in the district.

The current DISTRICT contract includes a dedicated fiber link providing 10Gbps of Internet Access which is shared among all eligible entities. The DISTRICT is seeking bids to allow for the same dedicated fiber 10Gbps of Internet Access with options to increase access up to 100Gbps. The DISTRICT will consider burstable speed options for Internet Access.

E-RATE REQUIREMENT

The Telecommunications Act of 1996 established a fund by which Schools and Libraries across the Country could access discounts on eligible telecommunications products and services. The program is commonly known as the E-Rate Program. The eligibility for discounts on Internet access, telecommunications, and internal connection products, services and maintenance is determined by the Federal Communications Commission (FCC). Funding is made available upon application approval by the Schools and Libraries Division (SLD) of the Universal Service

Administration Company (USAC), which was established by the Act. The amount of discount is based on the numbers percentage of students eligible to receive free and reduced price meals.

LYON COUNTY SCHOOL DISTRICT has applied for E-Rate discounts for many years and suppliers are required to be in full compliance with all current requirements and future requirements issued by the E-Rate program throughout the contractual period of any contract entered into with the school DISTRICT as a result of this RFP.

Additionally, respondents are required to: submit the following to substantiate E-Rate Service Provider compliance.

- Proposers Service Provider Identification Number (SPIN)
- Service Provider Annual Certification (SPAC verification (SPIN contact page from USAC website will suffice)
- Verification that the proposers of WAN services as an eligible telecommunications provider in the State of Nevada.

PROJECT GOALS

The DISTRICT is seeking telecommunication and Internet access providers that are able to have a fully functional Wide Area Network (WAN) and Internet access installed and operational by July 1, 2019. The DISTRICT desires to have one vendor provide both Internet and WAN connections in the DISTRICT; however, pricing for Internet and WAN must be separated in all proposals.

The DISTRICT will consider bids that allow for the highest Class of Service (CoS) priority indicators. The district will only consider proposals offering low latency, low jitter and low packet loss. It is important that the DISTRICT have the ability to evaluate each vendor's proposal fairly, therefore, specify in bid proposals the maximum values for each Latency, jitter and packet loss. CoS priority indicators are required.

The DISTRICT understands that the requested services described on p. 1, may not be available on 7/1/2019 (the first day of E-Rate funding year 2019); therefore, we are also requesting pricing for Internet Access and WAN services at the existing service levels.

VENDOR QUALIFICATIONS

All proposals must include responses to the following questions as well as details to offer a comprehensive representation of your company and its services.

<p>1. Can the vendor be able to guarantee network availability at least 99.5% of the time in a calendar month, and packet delivery of 99.5% or greater, except for outages caused by the customer's equipment, fiber or copper cuts by third parties, acts of God, or other Force Majeure events?</p>	<p>Yes/No</p>
<p>Please elaborate:</p>	
<p>2. Does your company monitor all telecommunication and/or Internet services 24 hours per day, seven days per week, 365 days per year?</p>	<p>Yes/No</p>
<p>Please elaborate:</p>	
<p>3. Can your company ensure the District 99.95% for all telecommunication and/or Internet service availability during each week of service provided with telecommunication and/or Internet service latency across your company's network, facilities and services not to exceed 30 milliseconds maximum?</p>	<p>Yes/No</p>
<p>Please elaborate:</p>	
<p>4. Is your company able to provide immediate notification to the DISTRICT network department representative of any and all telecommunication and/or Internet service outages or anomalies which affect the use of the facilities, circuits, or network within the DISTRICT? What method do you propose for outage contact?</p>	<p>Yes/No</p>
<p>Please elaborate:</p>	

5. Please provide the process for the DISTRICT to report any problems with the facilities, circuits, network or telecommunication and/or Internet services including the minimum response time.	
6. Does your company consider credit allowance for service interruptions?	Yes/No
Please elaborate, if YES	

TRANSITION PLAN

As the cut-over date for any new carrier is July 1, 2019, the DISTRICT requires a transition plan to be provided with any proposal response. The plan is to include the resources to be dedicated to the transition, all costs associated with the transition, a timeline of actions with a completion target date for the supplier and for the DISTRICT transition team. The transition plan is to outline the expectations the supplier team would have of the DISTRICT and the information or task the DISTRICT is to provide the supplier and the date any information or task would be required.

Service Provider warrants that such facilities and services will maintain the performance criteria stated above at all times during the continuation of this Agreement. Service Provider warrants that it has good title to all elements of the facilities and services and has the legal right to contract with the DISTRICT for the installation and use of such facilities and services. Service Provider shall indemnify the DISTRICT and employees against any claims or threat of claims brought by any third party alleging infringement of any proprietary rights.

CUSTOMER WAN AND INTERNET ACCESS REQUIREMENTS

The DISTRICT desires 10Gbps WAN and 10Gbps Internet access. Vendors are encouraged to propose a wide-range of options for Internet access to the following locations found on page 11.

Additionally, the District requires all vendors to comply with Lowest Corresponding Price rules and agrees to meet with the District annually, to determine if the District is entitled to lower pricing.

NETWORK REQUIREMENTS

- Network connectivity must be fiber optic.
- Hand off to our internal network must be Ethernet.
- Options for removal of sites due to closures or re-organization requirements as deemed necessary by the DISTRICT. The DISTRICT will require that there be no early termination charges or other penalties assessed in such situation that is determined to be outside the control of the DISTRICT.
- Necessary vendor provided equipment must be approved by the DISTRICT and may not interfere with normal DISTRICT operations.

SERVICE

Services must include:

- Maintenance and repair with no additional pass through costs to the DISTRICT. Monitoring - Network services must follow an automatic detect and preventative maintenance procedure.
- Monitoring – Provide the DISTRICT Technicians with network monitoring tools to monitor bandwidth usage and bottlenecks across the WAN.
- Support - On-site response must be available within 4 hours of reported network malfunction.
- Support – Provide the DISTRICT with elevated tech support access to your network engineers.
- Repair - WAN repairs must be completed within 12 hours of the problem being reported. Response - Provide a line item detail stating everything that is/was accomplished included with the repair service and a complete description/definition of each.
- Repair - Internet repairs must be completed within 12 hours of the problem being reported. Response - Provide a line item detail stating everything that is/was accomplished included with the repair service and a complete description/definition of each.
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INFORMATION REQUESTED

- Proposed solution pricing
- Special construction costs should be amortized over the initial contract term as part of the bid. **THE DISTRICT WILL NOT BE RESPONSIBLE FOR ANY EASEMENT/RIGHT OF WAY COSTS INCURRED BY THE PROPOSER WHILE IMPLEMENTING THE SOLUTION.**
- Include any extra expenses that we may incur for initial setup and installation.
- Include any one-time and recurring costs.
- Support agreements including response times.

- Network Diagram: Provide diagrams of proposed WAN in Visio, .kmz or similar format.
- Company history.
- Client List of public entities(s) where the company is currently providing Internet or fiber WAN services. A minimum of 3 references are required.
- Number of Company technical employees working directly with WAN and/or Internet Access services.
- Narrative explaining response plan for loss of communication to any site natural disaster, billing practices for sites during time of outages, and emergency preparedness plan in the event of a natural disaster.
- Time Tables, Description of Services, diagrams and address applicable items as described in this RFP.
- One original (paper), two copies and one electronic copy (PDF on USB Key) of the entire proposal.
- All pages must be number and a footer must contain the name of the company.

PROPOSAL ORGANIZATION

Cover Letter/Letter of Interest

Table of Contents

Vendor Company Data

Experience and Client

References

Technical Capabilities

Cost Proposal

Transition Plan

GENERAL INFORMATION INCLUDING EVALUATION

All responses shall conform to instructions provided in this Request for Proposal (RFP) document.

LYON COUNTY SCHOOL DISTRICT intends to utilize the RFP Evaluation Rubric below. The DISTRICT reserves to right to change or modify the rubric to ensure a fair and open process, as well as, to ensure the DISTRICT selects the most cost effective vendor.

Scoring WAN and Internet Access proposals:

1. _____ **Cost: 40 Points.**
2. _____ **Attendance at Pre-Bid Meeting : 20 Points.**
Yes = 20 Points. No = 0 Points.

LYON COUNTY SCHOOL DISTRICT believes that the full scope and depth of a solution provisioned by a service provider cannot be fully understood without meeting with all potential bidders at one time. Did the service provider attend the pre-bid meeting?

In addition, LYON COUNTY SCHOOL DISTRICT asserts that the full scope and depth of a solution cannot be fully offered without an actual visit to the district office. Did the service provider visit the district and did they provide a realistic plan and diagram of the proposed network?

3. _____ **Experience: 15 Points.**

Proposal demonstrates the provider’s ability to deliver quality services to a rural K-12 school district. Includes references and service provider staff and/or contractors’ certifications, qualifications, experience, expertise, and resumes.

4. _____ **Project Management Expertise: 10 Points.**

Proposal defines services and scope in enough detail that the district can confidently determine that the proposed services will be installed and fully operational on July 1, 2016. It demonstrates the ability to navigate E-Rate process is evident including: Discounted Billing, Single Point of Contact for Billing Statement and Issues, and Familiarity and Experience with USAC, SLD, and E- Rate. Proposal outlines and fully explains project management tasks and timetables.

5. _____ **Design and Technical Execution: 15 Points.**

Designed solution(s) provide WAN connections to all sites in LYON COUNTY SCHOOL DISTRICT and Internet Access.

Proposal explains and presents information about the provider’s ability to provide a technically efficient and cost-effective solution. It Includes resources available to achieve the project goals as stated in the RFP and presents concepts or innovations in the design that have proven effective and cost-effective in the past that would be applicable to this model.

The proposal should demonstrate knowledge and understanding of the LYON COUNTY SCHOOL DISTRICT network. Proposal includes a detailed description of services to be provided and any constraints as to procedure, time, personnel, equipment, etc. that need to be communicated to the District for use during contract negotiations.

Proposal Score: _____

1. _____ Points out of 40 Possible Points
2. _____ Points out of 20 Possible Points
3. _____ Points out of 15 Possible Points
4. _____ Points out of 10 Possible Points
5. _____ Points out of 15 Possible Points

_____ Total Points out of 100 Possible Points

Evaluator Signature: _____

Date: _____

Installation Timeline

No billing can take place prior to July 1, 2019 though start up work can begin as early as possible in order to meet this deadline and maintain compliance with the E-Rate Program rules.

Deadline for RFP Submittal

Vendors must submit all required documents prior to the deadline. All proposals shall be complete and final with no additional information required after the close of the submittal date, unless specifically requested by the DISTRICT. Responses received after the deadline will be returned unopened as not meeting the RFP requirements.

Award of Contract

The DISTRICT reserves the right to accept or reject any or all proposals, to negotiate with any or all responsible submitters, and to waive any informality in the Proposal.

Request for Proposal Preparation Cost

Costs for preparing responses and any other related material is the responsibility of the VENDOR, and shall not be chargeable in any manner to the DISTRICT. The DISTRICT will not be held liable for any cost incurred by VENDORS in responding to the RFP. Proposals must outline and describe all fees in the pricing section. If not

fees are listed, the district will assume no fees are being charged. The contract winner is expected to include all fees in any contract that is awarded as a result of the RFP.

All submissions meeting the deadline requirement are the property of the DISTRICT and will not be returned. All information submitted in the proposals will be kept confidential and accessed only by those employees of the DISTRICT reviewing the proposals.

Contract Terms

The district seeks a multi-year contract not to exceed 5 years.

Contract must be reviewed and approved by the DISTRICT.

RFP requirements take precedence over the signed contract.

References

Before awarding any contract, the DISTRICT reserves the right to require the vendor to submit evidence of qualifications, as it may deem appropriate. This evidence may be concerning financial, technical, and other qualifications as well as relevant experience and skills of the vendor.

Schedule

The DISTRICT and successful vendor must mutually agree on the implementation schedule. Failure to meet the timelines agreed upon may result in a penalty equal to 0.10% per day reduction in the total contract value for each day the provider fails to deliver the procured services from the date said same service became due.

Request for Proposal Submission Requirements All proposals shall be submitted to:

Lise Coudriet C/O Grants Department

25 East Goldfield Avenue

Yerington, NV 89447

Any bid received that is incomplete, late, or otherwise incorrect, as per the instructions on this RFP, may be excluded from consideration in the bid process.

If further information is needed, please submit questions via email to erate@lyoncsd.org. To ensure that all questions are received by the correct party they must be submitted via email. Questions submitted via

any other method or to an email address other than the one specified may not be answered.

One original, two copies and one electronic copy (PDF on USB Key) of the entire proposal.

SCHEDULE OF EVENTS

Activity	Date
E-Rate Form 470 Application	Friday, February 1, 2019 (online)
Pre-Bid Onsite Vendor Meeting	Thursday, February 7, 2019
Final questions deadline	Friday, February 15, 2019
Proposal due	Friday, March 15, 2019
Bid Opening	Monday, March 18, 2019
Evaluation by District Team	Tuesday, March 19, 2019
Contract Signings	Wednesday, March 20, 2019
Recommendation to School Board	March 26, 2019 (School Board Meeting)

Lyon County School District

School Information

Site	Phone #	Town/City	Address	Current WAN
(Dayton Area Datacenter)		Dayton	315 Dayton Valley Rd	Fiber Connected
Dayton Elementary	(775) 246-6262	Dayton	285 Dayton Valley Rd	Dayton Area Datacenter
Sutro Elementary	(775) 246-6270	Dayton	190 Dayton Village Pkwy	336 Dayton Valley Rd, Dayton
Riverview Elementary	(775) 246-6170	Dayton	1200 Ferreto Pkwy	337 Dayton Valley Rd, Dayton
Dayton Intermediate	(775) 246-6250	Dayton	315 Dayton Valley Rd	Dayton Area Datacenter
Dayton High	(775) 246-6240	Dayton	335 Dayton Valley Rd	Dayton Area Datacenter
(Fernley Area Datacenter)		Fernley	345 Mull Ln (Fernley Hill)	Fiber Connected
Fernley Elementary	(775) 575-3420	Fernley	450 Hardie Ln	Fernley Area Datacenter
Cottonwood Elementary	(775) 575-3414	Fernley	925 Farm District Rd	Fernley Area Datacenter
East Valley Elementary	(775) 575-3332	Fernley	4180 Farm District Rd	Fernley Area Datacenter
Fernley Intermediate	(775) 575-3390	Fernley	320 Hwy 95A South	Fernley Area Datacenter
Silverland Middle	(775) 575-1575	Fernley	1100 Jasmine Ln	Fernley Area Datacenter
Fernley High	(775) 575-3400	Fernley	1300 Hwy 95A south	Fernley Area Datacenter
(Silver Springs Area Datacenter)		Silver Springs	3900 Spruce St	Fiber Connected
Silver Stage Elementary	(775) 577-5060	Silver Springs	3800 Spruce St	Silver Springs Area Datacenter
Silver Stage Middle	(775) 577-5050	Silver Springs	3900 Spruce St	Silver Springs Area Datacenter
Silver Stage High	(775) 577-5071	Silver Springs	3755 W. Spruce St	Silver Springs Area Datacenter
Eagle Ridge High	(775) 577-4200	Silver Springs	3550 W. Graham Ave	Silver Springs Area Datacenter
(Smith Valley Datacenter)		Smith Valley	20 Day Ln	Microwave Radio Link
Smith Valley Schools	(775) 465-2332	Smith Valley	20 Day Ln	Smith Valley Area Datacenter
(Yerington Area Datacenter)		Yerington	25 East Goldfield Ave.	Fiber Connected
Yerington Elementary	(775) 463-6844	Yerington	112 N. California St	Yerington Area Datacenter
Yerington Intermediate	(775) 463-6833	Yerington	215 Pearl St	Yerington Area Datacenter
Yerington High	(775) 463-6822	Yerington	114 Pearl St	Yerington Area Datacenter
District Office	(775) 463-6800	Yerington	25 East Goldfield Ave.	Yerington Area Datacenter