

# CARSON CITY SCHOOL DISTRICT

## REQUEST FOR PROPOSAL

RFP TITLE: CCSD-2019-WAN-001

RFP NUMBER: CCSD-2019-WAN-001

RFP QUESTIONS: All questions must be submitted by email to Raymond Medeiros, [rmedeiros@carson.k12.nv.us](mailto:rmedeiros@carson.k12.nv.us), and [nevada@eratecentral.com](mailto:nevada@eratecentral.com).

FCC FORM 470 POSTING DATE: February 25, 2019

RFP OPENING DATE: March 25, 2019

LOCATION: Carson City School District  
Operations Service Center  
398 N Richmond Avenue  
Carson City, NV 89703

RFP RECEIVING TIME: 1:30 p.m. (PST)

RFP OPENING TIME: 1:45 p.m. (PST)

DELIVERY DATE: December 1, 2019

RFP CONTACT Name: Raymond Medeiros  
Title: Director of Innovation and Technology (CIO)  
Email Address: [rmedeiros@carson.k12.nv.us](mailto:rmedeiros@carson.k12.nv.us)

NUMBER OF PAGES: 21

## GENERAL TERMS AND CONDITIONS OF RFP

### 1.0 PREPARATION OF RFP

The initials CCSD herein shall mean Carson City School District, acting by and through its Board of Trustees.

- 1.1 Proposer shall examine all drawings, specifications, attachments, special instructions, terms and conditions of the RFP. Failure to do so will be at the proposer's risk.
- 1.2 Any irregularities or lack of clarity in the RFP should be brought to the attention of Raymond Medeiros, Carson City School District, for correction or clarification.
- 1.3 Any addenda issued by CCSD shall forthwith become an integral part of this RFP. Proposer shall be required to acknowledge receipt of the same by signing and returning the addenda with the original RFP documents.
- 1.4 Proposer shall furnish the required information typed or written in ink on **THIS FORM ONLY**. Any changes or erasures must be initialed, in ink, by the person signing the RFP.
- 1.5 In the space(s) provided, a duly authorized representative of proposing firm, this being an Officer or Manager, shall sign the RFP. An unsigned RFP shall be disqualified. Only original signatures are accepted.
- 1.6 Proposer shall proofread the RFP carefully for errors.
- 1.7 Prices quoted shall be F.O.B. Destination, unless otherwise stated. All items so delivered must be in a condition acceptable to CCSD. A 24-hour notice is required for all items shipped by freight truck carrier. Receiving hours for all deliveries are 7:00 a.m. to 12:00 p.m. and 1:00 p.m. to 2:00 p.m. Monday through Friday excluding holidays, unless otherwise appointed. Appointments are accepted and encouraged.
- 1.8 Prices quoted shall exclude all Federal and State taxes, as CCSD is exempt from such taxes.
- 1.9 In the event of a difference between written words and figures, written words shall govern.
- 1.10 In the event of a difference between unit price and extended price, the unit price shall govern.
- 1.11 Proposer shall meet the delivery date specified on the cover sheet. If such delivery commitment cannot be met, the proposer must so state and also specify the earliest possible delivery date. Delivery time and past performance shall be a consideration in award of RFP.

- 1.12 All equipment or supplies offered shall be new, currently in production and of the manufacturer's latest design, unless otherwise stated.
- 1.13 The use of the name and/or catalog number of a manufacturer or of any special brand or make in describing an item in this request for RFPs is used as a measure of quality and design and utility of the article desired and does not restrict the proposer to the manufacturer of the specified article (unless so specified); but the goods on which RFPs are submitted must in all cases be the equivalent in quality, design, and utility to those referred to, and the decision of CCSD with respect to questions or compliance with the requirements shall be final. Similar equipment of other manufacturers considered equal to that specified will be given equal consideration based upon the following criteria: (1) specifications, (2) quality, (3) design, (4) utility, (5) delivery, (6) service, which includes repairs, replacements, parts, and adjustments, (7) price, and (8) total cost of implementation, which includes termination and cancelation fees associated with changing providers. The make and grade of the article on which a RFP is submitted must be stated on the RFP form. Proposers, if proposing on more than one (1) make or brand of any type of item must name each make or brand and quote prices for each. When the make and grade of article is not stated by the proposer, it 'will be understood that the proposer is offering to furnish the specific article named in the specifications. MANUFACTURER'S SPECIFICATIONS MUST BE SUBMITTED WITH RFPs FOR EACH ITEM WHEN CALLED FOR IN THE SPECIFICATIONS.

## 2.0 SUBMISSION OF RFP

- 2.1 Proposer shall complete and **RETURN ALL ORIGINAL RFP DOCUMENTS.** Submission of incomplete RFP documents or photocopies made by proposer, which does not incorporate "General Terms and Conditions of RFP", may be rejected. Photocopied signatures will be rejected. All bid documents must also be provided electronically on a USB drive included with the original RFP documents.
- 2.2 RFPs and addenda thereto shall be **enclosed in a sealed envelope or box and labeled using the following format:**

Company Name: \_\_\_\_\_  
 RFP TITLE: \_\_\_\_\_  
 RFP #: \_\_\_\_\_

Deliver RFP To: Carson City School District  
 Operations Service Center  
 398 N. Richmond Avenue  
 Carson City, Nevada 89703

Proposer can also hand-deliver directly to the Operations Service Center, which is located at the address above. In addition, an electronic copy of the bidder's submission should be included on a USB flash drive.

Proposers are cautioned to mark the envelope clearly and plainly. **If the envelope or box is not so marked and the RFP is opened by mistake prior to the specified date and time, the RFP will be rejected.**

- 2.3 In order for a RFP to be considered it shall be mandatory that the RFP documents be **received and time-stamped** by CCSD prior to the receiving time specified on the Cover Sheet.
- 2.4 RFPs submitted by email, telephone, facsimile, or telegraphic notice will **NOT** be accepted. RFPs may be withdrawn by any of these methods, provided the notice of withdrawal is received prior to the RFP opening time.
- 2.5 When a RFP surety is required, such surety shall be acceptable only in the form of a RFP bond, certified check, or cashier's check in the amount stated. The surety must accompany the RFP. After the award of the RFP by the Board of Trustees or their designee, the RFP surety of the unsuccessful proposers shall be returned.
- 2.6 Whenever an item states "to be installed at site" or "set in position," it is the intent of the District that the amount RFP will cover all costs thereof. The proposer must furnish all equipment, materials, parts, and labor to complete the installation as per the manufacturer's specifications for the proper installation and use of such equipment. The proposer shall supply and include in the RFP amount all labor and materials needed which are necessary to complete the work in a manner satisfactory to the District.
- 2.7 The successful proposer shall make good, to the approval of the Superintendent of the Carson City School District, or his/her designee, any damage to the work of other trades, or to any property of CCSD or others caused by the installation.
- 2.8 Samples of items, when required, must be delivered for inspection to the location specified on the Cover Sheet, prior to the RFP opening date. Such samples must be tagged or labeled listing (1) the name of the proposer, (2) the item number on this RFP and (3) the catalog number of the item. Samples are to be removed by the proposer within ten (10) working days after award of the RFP or they become the property of CCSD.
- 2.9 Samples are not required on any items unless requested, but complete specifications and illustrations for each item must accompany each RFP on equipment.
- 2.10 When proposing on items where samples are required, all proposers must furnish samples of these items before or with the RFP, otherwise, **the item RFP will not be considered.**
- 2.11 **Any proposer desiring a copy of the tabulation of this RFP must include a stamped self-addressed envelope with their RFP. Proposers shall take into account the size of the RFP when applying postage to the pre-stamped**

**envelope. Tabulations will be mailed after award only to those proposers complying with section 2.11. Other requests will be denied.**

3.0 LATE RFPs

3.1 RFPs received after the receiving time specified shall be rejected.

3.2 **Proposer note that the receiving time is different from the opening time.**

4.0 WITHDRAWAL OF RFP

4.1 A RFP may be withdrawn by email, written, telephone, facsimile, or telegraphic notice, provided such notice is received prior to the date and time set for the RFP opening.

4.2 A request for withdrawal of a RFP received after the scheduled RFP opening will not be considered.

5.0 PLACE HOLDER - INTENTIONALLY LEFT BLANK

6.0 DISCOUNT

6.1 Prompt payment discounts may be included in RFP evaluation **ONLY if** discount period offered is twenty (20) or more days.

6.2 Discount period will be computed from the date of completed delivery/performance or from the date the correct invoice is received by the Business Office, if later than the delivery date.

6.3 For the purpose of earning discounts, payment is deemed to be made on the date the CCSD warrant is issued.

7.0 AWARD OF RFP

7.1 Award of RFP shall be made on the basis of the RFP which is most advantageous to CCSD. In all instances, the decision rendered by the Board of Trustees or their designee shall be final.

7.2 Award of RFPs will be made on a per item basis unless otherwise specified in the RFP documents and re-orders will be done the same way, providing there are no exceptions agreed on by CCSD.

7.3 CCSD reserves the right to reject any or all RFPs or portions thereof, and to waive any informalities or irregularities.

7.4 CCSD shall reserve the right to add to or subtract from any stated quantities should the needs change prior to ordering.

7.5 CCSD reserves the right to hold RFPs without awarding or rejecting said RFP.

7.6 A purchase order and/or contract issued to the successful proposer shall be considered sufficient notification of the award of RFP.

7.7 A contract shall not be assigned to any other person without written consent from CCSD.

#### 8.0 Appeal by Unsuccessful Proposers

Any unsuccessful proposer may appeal a pending RFP award prior to award by CCSD.

The appellant must:

- Submit a written protest to the Director of Innovation and Technology within five (5) workdays after the RFP award recommendation.
- Describe, in the written protest, the issues to be addressed on appeal.
- Post, with the written protest, a bond with good and solvent surety authorized to do business in this state or submit other security in a form approved by CCSD, who will hold the bond or security until a determination is made on the appeal.
- Post the bond or other security in the amount of 25% of the total dollar value of appellant's RFP, up to a maximum bond or other security amount of \$250,000.
- Not seek any type of judicial intervention until CCSD has rendered its final decision on the protest.

CCSD will stay any award actions until after the Director of Innovation and Technology has responded in writing to the protest. If the appellant is not satisfied with the response, the appellant may then protest to the Carson City School District Board of Trustees, who will render a final decision for the District. No RFP protests will be heard by the Board of Trustees unless the proposer has followed the appeal process.

If an appeal is granted, the full amount of the posted bond will be returned to the appellant. If the appeal is denied or not upheld, a claim may be made against the bond for expenses suffered by the District because of the unsuccessful appeal.

CCSD is not liable for any costs, expenses, attorney's fees, loss of income or other damages sustained by the appellant in a RFP process.

## 9.0 DEFAULT

9.1 In case of default by the successful proposer (contractor), CCSD may procure the product(s) or service(s) from another source and hold the defaulting proposer responsible for any excess cost occasioned thereby assess a penalty equal to five (5) percent of the total RFP price, commence with the proceedings against any surety and/or performance bond held in conjunction with the RFP, debar the proposer for a period of not less than one (1) year or more than five (5) years, or pursue other applicable legal remedies.

## 10.0 WARRANTY

10.1 All items provided must be warranted as suitable for the purpose for which purchased and must be warranted against defects in workmanship and materials for a period of one year after date of delivery. Should that actual manufacturer's warranty be for a period longer than one year, the District requires a matching warranty.

## 11.0 JOINDER OF LOCAL GOVERNMENTS

11.1 Under Nevada Revised Statute 332.195, local governments are allowed to join in the letting of contracts. The statute reads as follows:

### **332.195 Joinder or use of contracts by other local governments.**

Local governments and the State of Nevada may join or use the contracts of other local governments within this state with the authorization of the contracting vendor. The originally contracting local government is not liable for the obligations of the local government, which joins or used the contract. (Added to **NRS** by 1975,1539) This RFP is written with reference to this Statute.

11.2 Carson City School District shall be the situs of the contract for the purpose of advertising for and requesting RFPs.

11.3 Within the scope of this RFP the Carson City School District is to be held harmless in all transactions between proposers and the other participating local governments.

11.4 After the award of RFP, all transactions, such as but not limited to, inquiries, order, warehousing, and payment will be directly between each participating local government and the successful proposer. The Carson City School District is to be held harmless in all such transactions excepting their own.

11.5 Other governing bodies or public entities may utilize the contract with the approval of the contracting authority. The Carson City School District will be the contracting authority.

12.0 SPECIAL INSTRUCTIONS AND CONDITIONS

- 12.1 Any vendors delivering chemical products as a result of award from this RFP **MUST** submit a **Material Safety Data Sheet** with their delivery for each chemical product being delivered. Pursuant to Nevada Statute, the use of materials or substances containing diisocyanates by schools is prohibited. By signing these RFP documents vendors **are certifying that materials provided do not contain diisocyanates.**
- 12.2 Funding Out Clause: Should the funding authority of Carson City School District fail to appropriate funds to continue payment on a resultant agreement, Carson City School District shall cancel said agreement without termination charge or penalty. Written notification shall be made should this occur.
- 12.3 The Carson City School District acknowledges its responsibilities under the Americans With Disabilities Act (ADA) of 1990. In this regard, the District expects all vendors or proposers to be knowledgeable of the requirements of ADA and expects all vendors and contractors to be familiar with and comply with the requirements of the ADA.
- 12.4 Consumption Estimates: The quantities appearing in this RFP are approximate only and are prepared for the solicitation of RFPs. Payment to the successful proposer will be made only for the actual quantities of items furnished in accordance with the RFP; and it is understood that the scheduled quantities of items to be furnished may be increased, decreased, or omitted without invalidating the RFP pricing in any way.

13.0 EXCEPTIONS TO THE TERMS, CONDITIONS AND SPECIFICATIONS

Exceptions to the Terms, Conditions and Specifications or this RFP **must** be noted in the space provided. Failure to note said exceptions shall be interpreted to convey that the proposer shall propose to perform in the manner described and/or specified. If more space is required, please attach additional sheets referencing RFP title and number.

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**PLEASE NOTE: A SIGNATURE IS REQUIRED BELOW OR YOUR RFP MAY BE CONSIDERED NON-RESPONSIVE.**

14.0 DEBARMENT, SUSPENSION, AND OTHER RESPONSIBILITY MATTERS

As required by Executive Order 12549, Debarment & Suspension, and implemented at 34CFR Part 85, the proposer certifies that it and its principals:

Are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from transactions with any Federal department or agency.

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Printed Name & Position

Signature

15.0 SPECIAL TERMS AND CONDITIONS

TERM OF AGREEMENT

It is the intent of CCSD to award a contract for the term of twelve (12) months beginning from the date service begins with two (2) optional one (1) year voluntary renewals.

All required design, implementation and construction must be completed before December 1, 2019, which signifies the end of its existing multi-year agreement, in order to implement the requested services with costs to be incurred by the awarded Proposer. The time period from the award date and the operational date of services is provided to complete the construction aspects of the project.

Upon successful acceptance from vendor that an additional site is eligible for service, the time frame to service activation shall not exceed 60 days. Proposer must agree that Owner may retain from the monies due the Proposer, \$800 per day as a direct result of the delay or not completing the construction aspects of the project in the required time.

16.0 SCOPE OF WORK

The Carson City School District (CCSD) is soliciting proposals to provide Wide Area Network (WAN) service on a district-wide scale in support of receiving Category 1 E-rate funding. All services, products and support shall be provided in a manner that is consistent with recognized industry best practices, in accordance with CCSD policies, CCSD regulations, Federal Law, Nevada State Law and with the regulation and orders governing the Schools and Libraries Support Mechanism (E-rate) set forth in 47 C.F.R. Part 54.

If applicable, all design, construction, and implementation costs shall be incurred by the awarded Proposer. **All project designing, implementation, and relative construction must be completed and WAN services operational by December 1, 2019.** Attached

to this RFP include the following Appendices for review:

- Appendix A: "Speed Requirements per Site" - This spreadsheet is to be used by Proposer in order to establish pricing

**Current WAN:** CCSD currently uses a hub-and-spoke, metro-ethernet, Layer 2 Network that provides a transport VLAN which connects all sites. The District Office serves as the hub for all WAN traffic. In most cases the current service provider handoff is RJ45 copper, but some locations utilize a fiber optic handoff. The provisioned circuit speed varies site-to-site from 50Mbps to 1Gbps.

## 17.0 WIDE AREA NETWORK SERVICE REQUIREMENTS

17.1 Proposers shall provide a metro-ethernet Layer 2 Network providing a transparent VLAN connecting all specified sites.

17.2 Minimum 50 Mbps and up to 5Gbps for all sites. The District Office will need a minimum of 1Gbps and up to 40Gbps.

17.3 The CCSD District Office is to serve as the aggregate point for the network

17.4 All CCSD sites shall aggregate to the District Office

17.5 See Attachment A for specific bandwidth needs by site

17.6 CCSD desires the ability to increase bandwidth in the future to meet demand. Proposals and resulting contract must include rates for higher bandwidth connections and should describe the vendor's ability to scale the proposed solution to meet greater bandwidth demands.

17.7 The Contractor/Carrier shall deliver the full bandwidth from each site directly to the District Office (Data Center) on a full availability basis, 24/7. This service can be aggregated at the design of the carrier so as not to have individual circuits terminating directly at the District Office (Data Center). This is the preferred method of providing the service to CCSD.

17.8 The service handoff connection type from provider to CCSD varies by location. Provider shall work with CCSD to identify per site connection type needs.

17.9 CCSD will need to be able to differentiate between the various sites in terms of traffic flow.

17.10 The vendor shall specify that this network is a managed solution and the vendor will provide all necessary hardware and software accordingly.

17.11 Network outage resolution shall be coordinated with CCSD technical staff. Please provide a methodology/procedure of how you would handle trouble-ticketing or outage

resolution with CCSD.

- 17.12 An uptime of 99.90% or better shall be provided 24 hours/day, 7 days/week. Reliability shall be measured monthly by the provider at the CCSD handoff. If successful Proposer fails to meet this requirement, a one-day service credit on the circuit(s) affected will be given to CCSD for each day the service issue exists.
- 17.13 Provider shall provide CCSD with monthly reports available electronically which include monthly utilization per circuit and monthly uptime percentage per circuit.
- 17.14 The proposer must provide easy access to Help Desk and repair service. A clear procedure must be defined for problem escalation with response times delineated in proposal.
- 17.15 The circuits shall be capable of carrying multiple data services such as computer networks, Voice over IP, streaming digital videos, video conferences, teleconferencing, etc. Packet delivery rates shall be 99.90% or better. Required one-way latency shall be 50ms or better, preferred one-way latency is 20ms or better. Required jitter is 20ms or better, preferred jitter is 10ms or better.
- 17.16 The WAN must support the transmission of QoS ("Quality of Service") tags implemented by CCSD between sites.
- 17.17 CCSD requires a solution that enables the District to be able to change speeds/capacity on individual circuits on an as-needed basis.
- 17.18 Should the network at the District Office go off-line for any reason, CCSD must have the capability to reroute traffic through an alternate path to maintain service availability.
- 17.19 All equipment including but not limited to routers/switches, cabling connectors, necessary to provide this connectivity shall be provided by the vendor. All installed equipment shall operate with the electrical capacity provided by a 20 AMP service per equipment rack.
- 17.20 Currently, MDF's have either four-post or two-post racks in each location with a minimum of 2U available space for vendor equipment. In addition, MDF's have a wall mounted carrier equipment board (3/4 -inch plywood) mounted to the wall with electrical service. Vendor is responsible for providing any additional racks or hardware for mounting vendor equipment.
- 17.21 The network is to be fully operational by 12/1/2019 (or a mutually agreed-to-date). The term "fully operational" is defined as reliable network connectivity at the subscribed speed/capacity, per circuit, delivered to all sites without failures for at least 72 hours.
- 17.22 Contract must provide cancellation of services without penalties if a site is closed. CCSD may cancel services to the site without penalty after a 30-day notice to vendor. In addition, the contract must provide the ability for CCSD to add additional sites and circuits to this contract as needed, and the ability to increase bandwidths at a site throughout the term of the contract.

- 17.23 All new service installations or bandwidth increases made during the term of the Contract shall terminate, at no additional cost to CCSD, upon expiration or termination of this Contract (co-terminus).
- 17.24 The proposed network trunk links shall not be oversubscribed.
- 17.25 The proposed network must be OSI Layer 2 end-to-end from the District Office to each site. Ethernet frames must remain intact end-to-end (no packet disassembly or reassembly).
- 17.26 The proposed network must be compatible with Cisco hardware standards, Cisco QOS and Cisco IOS 12.x or higher software standards. Must be compatible with EIGRP, OSPF, and BGP routing protocols.
- 17.27 The proposed network must meet industry standards and codes. Where applicable, all equipment shall be:
- UL listed
  - FCC approved and registered
  - Meet state and federal fire codes
  - Meet electrical codes and REA standards
- All equipment furnished by the Proposer shall be manufactured, assembled, installed and tested in accordance with the following current industry standards, and shall be considered minimum requirements:
- The American National Standards Institute (ANSI)
  - The Institute of Electrical and Electronic Engineers (IEEE)
  - The National Electrical Manufacturer's Association (NEMA)
  - Insulated Power Cable Engineers Associates (IPCEA)
  - The National Electrical Code (NEC)
  - The Telecommunications Industry Association (TIA)
  - The Electronics Industry Association (EIA)
  - Building Industry Consulting Service International (BICSI)
  - Underwriter's Laboratories (UL) (Where Applicable)
  - H.323 Video Standards
  - Telcordia Gr499
  - Telcordia Gr332
- 17.28 The Mean Time to Failure (MTTF) on the proposed CCSD segments of the network must be a maximum of one (1) failure per quarter.
- 17.29 The Proposer must include an SLA performance guarantee that includes monetary compensation of at least one day credit for each outage of any customer disruptive occurrence and/or failure to meet stated performance criteria per each circuit.
- 17.30 The Proposer is required to adhere to all applicable PUCN and FCC regulations. The Proposer shall adhere to such regulations in effect at the time of award and ongoing throughout the duration of the awarded contract. This ongoing adherence

shall include compliance with new and changed PUCN and FCC orders as they might occur during the contract term. Where the PUCN or the FCC mandates orders, the Proposer shall do so as mandated and without additional costs to CCSD.

## 18.0 SUPPORT REQUIREMENTS

The proposed network must have network provider maintenance responsibility, remote restoration, remote maintenance, remote troubleshooting, and testing capabilities, remote alarm, and warning levels at the NOC covering the proposed network transport segments up to the designated Minimum Point of Entry (MPOE) at each CCSD location.

Vendor will actively monitor all circuits to the CCSD handoff to ensure uptime. In the event of any outage, upon verification that power is not down at the site in question, vendor will initiate a trouble ticket within their support operations and notify the CCSD Department of Innovation and Technology immediately.

Response time associated with the proposed network must be a maximum of two (2) hours per event for CCSD identified essential services/mission critical network segments and must be a maximum of four (4) hours per event for non-essential services/non-mission critical network segments. If successful Proposer fails to meet this standard, a one-day service credit on the circuit(s) affected will be given to the District for each day the service issue exists.

The Mean Time to Repair (MTTR) on the proposed CCSD segments of the network must be a maximum of four (4) hours per critical event and must be a maximum of eight (8) hours per non-critical event. If successful Proposer fails to meet this standard, a one-day service credit on the circuit(s) affected will be given to the District for each day the service issue exists.

The proposed network must provide full maintenance for contract duration on provided services to the designated MPOE at each CCSD location.

Upon successful acceptance from vendor that an additional site is eligible for service, the time frame to service activation shall not exceed 60 days. Proposer must agree that Owner may retain from the monies due the Proposer, \$800 per day as a direct result of the delay or not completing the construction aspects of the project in the required time allowance. This applies to all new installations occurring at any time during the contract period.

## 19.0 COMMUNICATION & REPORTING REQUIREMENTS

The network provider must supply an internet-based portal which shows current utilization statistics, uptime, and reliability on both a real time and historical basis for each circuit. Available reports must reflect key performance statistics on CCSD segments. Additionally, by June 30 of each year, the provider must create and provide to the CCSD Director of Innovation and Technology an annual report

detailing uptime for each network segment as well as a consolidated overall report.

An actionable plan detailing the frequency, process, timeliness, and procedure of firmware, software, and generic program updates for all active devices used in the proposed network must be provided. This maintenance must be completed during designated maintenance windows identified and approved by the CCSD Director of Innovation and Technology.

With response to the RFP, the Proposer must include orientation training to upgrade the level of network understanding and professionalism. The Proposer is to provide full detailed explanations of how the network operates in a seminar presentation including documentation for CCSD Department of Innovation and Technology technical personnel. The following identified functions are characterized as highly desired minimums:

- network engineering
- network operations
- customer support
- all operational, diagnostic, provisioning, engineering and escalation processes

If applicable, the Proposer must include with their response a complete topology map of the CCSD physical network and a schematic drawing of the proposed CCSD logical network, both in print and digital.

With a response, the Proposer must include documentation detailing:

- a single point of contact for network engineer
- direct real-time access to the network operations center
- a documented escalation process
- local account team
- local installation and repair technicians
- live answer to repair and support teams

The Proposer must provide detailed and comprehensive billing with itemized monthly recurring and non-recurring charges by site, line and also by summary. The Proposer must provide detailed, comprehensive and itemized CSR records by site, line and by summary including service outage credits. The Proposer must provide billing and CSR in a digital format (CD-ROM, DVD, .pdf, etc). The Proposer must provide sample bills and CSR with their response to this RFP.

The Proposer must provide monthly billing with service order tracking and quarterly CSR with service order summary. CCSD requires online access for both billing and customer service related issues.

20.0 E-RATE REQUIREMENTS

USF Knowledge – Proposer shall have a working knowledge of the E-Rate program (formally known as the Schools and Libraries Universal Service Support Mechanism).

USF Registration – Proposer shall include with its proposal a valid Service Provider Identification Number (SPIN) and a valid Federal Communications Commission Registration Number (FCCRN).

USF Participation – Proposer shall agree to participate in the E-Rate program and cooperate in all respects with the Carson County School District, the Universal Service Administrative Company (USAC) and any agents acting on its behalf, and the Federal Communications Commission (FCC) to ensure the Carson County School District receives all E-Rate funding for which it has applied and to which it is entitled pertaining to the Proposer’s products and/or services.

USF Documentation – Proposer shall provide to Carson County School District staff and/or E-Rate consultant within a reasonable amount of time, all documentation and information that the Proposer has or that Proposer can reasonable acquire that the Carson County School District may need to prepare its E-Rate applications, respond to inquiries from the USAC or FCC, and to document transactions eligible for E-Rate support.

USF Audit and Document Retention Requirement – Proposer shall maintain all quotes, bids, correspondence, records, delivery information, bills, invoices, memoranda and other information and data pertaining to Proposer’s services to Carson County School District. All such records shall be retained for ten (10) years after the last day the District receives services, including services provided during any renewal period, are provided related to this RFP. Such information and data shall be subject to audit and inspection by the Carson County School District. Proposer shall include in all Sub-Proposer/Sub-Contractor agreements for services, provisions requiring Sub-Proposers/Sub-Contractors to maintain the same records and allowing the Carson County School District the same right to audit/inspect those records.

21.0 TIMELINE OF EVENTS

The following is the tentative schedule of events for the RFP submittal and selection process. District reserves the right to change the schedule at any time.

RFP EVENT	DATE
FCC Form 470 Posted in EPC	February 25, 2019
Proposals DUE	March 25, 2019 (by 1:30 p.m. PST)
Recommendation for Award Posted	TBD
Award Granted	TBD

22.0 SUBMITTAL FORMAT REQUIREMENTS

RFP should be organized in the following format for ease of evaluation.

Include a complete Table of Contents

Include a transmittal letter written on Proposer's letterhead with full name, Proposer's legal status (sole proprietor, partnership, corporation or other), address, telephone number and fax number.

REFERENCE FORM – 3 required

CONTACT PERSON FORM/PROPOSAL SIGNATURE

Proposer Experience and Personnel

Proposer must include in the proposal a description of its company, including the organization's experience and history with providing services to similar organizations. The Proposer shall provide the following information:

- a. Historical background on individual or firm making proposal;
- b. Description of the division of Proposer's firm that provides these services;
- c. List of individuals who will manage this project and his/her professional qualifications including resumes; and
- d. Whether Proposer's organization is national, regional, or local.

Explain in detail the duration and extent of experience with similar school districts including name, address and phone number of contact person for each operation.

Proposer should include any supplemental information such as samples of work, etc., which may be of assistance to the evaluation committee in determining the qualifications of the firm and/or individuals responding to RFP.

Contractor and Subcontractor Listing

Submit the names, addresses, phone numbers, and applicable licenses of all firms that will provide services in conjunction with the performance of this agreement.



### Project Approach

Describe the technical approach in detail taken including how the project will be organized. This portion of the proposal should be the most in-depth part of the proposal. Proposer must demonstrate grasp of the project requirements as well as the depth and breadth of the project. Proposer should demonstrate in detail how work being proposed aligns with the requirements set forth in this RFP.

Identify each principal of the firm and all key personnel. An organizational chart should also be submitted to illustrate how the firm is organized. Identify senior-level principal, who will act as the primary professional assigned to the account and describe this person's experience and qualifications. Identify all other positions being assigned to CCSD's account including job title and duties.

### Training and Development

Please provide a description of the Proposer's training and development program for CCSD staff. Identify staff resources to be made available to CCSD and how often training would occur.

### Scheduling

Provide a schedule of events that clearly indicates the time sequence for tasks that are required to perform major components of the scope of work. Express these tasks in daily durations, example: survey activity five (5) working days, etc.

### Costs

Enclose the price/cost schedule in a **separate, sealed envelope** with the following information:

- a. Schedule of fees applicable to this effort to achieve the desired results including monthly rates per site. Itemize costs as related to significant events that are identified in the Proposer's schedule and indicate a grand total.
- b. Any proposed material or equipment is to be included F.O.B. destination and freight shall be included in the price of the item(s).
- c. Rate chart applicable for potential expansion of scope of work (i.e. speed increases)
- d. Proposers should indicate if any travel will be required. If travel costs aren't included in the fee schedule, estimates of travel expenses must be provided as part of the overall costs.
- e. Respondent must provide an hourly rate for future unidentified criteria and support service offering complete consulting services when requested.
- f. Define unit of measure, if applicable.

### Proposed Agreement

Please provide a copy of any proposed agreement form. Please keep in mind that the CCSD cannot accept any agreement that includes a specific cancellation clause that is in conflict with this RFP. Unless otherwise identified as such, CCSD's contract/RFP language takes precedence in all cases.

Submit annual reports or financial statements for the last three (3) consecutive years of operation. Such financial statements are a requirement of this RFP. Failure to submit the required financial statements could result in rejection of proposal.

#### Electronic Copy of All Documents

All bids must include an electronic copy of all bid documents on a USB drive.

### 23.0 PRESENTATION/ORAL INTERVIEWS

The District reserves the right to require any or all Proposer(s) to either make a presentation either in person, by conference call or by web conferencing that illustrates the Proposer's abilities relative to this effort and/or attend an interview session to gauge its suitability to provide services for this project. If so requested, the Proposer shall make its personnel available within ten (10) calendar days of request. No cost allowance shall be permitted for this requirement.

### 24.0 EVALUATION CRITERIA

An evaluation committee will review the responses and determine the best proposal in accordance with the following evaluation criteria:

#### Adequacy of Network Proposal

##### A. Technical Compliance

- fulfills technical requirements
- compatible with existing facilities and third-party vendors
- expansion capabilities
- environmental requirements
- ease of system administration
- acceptability of service level agreement commitments

##### B. Business Conformity

- completeness of proposal
- suitability of delivery and installation schedule
- suitability of terms and conditions
- ease of provisioning and billing services
- flexibility of order intervals

- proposer demonstrates grasp of project as shown by depth, breadth, and clarity of proposal
- Historical performance

C. Account Support

- dedication of support staff across all required organizational disciplines
- suitability of permanent local vendors/sub vendors
- availability of complete and successful network training programs

D. Maintenance

- response time for major outages
- response time for minor outages
- response plan for disaster recovery and emergency situations
- availability of local stocking of inventory parts

E. E-rate Eligible Cost

- overall financial results as presented in fee schedule
- assessment life cycle cost of network
- total cost of implementation

F. Financial Stability

- evaluated by a qualified member of CCSD's Business and Finance Department
- financial stability will be evaluated on a pass/fail basis
- any proposal that does not pass this evaluation will not be considered

25.0 PRICE ADJUSTMENT

Pricing provided by the Proposer shall not increase during the initial twelve (12) month contract period.

After the initial award period of twelve (12) months, a price adjustment may be authorized. Carson County School District may grant a price adjustment in a situation where (all) manufacturers/distributors of the products to be procured, as a result of award of this RFP, adjust the prices of their products to all dealers or distributors. In this case, a permissible increase may be authorized and may be equal to only that increase by the manufacturers or distributors of that market.

Prior to permitting any increase, evidence of such an increase, in the form of a letter on the manufacturer's/distributor's letterhead shall be provided to Buyer no later than thirty (30) days prior to the proposed price increase. Letter shall include name of manufacturer/distributor, series or product numbers of the proposal item being increased, the amount and effective date of any and all increases to all dealers and distributors. In any case the price increase may not be greater than five percent (5%).

## Attachment A

<b>SITE</b>	<b>ADDRESS</b>	<b>CITY</b>	<b>Bandwidth Range</b>
Bordewich Bray ES	110 Thompson St	Carson City	50 Mbps - 5 Gbps
Empire ES	1260 Monte Rosa Dr	Carson City	50 Mbps - 5 Gbps
Fremont ES	1511 Firebox Rd	Carson City	50 Mbps - 5 Gbps
Fritsch ES	604 Bath St	Carson City	50 Mbps - 5 Gbps
Mark Twain ES	2111 Carriage Crest Dr	Carson City	50 Mbps - 5 Gbps
Seeliger ES	2800 S. Saliman Rd	Carson City	50 Mbps - 5 Gbps
Eagle Valley MS	4151 E. 5th St	Carson City	50 Mbps - 5 Gbps
Carson HS	1111 N.Saliman Rd	Carson City	50 Mbps - 5 Gbps
Pioneer HS	202 E. Corbett St	Carson City	50 Mbps - 5 Gbps
District Office (Data Center)	1402 W. King St	Carson City	1 Gbps - 40 Gbps
Professional Development Center	604 W. Musser	Carson City	50 Mbps - 5 Gbps
Western Nevada College (Data Center)	2201 W. College Pkway	Carson City	1 Gbps - 40 Gbps

GENERAL TERMS AND CONDITIONS OF RFP

CCSD RFP# CCSD-2019-WAN-001

VENDOR NOTES AND/OR COMMENTS:

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**PROPOSER'S PRICE TO BE HELD FIRM UNTIL** \_\_\_\_\_

In compliance with this Bid and subject to all Terms and Conditions thereof, the undersigned offers and agrees, if this Bid is accepted, to furnish any or all the items herein at the prices, terms, and delivery stated.

Firm Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Authorized Signature \_\_\_\_\_

Print Name \_\_\_\_\_

Print Title \_\_\_\_\_

Telephone Number \_\_\_\_\_

FAX Number \_\_\_\_\_

E-Mail \_\_\_\_\_

Terms \_\_\_\_\_ % \_\_\_\_\_

Delivery will be complete in \_\_\_\_\_ Calendar days A.R.O.