

# ADVERTISEMENT FOR BIDS

E-rate 2018 year  
RFP#: INT2018

Mountain Home School District #193 will accept PROPOSALS for Internet Access.

The board of Trustees of the Mountain Home School District #193 reserves the right to accept or reject any and all proposals, to waive any irregularities in the proposals, to be sole judge as to the merit, quality and acceptability of materials proposed and their compliance to the specifications, if it be in the best interest of the District.

## Bids

Bids should be submitted to Karen Dolan, Technology Support, Mountain Home School District #193, and be received by 4:00 p.m., Mountain Time, on Friday, March 2, 2018. Bids should include the RFP number on the outside of the mailing material. Bids will be opened at 9:00 a.m. on March 5 at the mailing address listed below.

Bids submitted via mail:

Karen Dolan  
Mountain Home School District  
470 N. 3<sup>rd</sup> E.  
Mountain Home, ID 83647

Technical Questions:

Will Goodman  
Goodman\_wa@mtnhomesd.org

## Product or Service Description

**Mountain Home School District is looking for an Internet Service Provider that will provide access to the internet for all students and staff. The solution must have dedicated, symmetrical bandwidth (upload and download) of 1 Gbps with Service Level Agreement (SLA) guarantees to the specified site using a fiber solution. The solution must be scalable to 2 Gbps at 100 Mbps cost increments. The amount purchased will be determined by budget availability. The winning bidder must agree to the contract conditions listed below:**

Upon acceptance of a signed proposal, the district and winning vendor will enter into a contract for a period of 1, 3, or 5 year of services. Bidders are encourage to submit pricing for each contract length. The first year of service shall run July 1, 2018 – June 30, 2019. Based on the bids on both a short term and long-term cost effectiveness analysis, the district will determine which of the solutions is acceptable. Renewal of the contract will be at the district's discretion and reviewed annually. This contract is subject to the terms of the Non Appropriations Clause found below.

Due to the inherent volatile nature of funding sources, the district, at its sole discretion, may cancel internet services from vendors. Cancellation of services shall absolve us from future costs for services not received. The district is not required or liable to remain in an annual contract, nor is it responsible for payment of future services, monthly or annually, not received. The district will give the vendor 30 day notice to cancel services and shall not be held liable for services beyond 30 days notification.

If the District does not qualify for ERate funding this contract is to be considered null/void and the District will be able to make the necessary changes to post a new RFP which will qualify for ERate funding. The District will give the vendor 30 day notice to cancel services and shall not be held liable for services beyond 30 days notification.

The vendor will monitor all of their equipment and will contact the district in case of outage within 15 minutes of the vendor's systems failure or being unreachable. The vendor will also contact the district when the system(s) are online again. Contact will take place via email/text/phone with the district deciding preference to communication method.

#### General Terms for All Proposals

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, other detail the district 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. The proposal must include a description of the following services and how these services will be measured.

- Fiber 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 15 minutes 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.

Service unavailable minutes during the month is 15 minutes or less	No Credit
Between 15 minutes and 1 hour	2% of Monthly Recurring Service Charge for the circuit
Each 2 hour period above 1 hour	An additional 3% of Monthly Recurring Service Charge for the site capped at 75% for the Monthly Recurring Charge for any single Outage and 100% of the MRC for all Outages to that same site in any single month

The vendor will maintain their own equipment that is cohosted in the District. The vendor's equipment will be tagged with circuit/site ID's the vendors name and toll free contact number. The vendor will provide Uninterruptible Power Supply (UPS) backup power that will provide power to the vendor's equipment to keep it online in case of a power failure for a minimum of 60 minutes time. The vendor will network the UPS equipment to allow the vendor and the district to be notified when the UPS is on battery. The UPS will be configured to send the vendor and the district an alert when the UPS is on battery and when the UPS has returned from an on battery condition.

The Provider will ensure, at a minimum, that all functions of its solution are reliable and available to the schools during the Period of Prime Usage. This period is 5:00 AM to 11:00 PM, Mountain Time, Monday-Friday, excluding holidays. System maintenance will be coordinated ahead of time with the district and will be conducted outside these hours to prevent service interruption to the District.

### RFP Scoring Rubric

% Weight	Criteria
30	<b>E-rate eligible recurring and one-time circuit costs*</b>
10	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
10	Complete bid submission

Appendix A: MRC/NRC Suggested Cost Table

Bandwidth	Eligible Monthly Recurring Cost			Ineligible monthly recurring cost	Eligible install/non-recurring cost	Ineligible install/non-recurring cost
	1-year contract	3-year contract	5-year contract			