



## RFP of WIDE AREA NETWORK CONNECTIONS

For  
Glenn County Office of Education

RFP NO.: 0376-11A.11  
DUE DATE: January 6, 2012  
BY TIME: 3:00 pm

In conformity with the FCC Schools and Library Division (SLD), "Universal Service Fund" (a.k.a. "E-Rate funding") application process, Glenn County Office of Education, here after referred to as "Owner", is seeking responses from qualified providers of **Wide Area Network (WAN) Connections**, for the 2012-2013 Erate funding year Year 15.

### Scope of Work

The Owner is seeking proposals for WAN Connections. The Service Provider will include in their proposal, all costs necessary to provide, construct, install, program, maintain, and monitor the services requested below. All maintenance cost associated with any on-site premise equipment, provided as an integral part of the Service Provider's proposed service, shall be their sole responsibility. Per the requirement of the Erate program, the services requested below shall at no point, now or in the future, become the property of the Owner. The successful bidder will include in their bid price, at a minimum, the following:

1. The requested service is a Point-to-Point Ethernet service between the User Network Interface (UNI) at the Owner's "Collector Site" to the UNI(s) located at each of the sites as listed on Attachment "A" Site Schedule.
2. The connections shall be a minimum of **10Mbps** of bandwidth (or higher), unless otherwise noted in this document.
3. All "One-Time" special construction and/or build-out costs, including but not limited to; conduit/trenching, interior pathways, cabling, terminations, to provide the requested service connection the Owner's designated demarcation point.
4. All work necessary, including but not limited to, installation, programming, and testing of Customer Premise Equipment (CPE), to provide the requested service.
  - a. Demarcation hand-off will be a Copper RJ45 connection. Service Provider will provide and maintain all premise equipment necessary to provide the Owner with the specified handoff and type of service requested.
2. The requested service shall provide for both physical and logical separation of Owner's traffic through the public switched network. The Service Provider shall, as determined by the scope of their proposed service, provide all necessary equipment, software, and/or professional services, including but not limited to Ethernet Virtual Connections (EVC), to accomplish this requirement.
3. Full Duplex operation (connection shall be bi-directional).
4. The requested service shall allow the following Network Protocols:
  - a. TCP/IP protocols
  - b. 802.1d and 802.1q QoS service on the entire circuit.
  - c. All Layer 1 and Layer 2 protocols, minimum Layer 3 protocols (EIGRP, IGMP, IPSec, OSPF, & RIP).
  - d. Multicasting (IGMP with PIM, SM or DM).
5. An industry standard Service Level Agreement (SLA), to ensure the following Objectives are maintained:
  - a. No other Service Provider's customers will have any physical or logical access to the Owner's traffic/VLAN.
  - b. Network Availability – 99.99%
  - c. Packet Delivery Rate – 99.99%
  - d. Network Latency: 30ms, one way.
  - e. Mean Time to Repair 4 Hours, end-to-end, including local loop.

No bid will be accepted from or a contract awarded to a bidder:

- 1) Who is not licensed in accordance with the law
- 2) Who does not hold a license qualifying them to perform work under this contract in the state of California
- 3) Who does not hold a valid Service Provider Identification Number (SPIN) and is in good standing with the FCC/USAC
- 4) Who has not successfully performed on projects of similar character and scope to the proposed work

### Site Conditions

It will be the responsibility of the Service Provider to become informed of all conditions under which work is to be done before submitting proposals. No additional costs will be incurred by the Owner or considerations given to any claims by the Service Provider based on a lack of knowledge of existing conditions. The submission of a bid from the Service Provider is an acknowledgement and agreement to this stipulation. A site survey of the premises may be set up by contacting the Owner's Representative, Nanette Rodriguez, at [p1bids@infinitycomm.com](mailto:p1bids@infinitycomm.com). All requests for site visits must be received in writing no later than ten (10) business days prior to the proposal deadline.

### Erate Requirements

The services requested in this RFP are dependent on funding from the Erate program. The Owner expects that each prospective bidder will make themselves thoroughly familiar with all applicable rules and regulations regarding the Erate program. For further information regarding the Erate Program please reference the Universal Service Administrative Company's (USAC) Schools and Library Division (SLD) website:

<http://www.universalservice.org/sl/>

All contracts entered into as a result of this Request for Proposal and the associated Form 470 will be contingent upon:

1. Funding approval by the SLD.
2. Approved funded amount equal to the funding amount as requested on the Form 471.
3. A valid Service Provider Identification Number (SPIN) consistent with the type of service requested in this RFP.
4. A certified Form 486 and a written "Notice to Proceed" from the Owner to initiate service.

Per the requirement of the Erate Program no billing and/or service may begin for this contract until July 1, 2012 and may not extend past June 30, 2013. Per Erate rules multi-year contracts will be filed each year for funding renewal.

The Owner's percentage rate, as determined on the Form 471, will be the maximum that the Owner is liable for. The Service Provider will be responsible to invoice USAC for the balance, using the Service Provider Invoicing method (SPI Form 474). Prior to invoicing USAC for services rendered on this project, Contractor agrees to provide the Owner a copy of their USAC invoice to verify that the material has been delivered and accepted by the Owner before Contractor bills USAC.

The Owner reserves the right to terminate any contract and/or agreement with the successful bidder, regardless of USAC's approval or denial of any funding that is requested as a result of this RFP.

### Bid Package Requirements

It is mandatory that all prospective bidders wishing to provide a proposal for this project must submit **two (2)** copies of their bid to: **Location: Infinity Communications, Address: 1800 30th Street Suite 175, Bakersfield, CA 93301, Attention: Nanette Rodriguez**, to be received no later than **January 6, 2012 at 3:00 pm**. The Owner shall also accept an electronic copy of the bidder's proposal via **Fax: 661-716-1841** or **Email: [p1bids@infinitycomm.com](mailto:p1bids@infinitycomm.com)**. It shall be the prospective bidder's sole responsibility to ensure the delivery and acceptance of any bid submission arising from this RFP.

All bid packages, hard or electronic copy, will bear the name of the bidder, the Owner name and RFP number on the cover or "subject" line.

All inquiries regarding this RFP will be directed to **Nanette Rodriguez** at [p1bids@infinitycomm.com](mailto:p1bids@infinitycomm.com). The deadline for all questions regarding this RFP will be five (5) business days prior to bid date.

To receive the highest consideration by the Owner, each bidder will provide, at a minimum, the following in their RFP response:

- 1) **Proposal Narrative** - The bidder will include with their proposal a written narrative, detailing the means, methods, and transport mediums, of the proposed service offering. The Proposal Narrative shall **not** exceed **10** pages (page limit excludes RFP Forms and/or copies of the bidder's contracts and service level agreements). The proposal narrative shall include at a minimum:
  - a. A brief description of the bidder, their history in the market place and with the Erate Program.
  - b. A single line drawing depicting the proposed service.
  - c. An implementation plan, including a project schedule, for the successful delivery to the proposed service offering to the Owner.
  - d. A description of the bidder's billing process, including those related to the Erate program.
  - e. A description, if applicable, of the "Owner Supplied" equipment and/or facilities, required by the bidder for the successful implementation of their proposed service offering, i.e. Power, Environmental Control, Facilities upgrades, and/or Equipment Mounting Space requirements.
  - f. A statement, if applicable, that clearly address any conflict or inability on the part of the bidder to meet the specified service and/or terms and conditions specified in this document.
- 2) **Price Evaluation Form** - The bidder shall provide their price on the provided "Price Evaluation Form". If the bidder wishes to propose "Alternate" pricing and/or product options, they may do so only in additional to supplying a "Price Evaluation Form" for the requested service. Any/all "alternate" pricing and/or product options will be provided on the "Alternate Price Evaluation Form" provided.
- 3) **Item 21 Attachment** – Bidder will itemized their bid price as shown on the on the provided "Item 21 Attachment Sheet". Pricing shown on the "Item 21 Attachment Sheet" will conform to the pricing shown on the "Price Evaluation Form".
- 4) **Qualifications Form** – The bidder shall complete and submit the attached "Qualifications Form" as a part of their proposal. Bidder shall also include a minimum of **three (3)** references that demonstrate their ability to provide the services requested in this RFP. References will include Contact Name, Organization Name, Telephone and email information for Contact.
- 5) **Service Agreement** – The bidder will include **two (2) signed and dated copies** of their multi-year Service Agreement (contract and service level agreement) with their bid proposal. Once all proposals have been received, and evaluated, the District will sign, date,

and return the successful bidder's agreement(s). See "Contract Requirements" section below for a detailed description of the requested Service Agreement.

### **Contract Requirements**

The Owner intends to use the Service Provider's supplied Service Agreement to formalize any contractual relationship that results from this Request for Proposal. However, the Service Provider supplied agreement must include all the provisions mentioned in this RFP for the Service Provider's proposal to be considered responsive.

- 1) **Terms and Conditions** – The Owner requests proposals that are based upon a Five (5) year contract term with Two (2) optional one-year extensions. The initial Five (5) year contract term shall start: July 1, 2012, and end: June 30, 2017. The Owner reserves the option to extend this contract until June 30, 2019, not to exceed a total of Seven (7) contract years. An extension option must be mutually acceptable to both parties. Any request for and acceptance of an extension shall be in written form, and shall include any requests and justifications for adjustment in compensation. If vendors can provide "better" rates by extending the length of contract, please provide this option as part of your RFP
- 2) **Service "Growth Clause"** – Growth Services may or may not be requested by the Owner during the contract term. The service provider shall include a "growth clause" with maximum charges per month. The "growth clause" shall not require a change in contract terms. The "growth clause" shall include a price for all existing service types plus any additional services of the same type/speeds/bandwidth or higher.
- 3) **Service Level Agreement (SLA)** – The Service Provider shall provide the Owner with a Service Level Agreement (SLA) in conformance to standard industry requirements. The SLA shall, at a minimum, ensure that the following Operation and Maintenance objectives are met:
  - Network Availability – 99.99%
  - Packet Delivery Rate – 99.99%
  - Mean Time to Repair 4 Hours, end-to-end, including local loop.

### **Bid Evaluation Criteria**

The Owner will evaluate and select the winning bid based on the following criteria:

- 1) **Price** – The price of eligible goods and services will be the highest weighted factor. The Owner will be evaluating price based on the eligible monthly and eligible "one-time" costs.
- 2) **Other Cost Factors** – The Owner will evaluate the other cost factors based on, but not limited to, the cost of service for "ineligible" goods and services, the cost of early termination for existing contract(s), any additional costs incurred by the Owner for the start of the proposed service.
- 3) **Accuracy of Bid Response** – The Owner will evaluate the prospective bidder's response for, but not limited to, completeness of bid package, terms and conditions of Service Agreement, amendments and/or exceptions to the requested service.
- 4) **Experience** – The Owner will evaluate prospective bidder's experience based on, but not limited to, the bidder's ability to successfully provide the requested service, prior history with the Owner, and the quality of the respondent's List of References.
- 5) **Qualifications** – The Owner will evaluate the prospective bidder's qualifications based on, but not limited to, technical expertise, the number of projects successfully completed by the bidder providing the same type and scope of the requested services.

### **Vendor Selection/Contract Award**

The Owner reserves the right to make the award to the bidder who submits the proposal, which meets the requirements, set forth herein and best meets the needs of the Owner after taking into consideration all of the aforementioned factors. The Owner also reserves the right to select portions of a proposal, or to reject any and all proposals.

### **Right to Reject Any and All Quotes**

The governing board of the Owner reserves the right to accept or reject any or all RFP's in whole or in part/or waive any irregularity in any proposal received. The Owner shall be the sole judge of the competency and responsibility of the Contractors. The submission of a bid by the Vendor is an acknowledgement of this right.

**END OF RFP**

## PRICE EVALUATION FORM

OWNER NAME: Glenn County Office of Education  
 PROJECT NAME: WAN Connections  
 BID PACKAGE NO.: 0376-11A.11

The Owner shall use the price(s) shown below to determine the Bidder's evaluation score for all "Cost" related evaluation criteria.

**INSTRUCTIONS**

1. Bidders shall provide a line item price for the "Recurring Price", and if applicable the "One-Time Price" for each of the site(s) listed on Attachment "A".
2. Bidder shall provide a description and line item price for any "Additional" price elements that are not included in the "Recurring Price" and "One-Time Price" totals that are included in the Service Provider's bid.

**Recurring Price**

Service	Speed	Monthly Recurring Price	Contract Term (Months)			"Recurring Price" Total
		\$	X		=	\$
		\$	X		=	\$
		\$	X		=	\$
		\$	X		=	\$
		\$	X		=	\$
		\$	X		=	\$
		\$	X		=	\$
		\$	X		=	\$
		\$	X		=	\$
		\$	X		=	\$
<b>"Recurring Price" Sub-Total</b>						<b>\$</b>

**One-Time Price**

Service	Description	"One-Time Price" Total
		\$
		\$
		\$
		\$
		\$
		\$
		\$
		\$
		\$
		\$
		\$
<b>"One-Time Price" Sub-Total</b>		<b>\$</b>

**Additional**

Service	Description	Total
		\$
		\$
		\$
<b>"Additional" Price Sub-Total</b>		<b>\$</b>

BIDDER'S NAME \_\_\_\_\_  
 SIGNATURE \_\_\_\_\_ Date \_\_\_\_\_  
 PRINT NAME \_\_\_\_\_  
 TITLE \_\_\_\_\_

## ALTERNATE PRICE EVALUATION FORM

OWNER NAME: Glenn County Office of Education

PROJECT NAME: WAN Connections

BID PACKAGE NO.: 0376-11A.11

ALTERNATE PRICE DESCRIPTION: \_\_\_\_\_

**Recurring Price**

Service	Speed	Monthly Recurring Price	Contract Term (Months)		"Recurring Price" Total
		\$	X	=	\$
		\$	X	=	\$
		\$	X	=	\$
		\$	X	=	\$
		\$	X	=	\$
		\$	X	=	\$
		\$	X	=	\$
		\$	X	=	\$
		\$	X	=	\$
		\$	X	=	\$
"Recurring Price" Sub-Total					\$

**One-Time Price**

Service	Description	"One-Time Price" Total
		\$
		\$
		\$
		\$
		\$
		\$
		\$
		\$
		\$
		\$
		\$
"One-Time Price" Sub-Total		\$

**Additional**

Service	Description	Total
		\$
		\$
		\$
"Additional" Price Sub-Total		\$

BIDDER'S NAME \_\_\_\_\_

SIGNATURE \_\_\_\_\_ Date \_\_\_\_\_

PRINT NAME \_\_\_\_\_

TITLE \_\_\_\_\_

# ITEM 21 ATTACHMENT SHEET

## Form 471 - Item 21 Attachment

Customer Name: \_\_\_\_\_

Service Provider Name: \_\_\_\_\_

Term of Service: \_\_\_\_\_

Proposal Date: \_\_\_\_\_

FRN Number: \_\_\_\_\_

Billed Entity Number: \_\_\_\_\_

For use the District's use ONLY. Service Provider will leave BLANK.

(Estimated) E-Rate Funding Level: 0%

Initial Term of Service			One-Time Cost		Annual Recurring Cost		E-Rate Reimbursement	Net Annual Cost after E-Rate, before DAS	Net Annual Cost after E-Rate & DAS Discount
			Eligible One-Time Cost	Ineligible One-Time Cost	Eligible Annual Cost	Ineligible Annual Cost			
Service	Speed	Qty							
			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Sub-Total</b>			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
			(Estimated) Taxes/Surcharges		\$ -	\$ -	\$ -	\$ -	\$ -
			<b>Annual Recurring Total</b>		\$ -	\$ -	\$ -	\$ -	\$ -
			<b>One-Time Cost Total AFTER Erate Discount</b>						\$ -

Optional One (1) Year Extension			One-Time Cost		Annual Recurring Cost		E-Rate Reimbursement	Net Annual Cost after E-Rate, before DAS	Net Annual Cost after E-Rate & DAS Discount
			Eligible One-Time Cost	Ineligible One-Time Cost	Eligible Annual Cost	Ineligible Annual Cost			
Service	Speed	Qty							
			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Sub-Total</b>			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
			(Estimated) Taxes/Surcharges		\$ -	\$ -	\$ -	\$ -	\$ -
			<b>Annual Recurring Total</b>		\$ -	\$ -	\$ -	\$ -	\$ -
			<b>One-Time Cost Total AFTER Erate Discount</b>						\$ -

**QUALIFICATION FORM**

Project Name: **WAN Connections**  
Project Number: **0376-11A.11**  
Owner: **Glenn County Office of Education**

The prospective Bidder shall furnish all the following information accurately and completely. Failure to fully and completely comply with this requirement may result in rejection of any bid submitted. Additional sheets may be attached if necessary. "You" or "your" as used in this questionnaire refers to the Bidder's firm and any of its owners, officers, directors, shareholders, parties, or principals. Owner has discretion to request additional information depending on the project.

**—WARNING—**

Certain information may lead to a determination of non-responsibility and rejection of the bid.

1. **Firm name and address:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
(\_\_\_\_)\_\_\_\_\_ - \_\_\_\_\_ Telephone  
(\_\_\_\_)\_\_\_\_\_ - \_\_\_\_\_ Fax

2. **Type of firm:** (check one) Individual \_\_\_\_ Partnership \_\_\_\_ Corp. \_\_\_\_

3. **Names and titles of all principals of the firm:**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. **How many years has your firm been providing the services you are proposing?** Include only years as this type of service provider and only the years with the current entity in its current form:  
\_\_\_\_\_

A. Provide the total number of customers that you have provided the same type of proposed services (not using subcontractors) in the last 3 years. (Bidders will be responsible to provide a complete list of reference to confirm this number if asked)  
\_\_\_\_\_

B. Provide the number of customers that you have provided the same type of proposed services (not using subcontractors) in the Education Market in the last 3 years. (Bidders will be responsible to provide a complete list of reference to confirm this number if asked)  
\_\_\_\_\_

5. **Is your firm licensed in the State of California to provide the service you are proposing?** If this question is not applicable to the scope of the services proposed, please answer "NA" below.  
\_\_\_\_\_

If yes, Please provide the following additional information:

A. Provide the License Name Holder, Number and Expiration Date of the license associated to the service you are proposing.

Name Holder: \_\_\_\_\_

License No.: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

If no, Please provide the following additional information:

- A. Provide the License Name Holder, Number and Expiration Date of the Sub-Contractor(s) who is licensed to perform the service you are proposing. Attach additional pages as necessary.

Name Holder: \_\_\_\_\_

License No.: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

- 6. **In the last five years have you or any of your principals been in litigation or arbitration or a dispute of any kind on a question or questions relating to a public funded project?** Response must include information pertaining to principals' association outside of the firm bidding this Project. If yes, provide name of public agency and details of the dispute. Attach additional pages as necessary.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- 7. **In the last five years have you or any of your principals ever failed to complete a project?** Response must include information pertaining to principals' association outside of the firm bidding this Project. If yes, provide owner's name and details. Attach additional pages as necessary.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- 8. **Does your firm currently have a Service Provider Identification Number (SPIN)?**

\_\_\_\_\_

If yes, Please provide the following additional information:

- A. Provide the SPIN associated to the service you are proposing.

\_\_\_\_\_

- B. Provide the Date that your last Form 473 Service Provider Annual Certification (SPAC) was approved.

\_\_\_\_\_

- 9. **In the last five years have you or any of your principals ever been placed under a "Red Light" restriction by the Federal Communications Commission (FCC) and/or the Universal Services Administrative Company (USAC)?** Response must include information pertaining to principals' association outside of the firm bidding this Project. If yes, provide owner's name and details. Attach additional pages as necessary.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- 10. **Is your firm approved by the CPUC to participate in the California Teleconnect Fund (CTF) Program?**

\_\_\_\_\_

If yes, please provide the following additional information:

- A. Provide your CPUC registration number.

\_\_\_\_\_

- B. Will you be seeking reimbursement from the CPUC for the eligible CTF portion(s) of the service you are proposing?

\_\_\_\_\_

11. **List of References:** Provide information on the three (3) Erate projects your company has completed in the last three years that comes closest to matching the scope of this RFP. If the Bidder has not completed an Erate project provide three (3) "Educational Market" projects your company has completed in the last three years. Contractor may include additional documentation.

**Project #1**

Project Name: \_\_\_\_\_

**Contact Information:**

Address: \_\_\_\_\_

\_\_\_\_\_

Phone Number: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Phone #: \_\_\_\_\_

Description of Project: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Project Start Date: \_\_\_\_\_

Project Completion Date: \_\_\_\_\_

## Project #2

Project Name: \_\_\_\_\_

### Contact Information:

Address: \_\_\_\_\_

\_\_\_\_\_

Phone Number: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Phone #: \_\_\_\_\_

Description of Project: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Project Start Date: \_\_\_\_\_

Project Completion Date \_\_\_\_\_

**Project #3**

Project Name: \_\_\_\_\_

Contact Information:

Address: \_\_\_\_\_

\_\_\_\_\_

Phone Number: \_\_\_\_\_

Contact Person: \_\_\_\_\_

    Name: \_\_\_\_\_

    Title: \_\_\_\_\_

    Phone #: \_\_\_\_\_

Description of Project: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Project Start Date: \_\_\_\_\_

Project Completion Date: \_\_\_\_\_

## ATTACHMENT "A" – SITE SCHEDULE

### Collector Site

Glenn County Office of Education  
311 S. Villa Avenue  
Willows, CA 95988  
Demarc Location: MDF

### Site #1- Detail

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**From:** Collector Site

**To:** Site #1  
Glenn County Juvenile Court School  
306 North Villa Avenue  
Willows, CA 95988  
Demarc Location: MDF

### Site #2- Detail

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**From:** Collector Site

**To:** Site #2  
William Finch School  
451 South Villa Avenue  
Willows, CA 95988  
Demarc Location: MDF

**End of Document**