

# **REQUEST FOR PROPOSALS**

## **E-Rate Eligible Products and Services Funding Year 7/1/2009 – 6/30/2010**



**NEW Academy Canoga Park  
BEN: 16049913**

## **0. E-Rate Background**

The information in this Request For Proposals [RFP] is provided in conjunction with the Schools and Libraries Division [SLD] Forms 470 and 471, in partial fulfillment of the requirements for the FCC Universal Service Fund (a.k.a., "E-Rate") discounts. These programs provide discounts for: certain telecommunications products and services, including (Priority 1) voice and data communications; Internet access; and (Priority 2) internal connections; and basic maintenance of internal connections. For more information about these Federal programs, and before responding to this RFP, please refer to the SLD web site, [www.usac.org/sl/](http://www.usac.org/sl/), or call the SLD Help Line at 888-203-8100. Please do not contact school personnel either with general questions about E-Rate, or to offer ineligible services or services not requested on this RFP. Vendors must have a valid Service Provider Identification Number [SPIN] and meet other criteria, as further described herein. Service providers must be prepared to discount invoices to the school and submit the balance to the E-Rate program via Service Provider Invoice [SPI] forms, as specified by the SLD. Invoicing information is further described below.

Answers to questions of general interest from qualified vendors may be posted on this web site, and should be considered to be formal addenda to this RFP. This may occur from time to time during the bidding period; please be sure to check back periodically while preparing your proposal. Telephone, facsimile, or snail mail inquiries are strongly discouraged, and are apt to be overlooked during proposal evaluation. The Applicant is a school, school consortium, or school district and does not have the personnel resources to respond to generalized inquiries or blanket advertising (such as for desktop computers or desktop filtering software) broadly targeting E-Rate applicants. Such materials shall be deemed "Unsolicited Commercial Email" [UCE] (better known as "spam") and are apt to cause *all* of your information to be discarded, your email address to become blacklisted by our email filtering system, and/or (at a minimum) to divert reviewer attention from any materials intended as legitimate responses to this RFP. Therefore, please clearly indicate to which of the following requirements your proposal is a valid response. Your proposal should refer to corresponding Form 470 Number and Billed Entity Number, and should clearly indicate your currently valid SPIN number and FCC Registration Number [FCC RN]. Descriptions of products and services should provide sufficient line item detail, and be submitted in a suitable format, for use as Form 471, Item 21 attachments, without the need for subsequent modification by the applicant.

### **1.0 Introduction and Scope**

For funding year 2009-2010, NEW Academy Canoga Park (hereinafter, "Applicant") seeks proposals for eligible products and services in the following categories of service:

- Telecommunications
- Internet Access
- Internal Connections
- Basic Maintenance of Internal Connections

Applicant intends to obtain appropriate, eligible products and services to improve telecommunications and/or Internet access services and/or technology infrastructure improvements so as to improve student achievement in its classrooms. Qualified persons interested in bidding on these products and services (hereinafter, "Vendor") should submit bids including all costs associated with the delivery of the products and services (parts, labor, installation, testing, acceptance,

configuration, turn-up, shipping, and so on). Any line items not eligible for E-Rate discounts according to SLD program rules should be clearly identified as such, and such items should be minimized. Vendors of ineligible products and services, however useful to school technology programs (such as, say end user computers) should *not* respond to this RFP. Applicant will seek whatever other products and services are required separately. Attempts to include excessive quantities of ineligible items or even the appearance of attempting to circumvent program rules will cause Vendor’s submission to be deemed nonresponsive and result in disqualification of your bid.

**1.1 Evaluation Methodology**

Each responsive proposal meeting the minimum qualifications will be evaluated using weighted criteria including cost of the eligible products and services, and other factors as determined by the Applicant. For any given category of service, the proposal that is deemed to be in the best interest of the Applicant, based on scoring these factors, shall be selected for award. *Decisions are not solely based on the lowest price.*<sup>1</sup> After elimination of nonresponsive bids or bids that are disqualified for specific reasons described herein, proposals will be evaluated based upon the requirements described below. The evaluation criteria to be used are:

<b>Factor</b>	<b>Weight</b>
Cost of the eligible services	25%
Ability to provide turnkey solution	15%
Necessary but ineligible costs (such as possible termination penalties for existing contracts)	15%
Continuity of service/migration strategy	10%
Compatibility with existing equipment such as handsets	10%
Flexibility of approach to adapt to changing circumstances	10%
Track record with E-Rate	5%
Industry credentials and certifications	5%
Experience in K-12	5%
<b>Total</b>	<b>100%</b>

***Within a given category of service, Applicant has a preference, but not a requirement, for turnkey solutions, wherein a single contract with a single vendor completely addresses all requirements for that category. In the case of Priority 1 services – where applicable – there is a preference for inclusion of all necessary customer premise equipment [CPE] as part of an end-to-end solution.***

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<sup>1</sup>As is required for compliance with E-Rate regulations, price of the eligible products and services will be the *highest weighted factor* but *not the only factor* taken into consideration.

## 2. REQUIRED TERMS AND CONDITIONS

### 2.0 Submission Deadline & Delivery Address

The deadline for submission of proposals is midnight, Pacific Time, on January 27, 2009

Proposals should be submitted as follows (all three elements are required):

- Via email (single file, consecutive page numbered, MS Office or PDF format) to:  
[erate.nacp@learningtech.org](mailto:erate.nacp@learningtech.org)
- Signature page(s), executed by the Vendor, via facsimile, to:  
[866-801-8667](tel:866-801-8667)
- Paper copy, with original signatures, with outside of envelope clearly identified as follows:  
**E-RATE TECHNOLOGY BID**  
NEW Academy Canoga Park  
21425 Cohasset Street  
Canoga Park, CA 91303

*All three elements are required.* It is sufficient for paper copy to be postmarked by the submission deadline, but in any event it must be received no later than 12:00 noon on the second working day after the electronic submission deadline, including the date signed and the binding original signature of the vendor's authorized representative. There should be a place for the Applicant to sign and date, if your bid is accepted. It is the sole responsibility of the respondents to ensure that their responses arrive in a timely manner. The Applicant has the right but not the obligation to reject all late or incomplete submissions, as the Applicant determines to be in its own best interest, or to contact vendors such as to seek ministerial corrections. The Applicant has the right but not the obligation to determine a short list for final negotiations and contract revisions after the submission deadline or to accept the winning proposal and execute it as is.

Oral and telephone bids will not be considered, nor will modifications of proposals by such communication be considered. The completed proposal form shall be without erasures or alterations. Delivery of the proposals will be considered authorization by the Vendor to make a contract, if awarded.

### 2.1 Costs Associated with Preparation of the Vendor's Response

The Applicant will not be liable for any cost incurred by the respondents in preparing responses to this RFP or negotiations associated with award of a contract.

### 2.2 Subcontractors

All subcontractors working on Applicant's projects must be insured and drug-free and must meet the same standards and qualifications applicable to regular employees. Applicant has a preference for limiting the use of subcontractors (reflected within one or more of the bid evaluation factors).

### 2.3 Interpretation and Additional Information and Addenda

Any interpretation, correction, clarification or change of the RFP will be made by ADDENDUM. Interpretations, corrections, or changes to the RFP made in any other manner will not be binding, and the Vendors shall not rely upon such interpretations, corrections, or changes. The Applicant will

issue any changes or corrections by posting them at <http://www.learningtech.org/erate/nacp/>. It shall be the sole responsibility of the Vendor to check for all posted ADDENDA prior to submitting their bid. Questions or requests for clarification of this RFP should be sent to the bid submission email address shown above. Vendors should not attempt to contact Applicant personnel by telephone or in person during the bidding period, since such contacts can potentially taint the fair and level playing field. Answers to questions submitted by email will be posted on the web site and should be considered amendments or clarifications that are integral to this RFP.

## 2.4 Omissions

Omissions in the proposal of any provision herein described shall not be construed as to relieve the Vendor of any responsibility or obligation to the complete and satisfactory delivery, operation, and support of any and all equipment or services.

## 2.5 Financing

After notification of award and prior to the start of work, the Vendor will receive purchase order(s) for the products and services for which the Vendor will be responsible as a result of the RFP. Purchase order(s) will show the total cost of services and the amount that is the responsibility of the local school system as well as the E-Rate discount. **The final payment of this project will be rendered only after an extensive final walk-through or acceptance procedure at the completion of the installation. Applicant will strictly enforce the bid guidelines and the quality of the installation.** Final testing will take place in the presence of a designated technology staff member. Applicant technology staff or designated consultants will have total discretion to require any needed changes to meet current industry standards including those of the selected manufacturers in the case of eligible products and to fully comply with the specifications contained in the RFP and proposal.

This project is being requested for funding through E-Rate. If funded, all SLD payment schedules will take priority. If the project is not funded, then local funding policies will take place, in the event Applicant decides to proceed without E-Rate funding. In either case, the above paragraph regarding compliance with acceptance procedures prior to final payment will be strictly enforced.

*If this project or any part thereof is not funded by E-Rate, Applicant reserves the right to change or cancel the entire project or any portion. Applicant will notify the winning Vendor if scope will require changes or of project cancellation is necessary due to non-funding by SLD.*

## 2.6 Warranty

The Vendor shall fully warrant with the manufacturer's warranty all items provided under this RFP against defects in material and workmanship. Warranty information should be on a per item basis on the RFP and detailed in the Bid Proposal. The vendor may also be expected to provide on-site service in addition to the manufacturer's warranty, so please list this service in detail where applicable.<sup>2</sup> Should any defects in workmanship or material, excepting ordinary wear and tear, appear during the warranty period, the manufacturer and his representative shall repair or replace such items immediately upon receipt of a written notice from the Applicant.

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<sup>2</sup> However, such services may fall under the category of Basic Maintenance, depending on the proposed services.

## **2.7 Price Quotations**

Price quotations are to include the furnishing of all materials, equipment, maintenance, shipping cost, delivery, installation, taxes, surcharges, and the provision of all labor and services necessary or proper for the completion of the work, except as may be otherwise expressly provided in the Contract Documents. The Applicant will not be liable for any costs beyond those proposed herein and awarded. Time and materials quotations will be unacceptable. Please clearly identify costs associated with necessary but ineligible items and keep such items to a minimum; our intent is to seek *only* eligible services with this RFP, to the extent technically feasible.

## **2.8 Evaluation of Responses**

The Applicant may at its discretion and at no fee to the Applicant, invite any Vendor to appear for questioning during response evaluation for the purpose of clarifying statements in the response.

## **2.9 Right to Reject**

The Applicant reserves the right to accept or reject all proposals when the rejection is in the best interest of the Applicant, such as when no bid is deemed to be cost-effective or when conditions change significantly such as due to unexpectedly low enrollment. The Applicant also reserves the right to award without further discussion. Therefore, responses should be submitted initially with the most favorable pricing and terms that the Vendor is able to propose. Certain criteria such as lack of certifications have been indicated herein as potential causes for disqualification; awards will be to the highest ranked Vendor, with price as the highest weighted factor, after elimination of disqualified or nonresponsive bids. Applicant reserves the right to award for some, all, or none of the products and services sought herein; if your bid does not allow for selection of a subset of line items or minor variations in the quantities required, please clearly indicate these limitations.

## **2.10 Form of Contract**

As indicated on the corresponding Form 470, Applicant will consider all allowable forms of contract including multi-year contracts and contracts with voluntary renewals. Winning vendor should not start work or incur expenses until explicitly notified to do so in writing by School Purchase Order or equivalent written instrument; notification of award is *not* in itself authorization to start work. Applicant has the right but not the obligation to begin work prior to Funding Commitment Decision Letter and approval of funding; Applicant has a right but not the obligation to cancel or reduce the scope of any project for which E-Rate funding is denied or reduced. For multi-year contracts or contracts with voluntary renewals, these rights apply to each successive funding year independently. Vendor commits to honor pricing and scope of work (some part substitutions might be required over time) for up to 18 months while awaiting FCDL. Bidder warrants that all work shall be performed according to best practices in the field of endeavor and in a manner that is fully compliant with all aspects of the E-Rate program, including invoicing for and requiring payment of the Applicant share. In no event should work commence prior to July 1, 2009. If applicable, Internal Connections contracts should be valid until at least September 30, 2010 and automatically extend in the event that the corresponding FRN is extended by SLD. Contracts for other services should begin and end on SLD funding year boundaries (July 1 – June 30). ***This RFP and all addenda issued pursuant this RFP shall be incorporated by reference into the final contract.***

***This RFP and any resulting contract(s) are intended to be fully compliant with all applicable state and local laws and purchasing regulations, as well as with the rules of the E-Rate program.***

Vendors are invited to bid on the entire project or on substantial, well-defined portions of the project. For example, one vendor might bid only on cabling infrastructure, with a separate vendor bidding only on active elements. However, Applicant has a preference for a single contract providing a turnkey solution, as implied by the bid evaluation criteria. All bidders must have valid SPIN numbers, FCC Registration Numbers, and up-to-date SPAC filings with the SLD; providers of services in the telecommunications category must also be Eligible Telecommunications Providers according to the SLD database (common carriers paying into the USAC fund).

### **2.11 Bidders Conference and/or Walk-Through**

A Bidders Conference and/or Walk Through will be held Thursday, Jan 8<sup>th</sup>, 2009 at: 2:00 PM  
NEW Academy Canoga Park  
21425 Cohasset Street  
Canoga Park, CA 91303

Attendance is *not* required; answers to clarifying questions not adequately explained in the existing RFP materials will be posted as RFP ADDENDA on the web site for the benefit of those unable to attend. However, depending on the specific bid evaluation criteria, described elsewhere in this document, non-attendance could possibly affect scoring of proposals on one or more secondary factors.

### 3. PRODUCTS AND SERVICES SOUGHT

#### 3.0 Categories and Specifications

##### 3.1 Telecommunications Services

Currently, Applicant has:

- Avaya phone system (Model: ECSCDI ACDOO-0049JP L00-0019), installed since 2005; this unit is not obsolete, but may have limitations
- ATT Business Network Service (ABN)
- Alarm through LAUSD (Applicant will not apply for E-Rate for alarm.)
- PRI package with ATT with 40 DIDs.

Applicant requests bids for:

- 3.1.1 Local & LD phone service with fax, and 911 for system with Centrex-like features for at least 20 and scalable to 40 extensions & voicemails.
- 3.1.2 Data communications service as needed for Internet access solution.
- 3.1.3 Cellular phone service for classroom assigned phones. Cellular service is needed for at least 20 but not more than 40 phones, with shared pool of minutes at least 2,000 but not more than 24,000 depending on cost. Please include *separate* proposal for (ineligible) cost of compatible handsets.

Applicant will consider all eligible solutions, including but not limited to interconnected/host VoIP, ATT Centrex, and others, with a preference for a hosted solution, and preference for compatibility with existing Avaya handsets.

##### 3.2 Internet Access

Currently, Applicant has:

- 1.5 Mb/s circuit under a multiyear contract with a major provider. (Continuity of service and ineligible costs such as termination fees for existing contracts will be considerations in the evaluation of bids; but cost of the eligible services will be the highest weighted factor in evaluation.)
- Circuit (39HCQS000091-001PT)
- Number of users (students & teachers) = 500, at any time, 200 = most connected.
- Email and web hosting internally, so not needed.

Applicant requests bids for:

- 3.2.1 Reliable high-speed Internet access to include scalable ISP service starting at 6 Mb/s scalable up to 12 Mb/s for up to 200 simultaneous users. Service Level Agreement to 99.9% up time and symmetrical bandwidth. A block of at least 32 public IP addresses with 29 usable. Public DNS service including reverse lookups.
- 3.2.2 Internet access features if needed for voice communications. QoS and/or other features to extent required for effective voice telecommunications solution.

Evaluation criteria may reflect Applicant's preference that all necessary edge equipment [CPE] be provided as part of Priority 1 end-to-end solution.

### **3.3 Internal Connections**

Applicant requests bids for the following Internal Connections.

#### **3.3.1 LAN CABLING**

Internal wiring MDF to computer lab with approximately 30 copper data drops including labor & materials to deliver 1 Gigabit per second to all workstations. 6-strands 10 gig multimode fiber optic for home run.

- 3.3.1.1 All wiring must be in compliance with TIA/EIA 568B standards. (This is not to be confused with T568A and T568B termination punch order standards)
- 3.3.1.2 All wiring must be labeled on both ends, tested and wiring maps created. Copper and Fiber Optic test results and Wire Maps are to be supplied to the Applicant in electronic format.
- 3.3.1.3 All necessary racks, cabinets, patch panels, raceway, surface mount boxes, and similar items needed to have a complete and working system should be included in cabling bids; and racks should be large enough to accommodate other eligible equipment such as switches, routers, and servers that would need to be co-located with patch panels.

#### **3.3.2 LAN EQUIPMENT (SWITCHES / ROUTERS / WAPS)**

- 3.3.2.1 Switches - Applicant requires at least 2 switches: one switch for MDF and one switch for computer lab. Both must be CISCO 48 ports, stackable. Both must be QoS and PoE capable with a minimum of 3 bondable SFP miniGBIC ports and layer 2/3/4 capabilities.
- 3.3.2.2 Wireless Access Points - For better coverage in connecting laptops to the network, Applicant requires 12 units capable of 802.11n with PoE. Each WAP must be capable of a minimum of 32 simultaneous connections and all need high gain antennas and antenna cables.

#### **3.3.3 SERVERS AND SERVER-RELATED ACCESSORIES**

Although storage of user files is not an eligible function and hence not a primary requirement, hard drives should be selected and configured in a manner to eliminate or minimize down time. An E-Rate acceptable Backup is solution is desired. A suitable UPS should be provided for each rack of eligible equipment containing either servers or Power over Ethernet [PoE] switches, supporting smart shutdown and 30 minutes of uptime given the anticipated loads.

- 3.3.3.1 Server - One Windows 2008 Server with Exchange for DNS and Email (MS Exchange Server – no additional CALS needed). Dual Quad Xeon processors and 16 GB RAM. Mirrored SATA hard drive with minimum capacity of 100 GB for OS. RAID 5 with minimum of

- 3 500 GB hard drives for Exchange data.
- 3.3.3.2 Backup solution - High speed backup solution with the provision for offsite backup as well as onsite backup; ineligible costs must be noted separately.
- 3.3.3.3 Firewall solution -- Applicant currently has PIX 506E and Barracuda Web Filter 310. Needs to replace these components by a suitable firewall supporting 99.9% uptime and symmetrical bandwidth at up to 12 Mb/s for up to 200 concurrent users. If firewall includes capabilities for compliance with web filtering requirements of Child Internet Protection Act [CIPA], filtering features should either be "ancillary" per SLD rules or proposal should include unambiguous cost allocation information, including separate line items costs for any annual subscriptions required. (Note: CIPA compliance is required for E-Rate but not in itself eligible for E-Rate funding.)
- 3.3.3.4 Uninterruptible Power Supplies – Two UPSs to protect eligible equipment:
  - 3.3.3.4.1 One 3500VA UPS with 48 port switch for MDF
  - 3.3.3.4.2 One 1200VA UPS for computer lab

### **3.4 Basic Maintenance of Internal Connections**

Applicant requests bids for Basic Maintenance services necessary to support the operation of the eligible Internal Connections network in quantities and capacities sufficient to ensure reliable connections from the Internet to each classroom. In particular, Applicant seeks bids for:

- 3.4.1 Hourly Labor** - 4-6 hours / month labor contract for preventive maintenance and configuration modification on up to 15 CISCO 2950 switches.

## 4. Vendor Qualifications

Due to the complexity, potential liability, and to protect the Applicant's and the SLD's shared investment in infrastructure and services, Applicant requires the following industry certifications and other evidence of qualifications in order for submitted bids to be considered responsive.

- Vendor must have a valid SLD Service Provider Identification Number [SPIN] and never have been suspended or debarred from the E-Rate program.
- Vendor must have a valid FCC Registration Number.
- Vendors of telecommunications services must be eligible telecommunications providers ("common carriers") as defined by the SLD.
- Vendor must have up-to-date Service Provider Annual Certification [SPAC] filings as required by the SLD.
- Vendor must be a manufacturer authorized provider of the proposed equipment. (For example, if Cisco equipment is being recommended, provider might show evidence of being a Cisco network partner.)
- Vendor must provide evidence of successful performance in the installation of the recommended brands of switches, routers, Internet servers, and similar equipment, within the K-12 marketplace during the last 3 years.
- Vendor must have on staff a MCSE + Internet Engineer for any Windows Server projects.
- Vendor must have Apple-certified staff for any Mac Server installation projects.
- Vendor must have staff certified for RCDD / Low Voltage for any cabling projects.
- Vendor must be a Certified Drug Free Workplace.
- Vendor must have all engineers and installers bonded and liability insured.
- Vendor must furnish documentation of all certifications listed herein.
- Vendor must provide a reference list of ten (10) existing K-12 E-Rate customers and the nature of the products and services delivered.
- Vendor must provide documentation of prior experience successfully implementing comparably sized, SLD-funded E-Rate projects.
- Suitably qualified engineers must be available to field supervise all installation work. (For example, Vendors of Cisco equipment must provide a Cisco CCNP/ CCIE. Cabling Vendors must provide an RCDD to field supervise the installation work on this project.)

**Documentation of the above qualifications must be a part of RFP response.**

### 4.1 Variations and Waivers of Qualifications

Any variations from any of the above qualifications or other specifications of this RFP should be clearly noted and explained in the bid proposal. Nontrivial variations from the qualifications listed above will be considered sufficient cause for bid disqualification. Applicant shall have the right but not the obligation to consider requests for minor waivers from these requirements, if Applicant in its sole discretion determines this to be in its own best interest, such as in a situation where no other fully compliant bids have been received by the submission deadline or where an otherwise qualified Vendor has applied for but is still awaiting assignment of a SPIN number by the SLD.