

SCOPE OF WORK PROPOSAL - RFP1305W

Idaho High School Wireless Managed Service Project – Proposal #1 – Ruckus Wireless



Request for Proposal – June 28th, 2013
SCOPE OF WORK PROPOSAL – RFP1305W

ATTN: Joyce Popp



Nate Bondelid • CEO • nate@tek-hut.com • (208) 735-5159

Tek-Hut, Inc. • 460 Main Ave. South • Twin Falls, ID 83301



ATTACHMENT 12 – SIGNATURE PAGE

State of Idaho

Department of Education

THOMAS R. LUNA

Superintendent of Public Instruction

650 West State Street

P. O. Box 83720

Boise, ID 83720-0027

Telephone (208) 332-6800

FAX (208) 334-2228

SIGNATURE PAGE for Use with a Manually Submitted Request for Proposal (RFP) Response

ALL RESPONSES TO THIS RFP SHALL BE TYPEWRITTEN OR HANDWRITTEN IN INK. ORIGINALS AND COPIES OF THE RESPONSE SHALL BE SUBMITTED IN ACCORDANCE WITH THE RFP. MANUALLY SUBMITTED RESPONSES MUST INCLUDE THIS SIGNATURE PAGE WITH THE ORIGINAL SIGNATURE OF AN INDIVIDUAL AUTHORIZED TO BIND THE SUBMITTING VENDOR.

NO LIABILITY WILL BE ASSUMED BY THE STATE DEPARTMENT OF EDUCATION FOR A VENDOR'S FAILURE TO OBTAIN THE TERMS AND CONDITIONS AND ANY PROPERLY ISSUED RFP ADDENDUMS IN A TIMELY MANNER FOR USE IN THE VENDOR'S RESPONSE TO THIS RFP OR ANY OTHER FAILURE BY THE VENDOR TO CONSIDER THE TERMS, CONDITIONS, AND ANY ADDENDUMS IN THE VENDOR'S RESPONSE TO THE RFP.

The words "SEALED BID" and the bid number must be noted on the outside of your SEALED BID package. To insure that your SEALED BID is handled properly, label the exterior of your package as follows:

"SEALED BID"

BUYER: STATE DEPARTMENT OF EDUCATION

SEALED BID FOR:

IDAHO HIGH SCHOOL WIRELESS MANAGED SERVICE PROJECT

RFP NUMBER: RFP1305W

CLOSES: JUNE 28, 2013 5:00 PM MT

Send your sealed bid package to:

Department of Education

PO Box 83720

Boise, ID 83720-0027

FedEx, UPS or other Couriers:

Department of Education

650 West State Street

Boise, ID 83702

This RFP response is submitted in accordance with all documents and provisions of the specified Bid Number and Title detailed below. By my signature below I accept the terms, conditions and requirements contained in the RFP. As the undersigned, I certify I am authorized to sign and submit this response for the Bidder/Offeror. I further acknowledge I am responsible for reviewing and acknowledging any addendums that have been issued for this RFP.

RFP Number: RFP1305W

RFP Title: Idaho High School Wireless Managed Service Project

BIDDER/OFFEROR (Company Name) Tek-Hut, Inc.

ADDRESS 460 Main Ave. South, Twin Falls, ID 83301

CITY, ST ZIP

PHONE: (208) 735-5159 FAX: (208) 735-8622

E-Mail nate@tek-hut.com

**THIS SIGNATURE PAGE MUST BE SIGNED WITH AN ORIGINAL HANDWRITTEN
SIGNATURE (PREFERABLY IN BLUE INK) AND RETURNED WITH YOUR MANUALLY
SUBMITTED BID OR PROPOSAL FOR YOUR BID OR PROPOSAL TO BE CONSIDERED.**

<u>Original Signature (Manually Signed in Ink)</u>	<u>06/26/2013</u> Date
<u>Nate Bondelid</u> Printed Name	<u>CEO</u> Title



Nate Bondelid

Chief Executive Officer
460 S. Main St. West
Twin Falls, ID 83341
Phone: (208) 735-5159
Fax: (208) 735-8622
Email: nate@tek-hut.com

Cover Letter

June 28, 2013

Joyce Popp - CIO
Idaho State Department of Education
650 West State Street
Boise, ID 83720

RE: RFP1305W – Idaho High School Wireless Managed Service Project

Dear Mrs. Popp:

Thank you for the opportunity to submit the attached proposal regarding: the Idaho State Department of Education's "Idaho High School Wireless Managed Service Project – RFP1305W." The potential opportunities seamless connectivity will provide students are vast. Opportunities to view curriculum on the go, extend the classroom, share projects amongst peers, and utilize online tools to expand a students' knowledge base, become limitless. We are honored to have the opportunity to share input on a project that has the potential to impact so many young minds.

We are confident the proceeding response will answer all questions in full and clearly define the solution proposed. If you or the evaluation team have any questions, please don't hesitate to contact us at (208) 735-5159.

In an effort to streamline your evaluation process, please find the requested information and statements per section 3.3 below:

3.3.1 Identification of the Offeror's corporate or other legal entity status Offeror's must include their tax identification number. The Offeror must be a legal entity with the legal right to contract.

- Provide Dunn and Bradstreet number (DUNS)
- Provide Service Provider Identification Number (SPIN)

EIN: 82-0587972 – DUNS#: 129994310 - SPIN#: 143025617



Nate Bondelid

Chief Executive Officer
460 S. Main St. West
Twin Falls, ID 83341
Phone: (208) 735-5159
Fax: (208) 735-8622
Email: nate@tek-hut.com

- 3.3.2** A statement indicating the Offeror's acceptance of and willingness to comply with the requirements of the RFP and attachments, including but not limited to the Contract Terms and Conditions included in Attachment 3.

The aforementioned response confirms Tek-Hut, Inc.'s acceptance and willingness to comply with the requirements of the RFP and attachments, including but not limited to the Contract Terms and Conditions included in Attachment 3 of the RFP document.

- 3.3.3** A statement of the Offeror's compliance with affirmative action and equal employment regulations.

Tek-Hut, Inc. complies with all affirmative action and equal employment regulations.

- 3.3.4** A statement that Offeror has not employed any company or person other than a bona fide employee working solely for the Offeror or a company regularly employed as its marketing agent to solicit or secure this contract, and that it has not paid or agreed to pay any company or person, other than a bona fide employee working solely for the contractor or a company regularly employed by the contractor as its marketing agent, any fee, commission, percentage, brokerage fee, gifts or any other consideration contingent upon or resulting from the award of this contract. The Offeror must affirm its understanding agreement that for breach or violation of this term, the SDE has the right to annul contract without liability or, in its discretion, to deduct from the contract price, the amount of any such fee, commission, percentage, brokerage fee, gifts or contingencies.

Tek-Hut, Inc. confirms it has not employed any company or person other than a bona fide employee working solely for Tek-Hut, Inc. or a company regularly employed as its marketing agent to solicit or secure this contract, and that it has not paid or agreed to pay any company or person, other than a bona fide employee working solely for Tek-Hut, Inc. or a company regularly employed by the contractor as its marketing agent, any fee, commission, percentage, brokerage fee, gifts or any other consideration contingent upon or resulting from the award of this contract. Tek-Hut, Inc. affirms its understanding agreement that for breach or violation of this term, the SDE has the right to annul contract without liability or, in its discretion, to deduct from the contract price, the amount of any such fee, commission, percentage, brokerage fee, gifts or contingencies.



Nate Bondelid

Chief Executive Officer
460 S. Main St. West
Twin Falls, ID 83341
Phone: (208) 735-5159
Fax: (208) 735-8622
Email: nate@tek-hut.com

3.3.5 A statement naming the firms and/or staff responsible for writing the proposal.

This proposal was completed in full by members of Tek-Hut, Inc., Cisco, Inc., and System Tech, Inc.

Nate Bondelid – Acting as CEO for Tek-Hut, Inc.

Brett Baldwin – Acting as VP of Sales for Tek-Hut, Inc.

Jack Morrison – Acting as Territory Manager of Ruckus Wireless, Inc.

Scott Chandler – Acting as Sales Executive for System Tech, Inc.

3.3.6 A statement that Offeror is not currently suspended, debarred or otherwise excluded from federal or state procurement and non- procurement programs. Vendor information is available on the Internet at: <http://sam.gov>

Tek-Hut, Inc. is not currently suspended, debarred or otherwise excluded from federal or state procurement and non-procurement programs.

3.3.7 A statement affirming the proposal will be firm and binding for ninety (90) days from the proposal opening date.

Tek-Hut, Inc. affirms the proposal will be firm and binding for ninety (90) days from the proposal opening date.

3.3.8 A statement, by submitting its proposal, that the Offeror warrants that any contract resulting from this RFP is subject to Executive Order 2009-10 [http://gov.idaho.gov/mediacenter/execorders/eo09/eo_2009_10.html]; it does not knowingly hire or engage any illegal aliens or persons not authorized to work in the United States; it takes steps to verify that it does not hire or engage any illegal aliens or persons not authorized to work in the United States; and that any misrepresentation in this regard or persons not authorized to work in the United States constitutes a material breach and will be cause for the imposition of monetary penalties up to five percent (5%) of the contract price, per violation, and/or termination of its contract.

Tek-Hut, Inc. understands by submitting its proposal, that the Offeror warrants that any contract resulting from this RFP is subject to Executive Order 2009-10; it does not knowingly hire or engage any illegal aliens or persons not authorized to work in the United States; it takes steps to verify that it does not hire or engage any illegal aliens or



Nate Bondelid

Chief Executive Officer
460 S. Main St. West
Twin Falls, ID 83341
Phone: (208) 735-5159
Fax: (208) 735-8622
Email: nate@tek-hut.com

persons not authorized to work in the United States; and that any misrepresentation in this regard or persons not authorized to work in the United States constitutes a material breach and will be cause for the imposition of monetary penalties up to five percent (5%) of the contract price, per violation, and/or termination of its contract.

Best Regards,

Nate Bondelid - nate@tek-hut.com
Chief Executive Officer
Tek-Hut, Inc. – An Idaho S-Corporation



Table of Contents

3.0 PROPOSAL FORMAT	Error! Bookmark not defined.
3.1 Format Instructions.....	Error! Bookmark not defined.
3.2 Evaluation Codes:	Error! Bookmark not defined.
3.2.1 (M) Mandatory Specification or Requirement.....	Error! Bookmark not defined.
3.2.2 (ME) Mandatory and Evaluated Specification	Error! Bookmark not defined.
3.2.3 (E) Evaluated Specification.....	Error! Bookmark not defined.
3.3 (M) Cover Letter Requirements:	Error! Bookmark not defined.
3.4 (M) Executive Summary Requirements:	Error! Bookmark not defined.
Executive Summary	Error! Bookmark not defined.
3.5 (M) Scope of Work Proposal	17
3.6 (M) Responses to Service Requirements	17
3.6.1	17
3.6.2	18
3.6.3	18
3.7 (M) Solution Specifications Summary	18
3.8 (ME) Cost Proposal	19
3.8.1	19
3.8.2	19
3.8.3	19
3.8.4	19
3.8.5	20
3.8.6	21
3.8.7	21
3.8.8	22
3.9 Offeror Qualifications:	22
3.9.1 (ME) Financial Statements	22
3.9.2 (ME) Office Location:	23
3.9.3 (M) Contract Performance:.....	23



3.9.4 Organization and Staffing:	24
3.9.4.1 (ME) Qualifications of Personnel:	24
3.9.4.2 (ME)	25
3.9.4.3 (M)	26
3.9.4.4 (M)	28
3.9.4.5 (ME)	29
3.9.4.6 (ME)	30
3.9.5 References and Offeror Experience	30
3.9.5.1 (ME)	30
3.9.5.2 (ME)	30
3.10 (M) Acknowledgement of Amendments:	30
3.11 (M) Trade Secrets:.....	31
3.11.1	32
3.11.2	32
4 SCOPE OF WORK	34
4.1 (M) Offeror Response to Service Specifications and Requirements	34
4.2 Services Provided By Other Entities	35
4.3 Participation by Schools.....	37
4.3.1 (M) Opt-in	37
4.3.2 (M) School Sites	38
4.4 (M) Anticipated Deployment Schedule.....	38
4.5 Connectivity & Disposal Requirements.....	39
4.5.1 (ME) Connectivity	39
4.5.2 (M) Disposal	41
4.6 (M) Pricing Schedules for Additional Idaho Educational Groups	42
4.7 (ME) Network Connectivity and Infrastructure	42
4.7.1 (ME) Building Readiness	43
4.7.2 Local Network and Access.....	43
4.7.2.1 (ME) Wireless Coverage	43
4.7.2.2 (ME) Wireless Access	45
4.7.2.3 (ME) Wireless Bandwidth	47



4.7.2.4 (ME) Internet Access.....	48
4.7.2.5 (ME) Content Filtering and Logging	48
4.7.2.6 (M) Existing School Networks	49
4.7.2.7 (ME) Growth	50
4.8 Performance and Quality.....	51
4.8.1 (ME) Uptime.....	52
4.8.2 (ME) Response Time	53
4.8.3 (ME) Business Continuity/Disaster Recovery.....	54
4.8.4 (M) Server Failure	55
4.8.5 (M) Uninterruptible Power Supply (UPS).....	55
4.8.6 (ME) Performance Metrics and Reporting.....	56
4.8.7 (M) Wireless Security.....	56
4.8.8 (ME) Authorization Control.....	57
4.8.9 (M) Backups	58
4.9 (M) Training, Integration, and Consultation	58
4.9.1 (ME) Technical Training	59
4.10 (ME) Support and Maintenance.....	62
4.10.1	62
4.10.2 (M) Service and Support Plan	64
4.11 (ME) Project Management and Implementation.....	66
4.11.1 (M) Project Management Reporting.....	67
4.11.2 (M) Validation Testing.....	68
4.11.3 (M) Communication Plan	68
4.11.4 (M) Implementation	70
4.11.5 (M) Training	71
4.11.6 (M) Timeline.....	75
4.11.7 (M) Change Order	75
4.11.8 (M) Coordination with Schools	76
4.11.9 (M) Installation Standards	77
4.11.10 (ME) Change Control.....	78
4.11.11 (M) Ongoing Improvements	78



4.11.12 (ME) Identification of Risks and Constraints	79
4.12 (M) Service Terms	80
4.12.1 Funding	80
4.12.2 Fiscal Necessity	80
4.12.3 Estimated Quantities	80
4.12.4 Title and Ownership of Assets	81
4.13 (M) E-Rate	81
4.14 (M) Bonding and Background Checks	82
ATTACHMENT 4	87
ATTACHMENT 5	94
ATTACHMENT 6	100
RESUMES OF SENIOR TEAM	105
Organizational Chart	111
Change Order / RMA Escalation Chart	112
Sample Change Order	113
Sample Training Curriculum	114
Project Plan – Education Wireless Network	115
Project Management Reporting	115
EWN Progress Report	116
Introduction	116
Sample Site Survey	118
Sample EWN Implementation Check List	126
Sample Sign Off Sheet	127
Training	128
Timeline	130
Change Order	132
Coordination with Schools	134
Installation Standards	134
Change Control	135
Ongoing Improvements	135
Anticipated Risks	135



This page is intentionally left blank.



3.0 PROPOSAL FORMAT

3.1 Format Instructions

These instructions describe the format to be used when submitting a proposal. The format is designed to ensure a complete submission of information necessary for an equitable analysis and evaluation of submitted proposals. There is no intent to limit the content of proposals.

[Tek-Hut, Inc. Response:](#)

[Tek-Hut, Inc. concurs](#)

3.2 Evaluation Codes:

3.2.1 (M) Mandatory Specification or Requirement - failure to comply with any mandatory specification or requirement may render Offeror's proposal non-responsive and no further evaluation will occur.

[Tek-Hut, Inc. Response:](#)

[Tek-Hut, Inc. concurs](#)

3.2.2 (ME) Mandatory and Evaluated Specification - failure to comply may render Offeror's proposal non-responsive and no further evaluation will occur. Offeror is required to respond to this specification with a statement outlining its understanding and how it will comply. Points will be awarded based on predetermined criteria. The SDE reserves the right to seek clarification on any M or ME requirement.

[Tek-Hut, Inc. Response:](#)

[Tek-Hut, Inc. concurs](#)

3.2.3 (E) Evaluated Specification - a response is desired and points will be awarded based on predetermined criteria. If not available, respond with "Not Available" or other response that identifies Offeror's ability or inability to supply the item or service. Failure to respond will result in zero (0) points awarded for the specification.

[Tek-Hut, Inc. Response:](#)

[Tek-Hut, Inc. concurs](#)

3.3 (M) Cover Letter Requirements:

The Proposal must include a cover letter on official letterhead of the Offeror; with the Offeror's name, mailing address, telephone number, facsimile number, e-mail address, and name of



Offeror's authorized signer. The cover letter must identify the RFP Title and number, and must be signed, in ink, by an individual authorized to commit the Offeror to the work proposed. In addition, the cover letter must include:

[Tek-Hut, Inc. Response:](#)

[Tek-Hut, Inc. concurs, please see document titled cover letter containing requirements 3.3.1 – 3.3.8](#)

3.4 (M) Executive Summary Requirements:

Include an executive summary in the Scope of Work Proposal providing a condensed overview of the contents of the Proposal demonstrating an understanding of the services to be performed.

Offerors should present their understanding of the magnitude and parameters of the Project, the objectives and the intended results. Offerors should describe their understanding of the solution and services as requested by the SDE. Offerors should summarize how their proposal meets the requirements of this RFP and why the Offeror is best qualified to perform the work required, using quantifiable and verifiable information.

Executive Summary

While Idaho is often perceived as a State with limited technological access and resources, the SDE's efforts to offer connectivity across all High Schools in the State can and will propel education in Idaho to a higher level. The efforts of the current administration to augment education with technology will not only provide tools for education, but open up the vast amounts of curriculum and knowledge available over the internet. Our mutual goal is for every student to learn in a 21st century classroom, a classroom that is not limited by walls, bell schedules, school calendars, or geography. We are committed to the State's directive to deliver tools that will allow students to graduate from high school with the experience and knowledge necessary for success in post-secondary education or the workforce.

Whether a student is using a school owned device or a personal device, they will have access to the necessary tools, educational content, and limitless knowledge available through technology. Tek-Hut, Inc. has humbly been working in the K-12 education vertical for the past 12 years and is privileged to have the opportunity to work with over 150 districts nationwide and 71 in the great State of Idaho. Without the plethora of educational partners, development driven by customer input, and willingness to help achieve the ultimate goal of student success; it is our belief this honor would not have been attainable.

The intent of the response to this RFP is to provide the appropriate digital foundation, upon which learning is embraced, digital content is streamed, and information flows freely to classrooms full of brilliant minds. This foundation is equally as important as the foundation in a school, you can't see or feel it, but students' success is built upon it. The Educational Wireless



Network (EWN) is creating a foundation for the “New” digital classroom...Built by Idaho Engineers, educated in the Idaho education system, for Idaho Schools.

“Tek-Hut's proficiency cannot be overstated. They have maintained expertise in Microsoft's software offerings, understand networking both wired and wireless, and have proven through their history that they are able to master the advancing and ever-changing world of technology. Most importantly, Tek-Hut has retained their focus on education. They understand what it takes to make devices and software solutions work for schools.”

Brandon Hunt – Filer School District

Implementation/Deployment

A successful deployment is based on three principals: understanding the individual environment, preparing a detailed comprehensive plan, and utilizing an experienced staff to execute in full. Tek-Hut, Inc. prides itself on working diligently with the district to evaluate the needs of the district, develop a comprehensive plan, and execute on that plan. To date Tek-Hut, Inc. has helped 35 districts in the State of Idaho deploy wireless and looks forward to the opportunity of leveraging that experience in the RFP response below.

“I am always comforted when I know that Tek-Hut is going to be involved in a project because I know they want the project to be successful and are willing to put in the extra work to ensure success.”

-Joel Burkman – Pocatello School District

Technology

While planning and understanding the needs of a school/district are of the utmost importance, the technology recommended to the district is as important, if not more. Will the solution be scalable? How easily can it be managed? What reports are available? Is the solution CIPA compliant? The proposed solution below not only utilizes proven technologies in K-12, but takes into consideration the needs of Idaho schools, students, and faculty. Utilizing today's IEEE standards and a CIPA compliant filter, that is current being utilized by 61 school districts in the State of Idaho, the solution has been engineered and developed to assure safe connectivity is available to all students and staff. The SDE's ability to develop thorough questioning in the RFP presents an opportunity to define and share the abilities of the solution proposed in the questions below.



“Tek-Hut, Inc. delivered the wireless equipment and assisted in the configuration of network switches, access points, and controller software. After the implementation, Tek-Hut was in communication to ensure the network was working to our satisfaction. Please consider Tek-Hut for any network or wireless solutions.”

Devan Delashmutt – Kuna School District

Training

It is ever too common that technology is purchased with best intentions by a district, but is found on a shelf a couple weeks later. With over 12 years of observation in K-12 education technology there is a single common factor; training. If staff doesn't have the opportunity to learn how to properly utilize the technology, the best practices in an educational environment, and the benefits of the solution, the technology often goes untouched. Training that demonstrates the functionality of the system, how to connect, and how to contact support will be of the utmost importance. We are confident past experience will help to prepare a successful and necessary training campaign outlined in the proceeding response.

“You would be hard pressed to find other vendors that display the same degree of loyalty and commitment to the students of Idaho and that would approach the mission with the honesty and integrity that Tek-Hut has displayed time after time.”

-Mike Huttanus – Kimberly School District

Education Technology Experience

Wireless technology is often looked at as merely a means to connect to the internet...A way to search Google, a way to check your email, and a way to instant message your friends. The reality is these are great tools, but are they the main focus of education? The answer is no, wireless in education means a system that will successfully deliver Khan Academy videos, allow teachers to share curriculum via a LMS, allowing 21st classrooms to flourish with screen sharing, analytic, etc. Utilizing a vendor that has learned from and improved upon past successes in implementing K-12 technology in Idaho will allow the State to successfully deploy a wireless solution statewide in all high schools. It is our belief that leveraging our working relationships and experiences with 150 districts nationwide (ranging in enrollment from 50 students to 40,000 students) and 71 in the State of Idaho, our past experiences will bring value to ensuring a successful implementation and adoption of wireless statewide.



The bottom line for us is that without a company like Tek-hut our school would not have the rich resource that our technology has now become. I emphatically recommend Tek-Hut for consideration of any opportunity in today's world of education and technology.

Ryan Smith – Dietrich School District

It is our pleasure, without hesitation, to propose the proceeding proposal to the State of Idaho Department of Education and we are confident in the solutions ability to meet the needs of students, faculty, staff, and administration as outlined in the SDE's request for proposal.

Item #	RFP Requirement	Tek-Hut's Response
3.5 (M) Scope of Work Proposal		
	The Scope of Work section of the Proposal will include the Offeror's response to the service requirements described in Section 4.	Tek-Hut, Inc. complies with this requirement. Please see Section 4.
Item #	RFP Requirement	Tek-Hut's Response
3.6 (M) Responses to Service Requirements		
	In response to Section 4 requirements, the Offeror must:	Tek-Hut, Inc. complies with this requirement.
Item #	RFP Requirement	Tek-Hut's Response
3.6.1		
	Include a table of contents in the Scope of Work Proposal identifying the contents of each section, including page numbers of major subsections.	Tek-Hut, Inc. complies with this requirement.



Item #	RFP Requirement	Tek-Hut's Response
3.6.2		
	Provide a positive statement describing how the proposed equipment and services comply with the requirements detailed in Section 4, Scope of Work. These statements must specifically and completely address the RFP requirements; simply referring to enclosed literature is not acceptable.	<p>Tek-Hut, Inc. complies with this requirement.</p> <p>We propose a turn-key solution. One which is all encompassing and includes: a fully comprehensive managed wireless network, maintenance, updates, training, deployment, helpdesk, managed content filter, hardware, software, and warranty. Understanding the wireless initiative is more than just connectivity but a means for students and teachers to accelerate the learning process, all responses have been developed with education and student success in mind.</p> <p>Please see Section 4- Scope of Work</p>
Item #	RFP Requirement	Tek-Hut's Response
3.6.3		
	As a convenience and courtesy to the evaluators and readers, each Offeror is required to format this section of its proposal such that the original RFP Section 4 language provisions and numbering are directly quoted and included in the proposal, followed respectively by the Offeror's response to each provision in a formatting manner which makes the original language and Offeror's response easy to distinguish and read. A format similar to the example below is preferred.	<p>Tek-Hut, Inc. complies with this requirement.</p>
Item #	RFP Requirement	Tek-Hut's Response
3.7 (M) Solution Specifications Summary		
	In this section of the Scope of Work Proposal, the Offeror must, in addition to the detailed response required, complete the Specifications Summary Worksheet located in Attachment 6. All required information must be provided on Attachment 6. Additional summary information may be added if the minimum information specified on the form is provided first. Information provided in Attachment 6	<p>Tek-Hut, Inc. complies with this requirement. Please see Attachment 6 completed below.</p>



must support your response to Section 4 Requirements, detailed below.	
Item #	RFP Requirement
Tek-Hut's Response	
3.8 (ME) Cost Proposal	
Provide your fully burdened "Cost per installation" on Attachment 2, Cost Schedule A. This includes the following Cost Schedules: <ul style="list-style-type: none">• Cost Schedule A – Solution Cost (Options A and B)• Cost Schedule B – Optional Additional Items	Tek-Hut, Inc. complies with this requirement. Please see Attachment 2 - Cost Schedule A and B below.
Item #	RFP Requirement
Tek-Hut's Response	
3.8.1	
Use the format established in Attachment 2 to respond to the Cost Proposal of this RFP, and identify it as Attachment 2 - Cost Proposal and Billing Procedure. Altering the format may cause the Cost Proposal to be found non-responsive.	Tek-Hut, Inc. complies with this requirement. Please see Attachment 2 - Cost Schedule A and B below.
Item #	RFP Requirement
Tek-Hut's Response	
3.8.2	
The Offeror must complete, at a minimum, BOTH Option A and Option B, contained on Cost Schedule A "Solution Cost," in Attachment 2.	Tek-Hut, Inc. complies with this requirement. Please see Attachment 2 - Cost Schedule A and B below.
Item #	RFP Requirement
Tek-Hut's Response	
3.8.3	
All significant elements of the Offeror's proposal must be itemized.	Tek-Hut, Inc. complies with this requirement.
Item #	RFP Requirement
Tek-Hut's Response	
3.8.4	
It is the SDE's intent to maximize its reimbursement from the federal E-rate program. As such, Offeror should	Tek-Hut, Inc. complies with this requirement to the extent USAC regulations/laws permit.



develop its proposal in a way to maximize the discounts for funding available through the federal E-rate program. The Successful Offeror shall assist the SDE in identifying eligible costs and in making application for such discounts. The amount in the Cost Proposal shall be inclusive of all E-Rate monies. SDE reserves the right to retain any E-rate funds received and apply those funds to the resulting contract, effectively reducing the contract amount by any E-rate reimbursements (See Section 4.13, below).

Item # RFP Requirement

Tek-Hut's Response

3.8.5


Offeror's Cost must be fully burdened to include all expenses associated with providing its proposed solution in response to this RFP (FOB Destination applicable school site, unpacking Devices, removal of packaging materials from site); the service should be complete with all hardware and components of the solution while maintaining and upgrading the system as necessary, managing the deployment, asset tracking, help desk support, providing training, deploying and managing the wireless infrastructure, providing professional development at multiple levels, and project management as described in this RFP. The fully burdened, firm fixed cost includes all operating and personnel costs such as (but not limited to) overhead, salaries, administrative expenses, profit, supplies, routine upgrades, maintenance, tech support, replacement, travel and travel costs, training, install, any and all tax liability (including any applicable property taxes) incurred as a result of providing the services and equipment under this RFP.

[Tek-Hut, Inc. complies with this requirement.](#)



Item #	RFP Requirement	Tek-Hut's Response
3.8.6		
	Use the format established in Attachment 2 as Cost Schedule B to respond with cost proposals for additional optional items. Optional items offered on Cost Schedule B will not be evaluated. Optional items shall be offered to school districts on a firm/fixed price basis as set forth in Cost Schedule B and on terms as favorable or better than those set forth in this RFP, including but not limited to the warranty terms in Attachment 3, Contract Terms and Conditions; provided, however, that should the successful Offeror contract with any party at a fee schedule lower than the fee schedule set out in Cost Schedule B for similar items or services, the successful Offeror shall within ten (10) business days of the successful Offeror having executed such contract with such lower fee schedule, (1) notify the SDE in writing of the fee reduction and (2) enter into a written amendment to the Contract with the SDE that includes an amended Cost Schedule B to this Agreement, to reduce the fee schedule to match such lower fee schedule. For the purposes of this provision, similar items or services shall mean a commercial wireless application with a square footage and estimated number of users equal to or in excess of the smallest school opting to use this Contract.	Tek-Hut, Inc. complies with this requirement.
Item #	RFP Requirement	Tek-Hut's Response
3.8.7		
	Offerors are advised that submission of additional information in support of the Cost Schedules is strongly preferred by the SDE to the extent that such information will assist in evaluating the reasonableness and	Tek-Hut, Inc. complies with this requirement.



rationale supporting the costs.		
Item #	RFP Requirement	Tek-Hut's Response
3.8.8		
While the SDE seeks to best outline options for local control through Cost Schedule B only Cost Schedule A will be considered when evaluating and awarding cost points for this RFP.		Tek-Hut, Inc. understands this requirement.
Item #	RFP Requirement	Tek-Hut's Response
3.9 Offeror Qualifications:		
The Offeror Qualifications section of the proposal must consist of the following subsections (instructions for each of the four sections are provided below): <ul style="list-style-type: none">• Financial Statements• Office Location• Contract Performance• Organization and Staffing		Tek-Hut, Inc. complies with this requirement. Please see the specific subsections below.
Item #	RFP Requirement	Tek-Hut's Response
3.9.1 (ME) Financial Statements		
Provide a current D&B Comprehensive Insight Plus credit report or current Experian ProfilePlus report, and the appropriate NAICS code or SIC code (http://www.census.gov/cgi-bin/sssd/naics/naicsrch?chart=2012). <ul style="list-style-type: none">• The Offeror should identify with particularity any information on the Credit Report that it considers "Trade Secret" or "Confidential," as described in Section 3.11, below. The information will be held in confidence to the extent that the law allows.• Credit reports must be for the exact organization submitting the proposal in order to be scored. The credit report cannot be combined or consolidated with the information		Tek-Hut, Inc. complies with this requirement. Please see the digital attachment below and the physical attachment included in the attachments. Tek-Hut, Inc.'s SIC Code is 7379  TekHutCreditReport.pdf



from any other entity. Proposals which do not meet this requirement will receive a score of zero (no points) for this Section (3.9.1).

- The SDE will evaluate the credit information provided to answer the following question:
- How well does management control expenses and manage resources?

Item # RFP Requirement

Tek-Hut's Response

3.9.2 (ME) Office Location:

The Successful Offeror must establish a staffed, physical point of presence in Boise, Idaho within 30 calendar days after contract award. Also describe other presence the Offeror has within the State of Idaho and outside of Idaho. Explain how you will comply with this requirement.

Tek-Hut, Inc. currently employees staff that resides in Boise, ID. Upon contract award Tek-Hut, Inc. will establish a brick and mortar facility within 30 days from the award date.

Item # RFP Requirement

Tek-Hut's Response

3.9.3 (M) Contract Performance:

If the Offeror, or any proposed subcontractor, has had a contract terminated for default during the past three years, all such instances must be described as required below. Termination for default is defined as notice to stop performance due to the Offeror's nonperformance or poor performance.

Offerors must submit full details of all terminations for default experienced by the Offeror during the past three years, including the other party's name, address and telephone number. The response to this subsection must present the Offeror's position on the matter.

If no such terminations for default have been experienced in the past

Tek-Hut, Inc. and all listed sub-contractors have not had a contract terminated for default in the past three years.

Tek-Hut, Inc. and all listed sub-contractors have not had an early termination in the past three years.



three years, so declare.

If at any time during the past three years, the Offeror has had a contract terminated for convenience, non-performance, non-allocation of funds, or any other reason, which termination occurred before completion of all obligations under the initial contract provisions, describe fully all such terminations including the name and address of the other contracting party and the circumstances surrounding the termination.

- If no such early terminations have occurred in the past three years, so declare.

Item #	RFP Requirement	Tek-Hut's Response
--------	-----------------	--------------------

3.9.4 Organization and Staffing:

Describe your qualifications to successfully complete the requirements of the RFP by providing a detailed response to ALL of the following:

Tek-Hut, Inc. complies with this requirement. Please see subsections below.

Item #	RFP Requirement	Tek-Hut's Response
--------	-----------------	--------------------

3.9.4.1 (ME) Qualifications of Personnel:

An in-state experienced, qualified, and effective project team will be identified and provided by each Offeror. Provide resumes for all employees who will be managing and/or directly providing services under the contract. For positions that are not filled, a position description (including requisite qualifications/experience) shall be provided. Each Offeror must also complete and submit the form attached as Attachment 5, for its senior staff who would be assigned to this Project, in order to demonstrate its staff's experience with projects similar to this one. At a minimum, the Successful Offeror will maintain a dedicated in-state management team

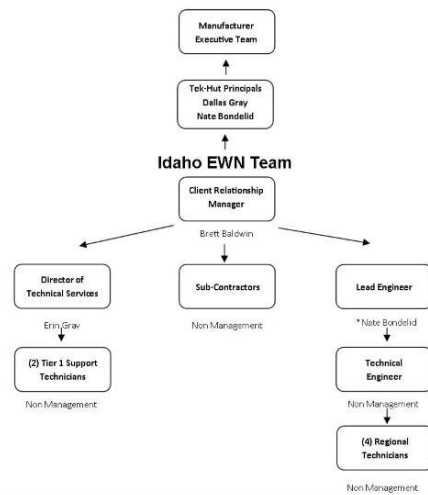
Tek-Hut, Inc. complies with this requirement. Please see Attachment 5 for past projects led by senior management team and resume attachments following Attachment 5. Tek-Hut, Inc. recognizes and agrees to comply to maintain a dedicated in-state management team for the length of the Project made up of Key Employees as described in Section 12 of Attachment 3 "Contract Terms & Conditions."



for the length of the Project made up of Key Employees as described in Section 12 of Attachment 3 "Contract Terms & Conditions."		
Item #	RFP Requirement	Tek-Hut's Response
3.9.4.2 (ME)		
	In order for the SDE to feel confident with the Successful Offeror it is important that we understand the Offeror's corporate culture. A project of this scale and complexity will require the Successful Offeror to be nimble, knowledgeable, available and empowered. It is critical that the Successful Offeror's Idaho-based team have the authority to identify problems or issues and address them quickly and creatively. Describe to what extent the Offeror's Idaho-based Client Relationship Manager (CRM) will be empowered to authorize and execute change orders, make decisions, engage additional resources and execute on creative solutions to unusual or unforeseen problems.	<p>At Tek-Hut, Inc. our culture is the core of our success. The company's cultural philosophy is:</p> <ul style="list-style-type: none">- Knowledge of the products Tek-Hut supports is paramount to a successful implementation. We properly train and certify our technical staff to assure they fully understand the solutions they support.- Make every decision ethically, morally, and in the favor of your customer's best interests. We promote honesty, integrity, and a "do it right" attitude toward business. Our customer's needs always come first and Tek-Hut, Inc. employees have the right to make decisions that affect the customer's experience in a positive way.- Treat every customer's request with urgency. Response time and timely call backs distinguish Tek-Hut, Inc.- Enjoy work and be passionate. Every employee at Tek-Hut, Inc. has a strong passion for the technology they support. Hiring practices place an emphasis on the employee's understanding and passion toward technology. <p>Understanding the importance of being nimble and able to make decisions quickly, Tek-Hut, Inc. confirms the Idaho based management team will have the authority to make decisions as needed to make the project a success. As an Idaho based company, Tek-Hut's executive team is always available and intimately involved in this project.</p> <p>It is the intention of Tek-Hut, Inc. that the CRM maintain authority to execute change orders, make decisions, engage additional resources, and execute creative solutions to unusual or unforeseen problems. Tek-Hut, Inc. wants this project to be a success and will ensure that everyone involved is empowered to make it successful.</p>



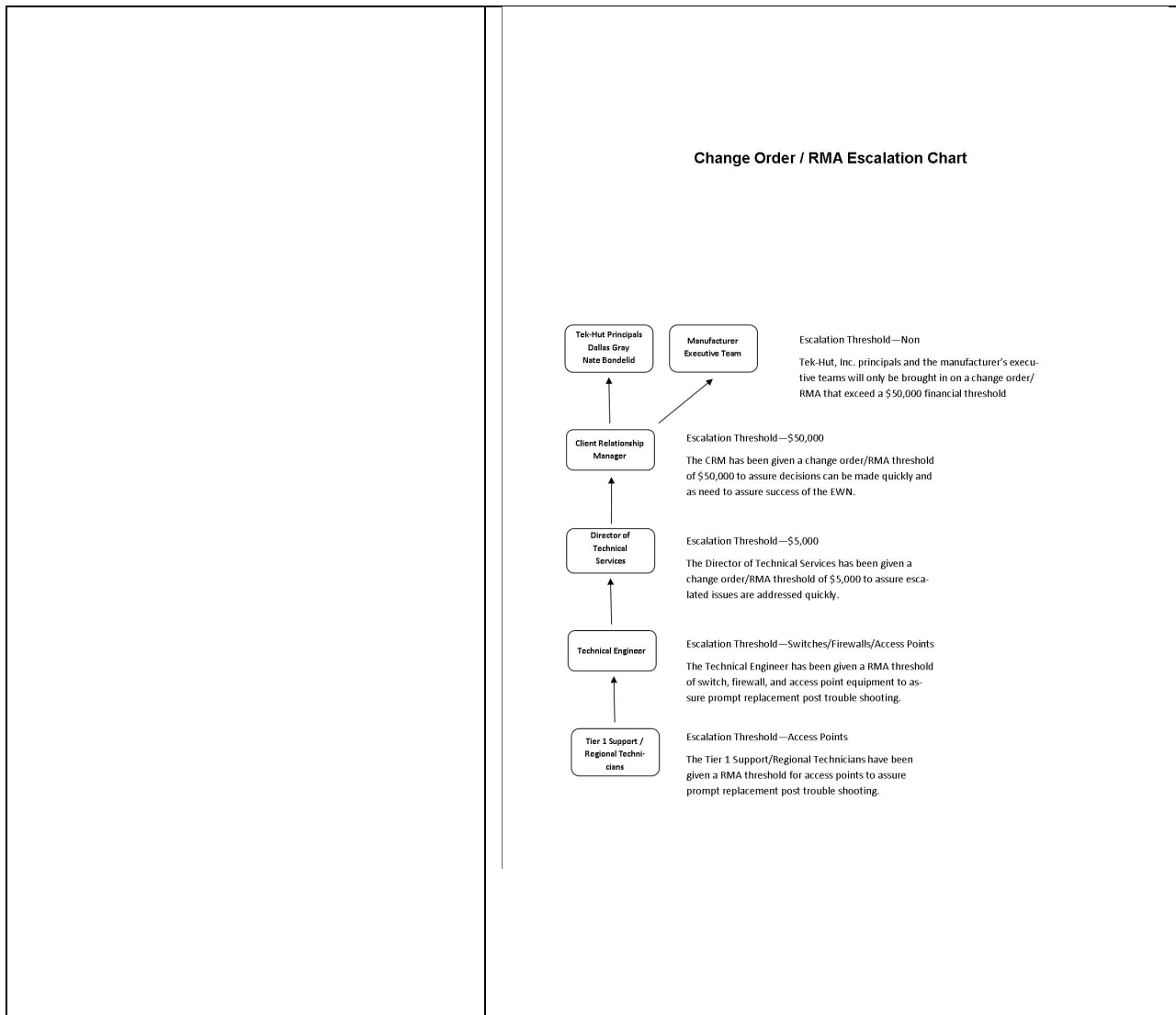
Item #	RFP Requirement	Tek-Hut's Response
3.9.4.3 (M)		
	<p>Offeror must provide a detailed description of its project staffing plan for all phases and tasks (any proposed subcontractors must be clearly identified in the project staffing plan), as well as an organizational chart clearly showing the structure of the Idaho team and the upstream reporting structure of the organization. The chart must accurately portray the positions, title and role in the project, including responsibilities. It is our desire that this team be entirely dedicated to the Project. If any personnel are assigned to other customers, territories or markets, those must be clearly noted on the chart.</p> <p>Offeror must provide a flowchart outlining its change order process and any thresholds for escalation and approval above the CRM of the Idaho-based team.</p>	<p>Tek-Hut, Inc. has prepared a comprehensive staffing plan for the EWN. Tek-Hut's philosophy is that if you put the correct people in the correct position, they will work diligently and with passion. The staffing plan includes three senior level management employees. These roles are: Customer Relationship Manager, Lead Engineer, and Director of Technical Services. This core, Idaho based, Idaho educated, and Idaho K-12 experienced team will actively oversee day-to-day operations and long term planning. Understanding the state's desire to have a senior management team in place to make decisions as necessary has been taken seriously. The management team will have the ability to make decisions as necessary to meet the needs of this project. The senior management team has over 4 years experience working with one another on projects in various capacities.</p> <p>In addition to the senior management team; (4) Regional technicians, (2) Tier 1 Support Technicians, a Network Engineer, and Tek-Hut's existing employee base will be involved in this project. System Tech's team will be providing cabling infrastructure and hardware mounting on-site.</p> <p>Please find the organizational chart below (including role description summaries and chain of command). This organizational chart can be found in full page format in the attachments.</p>



Customer Relationship Manager (CRM) —The CRM will be responsible for managing the relationship with the SDE and the school districts, overseeing the project, project meetings, presenting project metrics to the SDE, and coordinating efforts amongst the management team.	Director of Technical Services —The Director of Technical Services will be responsible for coordinating/scheduling staff (the technical team, sub-contractors, professional development and the support team), managing the support efforts, procuring hardware/services, and managing necessary project paper-
Lead Engineer —The Lead Engineer will be responsible for the overall architecture of the project, coordinating/managing updates and any scheduled maintenance, performing tier 3 support, and interfacing with the SDE for technical questions. The lead engineer will also be maintaining CEO position in Tek-	Sub-Contractors —The Subcontractors will be responsible for cabling the buildings, installing the hardware, and testing their work.
Tier 1 Support Technicians —The tier 1 technicians will be responsible for trouble shooting involved parties needs on the network. They will have authorization to process RMAs.	Technical Engineer —The technical engineer will be responsible for day to day management of the EWN, supporting the lead engineer's needs, and acting as Tier 2 support.
Regional Technicians —The regional technicians will be responsible for site surveys, confirming signoff on buildings, and configuring any onsite needs.	

All escalation will be based on financial thresholds and change order processing. All above parties are fully aware of the project and prepared to be available should it be necessary in an escalation.

The Change Order / RMA Escalation Chart below outlines the thresholds for RMAs and Change Orders amongst the Idaho based senior management team, the Idaho based Tek-Hut, Inc. executive team, and manufacturer executive team. The chart was created with the intent of providing quick responses to necessary change orders and requested RMAs. A full page version of the chart and a sample change order are included in the attachments.



Item #	RFP Requirement	Tek-Hut's Response
3.9.4.4 (M)		
	Subcontractors: The Project will involve High Schools throughout the state and there is an expectation that local resources will assist the successful Offeror in fulfilling the Project expectations. Explain how you will use local resources, if awarded the Contract. Local resources can be value added resellers (VARs) or other subcontractors. Describe the extent to which subcontractors will be used to comply with contract requirements and to meet the expectation that local	<p>Tek-Hut, Inc is an Idaho based company. Keeping dollars inside the State of Idaho is very important to us. Every member of Tek-Hut, working on this project lives in Idaho, and spends money in Idaho. The only subcontractor utilized will be System Tech, Inc, another Idaho based company. System Tech will be responsible for all data cabling and installation of the electronic equipment inside the school buildings.</p> <p>Their office locations are :</p> <p>2854 Featherly Way, Boise, ID 83709</p> <p>293 Coronado Ave, Twin Falls, ID 83301</p>



resources are involved in fulfillment of the resulting contract. Include each position providing service and provide a detailed description of how the subcontractors are anticipated to be involved under the contract. Include a description of how the Offeror will ensure that all subcontractors and their employees will meet all the elements of the Project. Offerors must disclose the location of the subcontractor's business office and the location(s) where the work will be performed (if on-site at the Project locations identify the regions or School Districts subcontractors will serve). If the Offeror utilizes any entity other than the entity submitting the proposal to provide any of the services required by this RFP, the relationship between the two entities is considered that of a contractor-subcontractor for the purpose of this section, regardless of whether a relationship is based on an actual written contract between the two. The SDE reserves the right to require that the Successful Offeror remove/replace any subcontractors whose performance or other activities under the contract are deemed by the SDE to be unsatisfactory.

3099 Pinnacle Drive, Idaho Falls, ID 83401

2816 N. Madelia, Spokane, WA 99207

With System Tech having offices across the State of Idaho, they will be able to perform all installations for each school as required.

Subcontractors will fall under the responsibility of the Contractor, and will comply with contract requirements.

Please find subcontractor qualifications in attachments or embedded links below:



Certificates.pdf



Company Resume
June 2013.pdf

Item # RFP Requirement

Tek-Hut's Response

3.9.4.5 (ME)

If subcontractors will be used to fulfill the roles described in Section 3.9.4.1, you must provide the information required in Section 3.9.4.1 (resumes, Attachment 5, etc.) for all subcontractors/subcontractor personnel. If subcontractors are included in your proposal, this Section 3.9.4.5 will be evaluated and scored as part of your response in Section 3.9.4.1.

Sub-contractors will not be used to fulfill the requested senior management team.



Item #	RFP Requirement	Tek-Hut's Response
3.9.4.6 (ME)		
	Describe the extent to which Offeror is willing to collaborate with the SDE in the implementation of this managed service.	<p>Tek-Hut, Inc.'s proposed solution complies with this requirement.</p> <p>The overall success of this project is directly related to a successful relationship between the awarded vendor and the SDE. It is our intention to have open communication, joint planning sessions, and any additional collaboration requested by the SDE or established as a proactive effort to exceed the outlined goals and objectives.</p>
Item #	RFP Requirement	Tek-Hut's Response
3.9.5 References and Offeror Experience		
Item #	RFP Requirement	Tek-Hut's Response
3.9.5.1 (ME)		
	Provide three completed reference questionnaires, as instructed on Attachment 8, Reference Questionnaire. References must be submitted on the attached form, and must be received at the SDE directly from the reference, prior to the Closing Date and Time.	<p>Tek-Hut, Inc. complies with this requirement.</p>
Item #	RFP Requirement	Tek-Hut's Response
3.9.5.2 (ME)		
	Complete and return Attachment 4, "Offeror Experience with Similar Projects."	<p>Tek-Hut, Inc. complies with this requirement. Please reference Attachment 4.</p>
Item #	RFP Requirement	Tek-Hut's Response
3.10 (M) Acknowledgement of Amendments:		
	This RFP may be changed by the SDE through issuance of a written amendment. Any material information given or provided to a prospective vendor with regard to this RFP will be made available in writing by the SDE to all vendors receiving the original RFP. Oral interpretations of specifications or contract terms and conditions shall not be binding on the SDE unless confirmed in writing by	<p>Tek-Hut, Inc. complies with this requirement.</p>



the SDE prior to the date for submissions. Changes to the RFP will be issued as an amendment. The right is reserved to waive any informality.

If the RFP is amended, the Offeror must acknowledge each amendment with a signature on the acknowledgement form provided with each amendment. Failure to return a signed copy of each amendment acknowledgement form with the proposal may result in the proposal being found non-responsive.

Item # RFP Requirement

Tek-Hut's Response

3.11 (M) Trade Secrets:

Idaho law defines trade secrets to "...include a formula, pattern, compilation, program, computer program, device, method, technique or process that derives economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by other persons and is subject to the efforts that are reasonable under the circumstances to maintain its secrecy." The Idaho Public Records Law, Idaho Code Sections 9-337 through 9-348, allows the open inspection and copying of public records. Public records include any writing containing information relating to the conduct or administration of the public's business prepared, owned, used, or retained by a State or local agency regardless of the physical form or character. All, or most, of the information contained in your response to the SDE's RFP will be a public record subject to disclosure under the Public Records Law. The Public Records Law contains certain exemptions. One exemption potentially applicable to part of your response may be for trade secrets.

Tek-Hut, Inc. understands and complies with this requirement.



Item #	RFP Requirement	Tek-Hut's Response
3.11.1		
	<p>If you consider any element of your proposal to be a trade secret, or otherwise protected from disclosure, you MUST so indicate by marking EACH PAGE of the pertinent document. Include the specific basis for your position that it be treated as exempt from disclosure. Marking your entire proposal as exempt is not acceptable or in accordance with this RFP or the Public Records Law and WILL NOT BE HONORED. In addition, a legend or statement on one (1) page that all or substantially all of the response is exempt from disclosure is not acceptable or in accordance with the Public Records Law and WILL NOT BE HONORED. Prices quoted in your Proposal are not a trade secret. In addition to marking each page of the document with a trade secret notation. Identify with particularity the precise text, illustration, or other information contained within each page marked "trade secret" (it is not sufficient to simply mark the entire page). The specific information you deem "trade secret" within each noted page must be highlighted, italicized, identified by asterisks, contained within a text border or otherwise clearly delineated from other text/information and specifically identified as a "trade secret."</p>	<p>Tek-Hut, Inc. does not consider any portion of this proposal a trade secret, nor does Tek-Hut, Inc. wish to protect any portion from disclosure.</p>
Item #	RFP Requirement	Tek-Hut's Response
3.11.2		
	<p>Provide a separate document entitled "List of Redacted Trade Secret Information," which provides a succinct list of all trade secret information noted in your proposal, listed in the order it appears in your submittal documents, identified by Page#, Section#/Paragraph#, Title of</p>	<p>Tek-Hut, Inc. does not consider any portion of this proposal a trade secret, nor does Tek-Hut, Inc. wish to protect any portion from disclosure.</p>



Section/Paragraph, specific portions of text/illustrations, or in a manner otherwise sufficient to allow the state's procurement personnel to determine the precise text/material subject to the notation.

The SDE, to the extent allowed by law and in accordance with this RFP, will honor a designation of nondisclosure. You will be required to defend any claim of trade secret or other basis for nondisclosure in the event of an administrative or judicial challenge to the SDE's nondisclosure. Any questions regarding the applicability of the Public Records Law should be addressed to your own legal counsel. If you fail to follow the RFP instructions as they relate to the identification of trade secret information; or to otherwise identify trade secret information with particularity, your trade secret notation(s) may not be honored.



4 SCOPE OF WORK

Use this proposal outline as part of your response to the RFP and identify it as Attachment 1 – Scope of Work. Keep in mind, the evaluators will be scoring your proposal based on the methodologies proposed and the completeness of the response to each item listed below. The intent of this RFP is to procure a solution which includes, but is not limited to providing High Schools with:

- A complete and fully managed wireless service;
- Content filtering;
- Event logging;
- System implementation;
- User reporting, maintenance and upgrades of the technology as necessary;
- Deployment management;
- Help desk support;
- Deployment of the wireless infrastructure;
- Implementation of professional development at multiple levels;
- Project management;
- Customer Relations Management

The Successful Offeror will be working with the SDE and / or its vendors or contractors, school districts, and other related parties to successfully implement the Project.

Item #	RFP Requirement	Tek-Hut's Response
4.1 (M) Offeror Response to Service Specifications and Requirements		
	Section 4 represents the SDE's specifications and requirements for the Project. It also includes the information required to be supplied by the Offeror as part of its response to this RFP. For each section or subsection in Section 4, the Offeror must respond appropriately using the formatting provided in Section 3.6.3. Failure of the Offeror to complete the required information as specified in	Tek-Hut, Inc. understands and complies with this requirement.



each of the bullets below may result in the Offeror's proposal not achieving its maximum scoring potential during the evaluation process or deem them unresponsive.

- The appropriate response to some requirements may simply be for the Offeror to provide written acknowledgement and to agree to comply fully with the stated requirement.
- More typically, the Offeror must specify and describe how its solution meets or exceeds the requirements.
- Each Offeror must also specify, describe and clarify its proposal's characteristics and strengths as well as any weaknesses or limiting factors.
- Remember, your responses to requirements designated as ME will be scored.

Additional instructions are in Section 3.6, above, "Response to Service Requirements."

Item # RFP Requirement

Tek-Hut's Response

4.2 Services Provided By Other Entities

• Connectivity and adequate bandwidth to each high school building – The State's existing Idaho Education Network (IEN) administered by the Idaho Department of Administration, ensures connectivity and Internet service to every school district's wide area network (WAN) internet aggregation point. The responsibility for distributing the IEN provided bandwidth to each building across the district WAN is the responsibility of the district. The amount of bandwidth provided to each district ensures that a reasonable, adequate bandwidth is available to each participating high

Tek-Hut, Inc. understands and complies with this requirement. Please reference the subsections of Section 4 proceeding for detailed information.

Past experiences have shown that professional development is amongst the most important parts of a rollout. Tek-Hut, Inc. and its team are prepared to ensure that all technical employees and staff/teachers are familiar with the process of attaching to the wireless network and submitting an RMA/service request. The comprehensive EWN plan includes regional training and professional development.



school building. An IEN eligible high school is a high school with a 12th grade and is authorized by the State to graduate students. There are schools that are eligible for wireless managed services under this Project that are not currently receiving IEN provided services. All districts currently intending to participate in this Project must have 3 Mbps-equivalent or better connections from IEN or another ISP of their choosing. Additional information about the IEN is included on the web at <http://www.iem.idaho.gov>. PLEASE NOTE: There are schools eligible to participate under this Project which are not IEN participants.

- IEN Services - The IEN provides statewide services to schools, including advice and consultation on configurations, network environments and optimization of school connections. Some technical support is also available for schools that need onsite technical advice and assistance, but this is not the IEN's focus.

- Professional Development – The SDE has developed a statewide strategy to provide professional development and support for the leadership of teachers in the integration of education technology into teaching and learning. Based on this strategy and assessed needs, the SDE has designed and provided a comprehensive framework for teacher leadership and development in integrating technology. Delivery may utilize an array of existing resources and relationships in Idaho. Beyond the scope of this RFP, a variety of resources will be utilized to meet the identified needs. However, in support of, or in complement to, the activities that may be undertaken by the SDE, the Offeror shall



describe its interest, capacity and approach for providing resources, services or consultation on professional development and technology integration.

- Program Evaluation and Assessment – The SDE reserves the right to make provisions outside the scope of this RFP for disinterested analysis and evaluation of the impact and success of the Project. The Offeror shall be prepared to supply its required reports and documents in a timely manner and format specified by the SDE that will enable adequate evaluation.

Item #	RFP Requirement	Tek-Hut's Response
--------	-----------------	--------------------

4.3 Participation by Schools

All Idaho high schools are eligible to participate in the Project (this Project includes 9th grade students enrolled in a state-funded "Junior High School"). It is estimated that approximately three hundred and forty Idaho schools enroll high-school-age students. Many of these schools are small and rural. Since Idaho is a "local control" state, each of Idaho's local school units, organized on a municipal or regional basis, has a locally elected school board with general statutory responsibility for policy and operational oversight of each school.

Tek-Hut, Inc. understands and complies with this requirement.

Item #	RFP Requirement	Tek-Hut's Response
--------	-----------------	--------------------

4.3.1 (M) Opt-in

While it is expected that the vast majority of eligible Idaho high schools will participate in the Project, high schools will do so on an opt-in basis. High schools that do not opt-in initially will retain the right to opt-in at a future date. The SDE will require a formal statement of intent from local high school units if they wish to participate. High schools that opt-in at

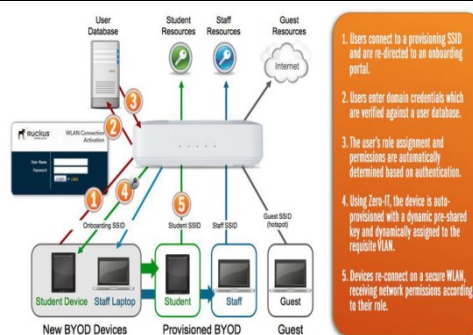
Tek-Hut, Inc. understands that schools will have the ability to opt-in and complies with this requirement.



a later date would be deployed as agreed to in a revised deployment schedule. Provide written confirmation that you understand this opt-in provision and will comply.		
Item #	RFP Requirement	Tek-Hut's Response
4.3.2 (M) School Sites		
As an aid to the Offeror, Chart A is included below to depict the approximate students by school size. A more detailed summary of the eligible schools characteristics, including the approximate square footage for each building serving students in grades 9-12, can be found in Attachment 11. Confirm that your solution has taken into account the approximate distribution of students by school size, and the square footage of each building requiring wireless managed service coverage and that you understand this data is only an approximation. NOTE: Offeror's should not solely rely on the data contained in Chart A or Attachment 10 for detailed planning or cost estimates. Data contained in Attachment 10 is school enrollment data and current approximate square footage for school year 2012-2013 and does not contemplate enrollment growth.		Tek-Hut, Inc. understands and complies with this requirement.
Item #	RFP Requirement	Tek-Hut's Response
4.4 (M) Anticipated Deployment Schedule		
For the anticipated deployment schedule see Table A, below. In the event that the State revenue fluctuates it is conceivable that this schedule might be accelerated or extended accordingly. Confirm your ability to meet this anticipated deployment schedule. Teacher counts for deployment purposes may vary slightly. Teacher counts allocated to each building will		Tek-Hut, Inc. understands that State revenue fluctuates and it is conceivable that this schedule might be accelerated or extended accordingly and complies with the ability to meet the anticipated deployment schedule as outline in this response.



need to be adjusted to eliminate any possible duplicate counts, to account for full-time equivalents, and to determine more precisely the number and extent of teachers with multi-grade teaching assignments who work with High School students. Calculations will be based on a methodology to be supplied by the SDE to the Successful Offeror. Confirm your ability to meet this requirement.		
Item #	RFP Requirement	Tek-Hut's Response
4.5 Connectivity & Disposal Requirements		
Item #	RFP Requirement	Tek-Hut's Response
4.5.1 (ME) Connectivity		
	<p>The devices utilized by the individual schools, whether it is a "Bring Your Own Device" (BYOD) model or a classroom supplied device, each student and educator must be able to connect to the wireless network, the school's pre-existing local network, and the Internet either directly through the Idaho Education Network (IEN) or the local ISP wirelessly and through a wired connection (Ethernet) within the school, and must not conflict or degrade existing connectivity alternatives.</p> <p>Describe how your solution meets or exceeds this requirement, including how the proposed solution evaluates, monitors and maintains the existing connectivity at existing or better status.</p> <p>The Offeror must describe its connectivity solution in detail in Section 4.7, Network Connectivity and Infrastructure.</p>	<p>The adoption of smart devices such as phones and tablets creates two challenges for IT: network access and device security. Each category is unique and requires a different set of expertise and guidelines.</p> <p>The wireless network must be reliable; it is the foundation of your solution. Legacy wireless solutions were not engineered to deal with the high density and throughput required to sustain a fast and reliable wireless connection. The wireless network must be mobile device ready and designed for interference mitigation and high-density environments.</p> <p>Furthermore, Bring Your Own Device (BYOD), cloud-based applications, and products such as smartphones and Apple TV, necessitate an environment where IT does not have full control of client access to the network. To address this problem many wireless companies have incorporated additional recognition intelligence that identify the user, type of device and application that is on the network and provide IT administrators with the ability to create and enforce security policies. The EWN will integrate this BYOD solution and provide an easy to configure solution that is low maintenance and allows the end users to self-register their devices on the network.</p>



INTEGRATED: The EWN has a fully integrated body of features to handle BYOD stress points for both administrators and users. First, we want to ensure that schools can leverage their existing resources for BYOD enablement. To that end, we integrate with existing network segmentation, security architectures, and authentication protocols.

Schools need purpose-built features to handle mobile device connection and security challenges. Ruckus BeamFlex+ is specifically designed for mobile devices. The signal is directed only at the device, built-in polarization diversity maintains a strong signal regardless of device orientations, and ChannelFly ensures the device receives the best possible path for optimum bandwidth. For BYOD software, the EWN has built-in device provisioning; onboarding tools and workflows that are fool proof for users and simple to implement by IT staff.

FLEXIBILITY: Administrators need flexibility to provide unique policies for specific device types. Our device fingerprinting and access control features provide this level of granular enforcement. The same device-specific awareness used to enforce policy is also brought to bear on monitoring and visibility to improve network operations, troubleshooting, and policy changes over time.

The EWN will provide RF stability, scalability, and



	<p>capacity needed to enable BYOD. Robust wireless performance enables users to connect and stay connected, making BYOD initiatives work for the schools.</p> <p>BYOD Features:</p> <p>Dynamic PSK offers a per-user PSK, which finds an ideal balance between 802.1X and passphrases. It's easy to implement and highly secure.</p> <p>Zero-IT Activation securely provisions and onboards wireless clients in an intuitive way enabling network users to connect without IT staff intervention.</p> <p>Directory Integration allows a school to leverage existing directory investments—ActiveDirectory, LDAP, eDirectory—for BYOD device onboarding, user authentication, and policy.</p> <p>Device Fingerprinting and Policy provides the flexibility to create authorization profiles based on user, role, and device type.</p> <p>Client Visibility delivers granular monitoring and diagnostics so administrators and support staff can keep better tabs on, and make informed decisions about, usage trends and network behavior.</p> <p>Pervasive Performance is a Ruckus specialty. With unique features like BeamFlex, ChannelFly, and SmartCast, schools can count on reliable connections and optimized mobile device capacity with fewer access points.</p>	
Item #	RFP Requirement	Tek-Hut's Response
4.5.2 (M) Disposal		
	<p>The Successful Offeror will ensure that no hardware or materials supplied by it are disposed of improperly in Idaho. The Offeror will ensure that associated hazardous constituents are kept out of solid waste and wastewater. Examples of possible hazardous constituents are: printed circuit boards, nickel cadmium batteries, and mercury-containing lamps for screen illumination.</p> <p>Describe what methods you will use to meet the requirements of this section.</p>	<p>Tek-hut is 100% committed to the safe disposal of all platforms and works with partners to fully comply in this area. Upon the end of useful life for any platform provided, an authorized recycle partner will be identified and contracted to dispose of the product in a manner fully compliant with laws and regulations. If requested, the state can be issued a certificate of destruction that documents successful completion.</p>



Item #	RFP Requirement	Tek-Hut's Response
4.6 (M) Pricing Schedules for Additional Idaho Educational Groups		
	The Offeror's solution (hardware, services, optional items, etc.) must be available, at the same cost, to all Idaho State-funded K-12 educational providers, who may purchase it at their own expense.	Tek-Hut, Inc. understands and complies with this requirement.
Item #	RFP Requirement	Tek-Hut's Response
4.7 (ME) Network Connectivity and Infrastructure		
	<p>The wireless network infrastructure shall connect from the proposed solution hardware at one end to the IEN demarcation at the other end. Between the two ends, the Offeror's solution must include switches as needed, the placement of access points, server capacity for applications/files, and any other components necessary to complete the solution. To minimize the need to perform local electrical upgrades, Power-over-Ethernet (POE) is preferred. Existing network hardware, servers and infrastructure may be utilized by the Offeror's solution at the Offeror's discretion. The in-school infrastructure shall be accessible wirelessly and remotely. All participating schools have 3 Mbps-equivalent or better Internet connections provided by the IEN or an ISP of the local school unit's choice. The Offeror shall provide all servers, services and resources in order to update and maintain the solution dependent hardware.</p> <p>Describe how your solution meets or exceeds this requirement.</p>	<p>The EWN (Educational Wireless Network) shall terminate at the IEN demarcation point, and provide all necessary Cabling or Wiring, Routing, Switching, Servers, and Wireless infrastructure required for an optimized educational network. It will leverage POE switching to minimize electrical upgrades, intelligent application control, and an educational CIPA compliant content filter. The EWN will be a transparent, reliable extension of the IEN; optimized for any mobile device. It will provide a turn-key solution engineered with visibility and management of every component end-to-end. With proactive management and monitoring, issues will be addressed prior to any disruption in service. The cloud designed solution makes ongoing upgrades or repairs possible remotely-- minimizing the need for onsite support.</p>



Item #	RFP Requirement	Tek-Hut's Response
4.7.1 (ME) Building Readiness		
	<p>Each local school unit that opts to participate in the Project shall be responsible to ensure minimum building readiness for the installation of the successful Offeror's solution. The local school shall address structural issues, construction/renovation and abatement. The Offeror's solution shall include all costs for network and infrastructure wiring needs. The solution shall be designed to minimize necessary costs of building preparation.</p> <p>Describe any building readiness limitations that may impact the proposed solution.</p>	<p>Through Tek-Hut's proper preparation, and site-survey process, Tek-Hut will minimize building preparation costs by using existing cabling and wiring closets when appropriate. Upon completion of the site surveys any structural issues, construction/renovation and abatement will be addressed on a case by case basis and addressed with the SDE and local school. Anticipated minimum needs are 110V AC electrical access and space for locally installed infrastructure.</p>
Item #	RFP Requirement	Tek-Hut's Response
4.7.2 Local Network and Access		
Item #	RFP Requirement	Tek-Hut's Response
4.7.2.1 (ME) Wireless Coverage		
	<p>The Offeror's solution must ensure coverage such that there is sufficient capacity to connect all necessary devices to the school's network from any instructional and administrative area of the school. Students and educators will experience transparent roaming connectivity to the school's wireless LAN as they move among the various rooms and areas in the school building. The solution must include access to all high school instructional areas as well as all administrative areas including, at a minimum, academic classrooms for all content areas, frequently used study areas, media centers, assembly spaces, the library and administrative offices. The solution must provide for a site survey to be performed in order to optimize each</p>	<p>The EWN will support and exceed the -70dbm requirement. Standardizing site surveys will be required at all facilities to ensure the proper number of APs are deployed for optimal coverage. After deployment, the EWN will dynamically assign the power level of each AP. During boot-up, and continuously during operation, the APs scan the available channels and provide noise and interference information to the Cloud. The Cloud evaluates the SNR and channel assignment of nearby APs and sets the power level of the AP based on this information. BeamFlex allows greater distance between APs and at the same time also allows denser environments. The dynamic antenna system does not radiate in 360 degrees every transmission, the BeamFlex system is great for both long reach and dense building environments such as libraries, gymnasiums, or large gathering locations.</p>



<p>school's coverage area.</p> <p>The solution must also provide access to school network resources via the wireless network and its services, including access to shared applications, files and printers.</p> <p>The wireless solution must provide complete mobility for both district-owned and district-sanctioned hardware. While at a school, wireless users must be able to experience transparent roaming connectivity to the wireless network throughout the school. The wireless users should be able to travel between schools and seamlessly connect when moving from school to school (ex. same SSID so that reconfiguration is not needed when moving between schools) and districts.</p> <p>The wireless users must also be able to travel between schools in the same district, and seamlessly connect and stay connected while the user remains at the new school.</p> <p>The wireless solution will provide the ability for districts to view reports, get real-time statistics, and engage in limited management of the service via a single interface.</p> <p>A school or school district may elect to expand wireless coverage to additional areas or facilities at its own expense using the successful Offeror's optional expanded managed service offering or offerings. The successful Offeror must identify a cost to accomplish this and the cost must be proportional based on similar square footage, student count, staff count, age of building, existing connectivity and technical infrastructure. In order to meet these requirements, the solution must, at a minimum:</p>	<p>Normal omni antenna systems cannot change their posture to changing conditions and in dense environments bleed into other omni antenna systems. Students or Staff will receive a higher SNR from the smart antennas. The EWN, because of signal directionality, also generates less interference and rejects more interference, further improving SNR (signal to noise ratio), which directly translates to higher data rates at all distances.</p> <p>The proposed EWN solution employs a distributed forwarding architecture. Traffic is forwarded by the AP to the wired network while the controller stays out of the data path of wireless clients.</p> <p>Seamless roaming is provided for wireless data applications, VoIP applications, multimedia applications and 802.1x authentication.</p> <p>A user maintains the same IP address as they roam across the Layer 2 network. If roaming between APs on different subnets is required, then WLAN tunneling will be used.</p> <p>The EWN supports Standard PMK Caching and Opportunistic PMK Caching, which provides quicker roaming for clients that also support this technology in an 802.1x authentication architecture.</p> <p>All AP's included in this proposal are dual band and operate in 2.4 GHz and 5 GHz. Spectrum. Software features like Band Steering, Load Balancing and Airtime fairness ensure that as network usage grows, the end-user experience still meets defined SLAs.</p> <p>The EWN Management Platform included in this service allows for multiple levels of management, full graphical and general reporting.</p>
--	--



- Provide 802.11X coverage (at a minimum a/b/g/n/and ac/ad when available). We expect the newest standards at the time of award with periodic upgrades to the most current standards on a rotational basis once every 60 months or sooner as deemed necessary by Offeror;
- Provide both 2.4 Ghz and 5 Ghz wireless service;
- Provide a minimum of -70dbm as measured on the 2.4Ghz spectrum to all areas where service is required, per the specifications listed above;
- Provide bi-directional band steering to ensure optimal distribution of clients on both the 2.4 Ghz and 5Ghz spectrum;
- Provide multiple user profiles and access levels within a single wireless SSID, as such topologies will be required by certain schools;
- At a minimum, provide quarterly per district and per school wireless utilization reporting, including total connected users, users per spectrum, and users per SSID;
- Provide a graphical layout of signal strength throughout the network at each school

Describe how your solution meets or exceeds these requirements.

Item # RFP Requirement

Tek-Hut's Response

4.7.2.2 (ME) Wireless Access

The devices will access the Offeror's wireless solution, which will include the network, switch, servers, and access points and associated hardware to provide a robust network environment for student and educator network connection requirements.

The EWN solution designed by Idaho Engineers, for Idaho's schools, students, and staff provides full support of all 802.11 IEEE wireless Ethernet standards including 802.11 A/B/G/N. By partnering with industry leaders such as Ruckus Wireless, 802.11 AC has been announced with the intent to deliver in 2013, and to



The Offeror will provide and deploy a POE switch or switches, sized for the school's needs, based on site analysis approved by the SDE. This includes access to the school environment via the wireless network and its services, including access to shared applications and files. If servers are in the proposal, they are presumed to be located at the school, but the Offeror may propose an alternate server location if a justification is provided that describes a better solution.

Describe your solution's capabilities as well as its limitations (e.g., interference susceptibility, distance and object penetration); including which wireless industry standards (e.g. 802.11b, 802.11g, 802.11n, 802.11ac, and 802.11ad as it becomes available etc.).

The wireless solution shall provide complete mobility for devices. While at a school, the user(s) of device(s) must be able to experience transparent roaming connectivity to the wireless network throughout the school. If the device is brought to another school in the same district, then the device must seamlessly connect and stay connected while the user remains at the school.

The wireless solution will provide the ability for districts to view, and print statistics, and manage all access points and controllers from a single interface.

Describe how your solution meets or exceeds this requirement.


deliver 802.11AD technology when it becomes readily available. The EWN will provide a fully managed turn-key solution customized for Idaho Schools including all required intelligent access points, POE switches, servers, cabling, and any other required hardware or software for a robust, scalable, student / educator network. The EWN is designed to minimize on-site hardware, with resilient cloud based controllers located in multiple Idaho based datacenters for Disaster Recovery purposes. The High Availability architecture enables seamless failover with zero impact to "in service" clients if a controller failure occurs. In the case of an AP failure, the centralized controllers automatically adjust power settings for adjacent APs to provide coverage. Due to Ruckus' unique Beamflex technology, users often see no degradation of service because Ruckus APs are designed to handle greater range and client loads versus traditional APs using omni-directional antennas. Beamflex allows for up to 15 dbm of gain in transmit power, often enabling RF spectrum to get through walls and physical obstructions. The Ruckus Beamflex antennas have dual polarization and contain 2,000+ unique broadcast patterns that enable delivery of quality RF support even under extreme interference.

All AP platforms will support 2.4 and 5 GHz coverage for all areas. Ruckus technology provides integrated radio band management technology and a unique technology called "ChannelFly" that connects wireless clients on the spectrum and channel that most optimizes performance and mitigates RF interference. The Ruckus solution includes an integrated solution called "Smart Roaming" which enables seamless roaming between APs in the same school or when a device is moved to another building in the same district. The EWN solution will support all security configurations needed to allow clients to reach appropriate local resources, including printers. All encryption protocols are supported including WEP, WPA, and WPA2 encryption. All management traffic between the APs and the controllers are fully encrypted across secure tunnels. Ruckus technology fully



	<p>supports the 802.1x certificate framework for security as well as numerous options to integrate authentication services such as Radius/LDAP/Active Directory. Tek-Hut will supply a centralized management service that enables full 7 X 24 monitoring and reporting for all schools using the wireless service. Onboard rogue detection and the ability to conduct spectrum analysis are provided at no additional charge to the school districts.</p> <p>The entire system is designed with the capability to scale to 30,000 AP's using the current technology. As the system expands over the planned 5-year period and beyond, additional capacity can easily be added in a non-disruptive manner either on a global or per-school basis.</p>	
Item #	RFP Requirement	Tek-Hut's Response
4.7.2.3 (ME) Wireless Bandwidth		
	<p>The Offeror shall provide an effective wireless solution with sufficient, measureable and necessary bandwidth. The solution must not only include sufficient and measureable aggregate bandwidth but must also be capable of being customized for varying needs within a school. For example, a concentration of physical classrooms within a school may require additional access points, faster speeds or both within that area.</p> <p>Describe how your solution meets or exceeds this requirement.</p>	<p>The EWN solution provides the highest throughput possible under any circumstance. The Ruckus AP platforms all support IEEE 802.11 a/b/g/n/ac standards for extremely high aggregate and individual wireless client throughput. The entire solution is based on dual band radio MIMO access points that support up to 300 Mbps data rate throughput to individual portable computing device and up to 600 Mbps aggregate bandwidth. Tek-Hut is providing options that can expand to 900 Mbps aggregate throughput per access point and with 802.11ac options that can support 1Gbps under some circumstances. The EWN platform includes unique antenna technology called "Beamflex" that allows up to 15 dbm of performance gain during client communications and data transfer with the AP. This technology has been measured in multiple independent performance tests to deliver greater throughput and outstanding response times under heavy client loads. See attachments for an independent study from Syracuse University illustrating how the Ruckus solution performed under strict testing criteria with up to 90 clients on a single AP.</p> <p>Syracuse University Report: -- Attachments</p>



		 Ruckus-syracuse-80 2.11n-test-report.pdf The EWN solution enables Tek-Hut to customize performance criteria down to each individual school with critical performance metrics per broadcast SSID and user type using bandwidth tuning functions. The onboard “air time fairness” logic enables support of 100 clients or better with good performance when unexpected consumption levels occur. In summary the underlying technology being proposed is designed to provide maximum throughput and outstanding response times under the most extreme environments.
Item #	RFP Requirement	Tek-Hut's Response
4.7.2.4 (ME) Internet Access		
	Access to the Internet for Idaho schools is to be provided via each school's connection to the IEN or other ISP (Note: the vast majority of schools are connected via IEN). The Offeror will ensure its solution integrates with the school's connection, IEN or other, and the Offeror will work with each school and the IEN, or other ISP if the IEN is not currently providing bandwidth, to identify bandwidth and network infrastructure as described in the RFP. Describe how your solution meets this requirement.	The EWN will work with any type of internet connection. Tek-hut will integrate appropriately based on individual school configuration or infrastructure.
Item #	RFP Requirement	Tek-Hut's Response
4.7.2.5 (ME) Content Filtering and Logging		
	Internet content filtering, as required by the Children's Internet Protection Act (CIPA), must be included as part of the solution. The filtering solution must be configurable in order to account for differing local district policies on acceptable Internet content and age appropriateness.	Tek-Hut currently supports and provides content filtering and reporting to 61 different school districts in the State of Idaho. This experience and competency establishes a phenomenal track record and the ability to provide a filtering and logging / reporting solution that works in Idaho schools. The Lightspeed based solution will provide the SDE



<p>Content filtering is an integral component of the requested managed wireless service, and as such, must include:</p> <ul style="list-style-type: none">● The ability for each district to manage its own filtering policies, including the decision to block specific categories of content and to maintain its own whitelist and blacklist overrides.● The ability to provide per district utilization and filtering reports, including top websites visited, top categories visited, top websites blocked, top search terms, and top authenticated users.● The ability to audit all changes to content filtering policies. <p>All SDE-level and district-level reporting and management for both content filtering and managed wireless shall be available via the same on-line application, which authenticated district staff and SDE personnel must be able to securely access from any Internet-connected web browser and efficiently perform the content filtering functions following the training provided by the successful Offeror.</p> <p>Describe how your solution meets this requirement.</p>	<p>and schools with multiple features including, but not limited to:</p> <ul style="list-style-type: none">● Manage individual filtering policies● Determine which categories to allow or block● Whitelist / Blacklist● Youtube for Education functionality● Directory service integration● Per District reporting● Audit Logging● Web based administration● Manage content filter or wireless from same online application● Local Training and Support● Mobile filtering● LMS – My Big Campus	
Item #	RFP Requirement	Tek-Hut's Response
4.7.2.6 (M) Existing School Networks		
	<p>The solution will integrate wireless access to the school's existing network resources. While school internal networks vary, the network operating systems tend to cluster into Novell, Windows, Macintosh OS X, UNIX and Linux. All schools have Ethernet capability.</p>	<p>The EWN deployment is network operating system agnostic. It will pass all protocols that are presented to the wireless network. All existing school resources will be transparently available as if the device were connected to the school's existing wired network. While it is anticipated for new cabling to be installed in all locations, any pre-existing cable runs that are utilized for the project will be warranted for the duration of the contract. Proper training and documentation of</p>



<p>The Offeror will install cabling for its solution, per the description of a fully managed service above, and the connection to the school's local network and the Idaho Education Network (IEN). At the successful Offeror's discretion, it may use existing cabling in the schools. However, if the successful Offeror does use existing cabling or infrastructure, it must agree to warranty those parts as they would newly installed equipment. If the local school has a cable warranty in the building, the successful Offeror will not void the current cabling warranty without the prior written approval of the district. The local school will arrange for electrical work based on the successful Offeror's specifications. Site construction, abatement and other activities will be performed in accordance with the project plan. As part of the installation, the Offeror will provide an overview of the resulting network to the school technical staff and train that staff in the basics of system/network operation and support.</p> <p>Describe how you will meet this requirement.</p> <p>If providing servers as part of your solution, describe how you will meet this requirement.</p>	<p>the proposed EWN will be presented to the school's existing technical team.</p> <p>Tek-Hut will provide skilled and licensed electrical and low-voltage wiring specialists as required to identify electrical work and perform necessary cabling to connect access points to the switching infrastructure.</p>	
Item #	RFP Requirement	Tek-Hut's Response
4.7.2.7 (ME) Growth		
<p>Suitable architecture must be provided to allow for growth in the wireless network infrastructure if additional grades in the school begin to utilize the infrastructure or the population of the school utilizing the infrastructure grows.</p> <p>Describe how you will meet this</p>	<p>The EWN is built upon addressing the scalability requests of the existing RFP, and foresight of what is to come. Understanding the explosive growth of new technology in the classroom, embracing a BYOD environment, and a growing mobile market, the EWN solution will surpass the SDE's technical requirements.</p> <p>With the proper solution in place, the continual demand of a performing wireless network will only continue to</p>	



requirement.		grow. The proposed solution is built for education, and built for Idaho's schools, as the demand for more devices grows, the network will already be in place for the future.
Item #	RFP Requirement	Tek-Hut's Response
4.8 Performance and Quality		
	<p>In order to provide high quality 802.11a/b/n/ab wireless access that will work with multiple devices of different wireless sensitivity, including laptops and tablets of different manufacture, the wireless solution should provide RF signal strength of at least -70dBm or better as measured in the 2.4 Ghz spectrum in all locations where wireless service is to be provided. Signal strength will be measured by an industry-standard Wi-Fi measurement tool, such as the Fluke AirCheck or similar device.</p> <p>The Offerors solution must provide a minimum -70dBm signal strength in all areas where service is to be provided. The Offerors solution must allow a multitude of different wireless devices for students and educators to roam with transparent connectivity from different areas of the school or building without losing connectivity and without needing to re-authenticate to different wireless access points. Furthermore, minimum wireless signal strength of -70 dBm will allow almost all modern wireless devices to negotiate a connection with sufficient bandwidth to stream video, participate in Web 2.0 interactive applications and generally have an excellent online educational experience, given that the site has sufficient Internet access.</p> <p>The successful Offeror's wireless network performance will be tested using an endpoint device that meets the following minimum requirements:</p>	<p>Tek-Hut, Inc. understands and complies with this requirement. Please see subsections of 4.8 Attachment 6 for specific information.</p>



<ul style="list-style-type: none">• Windows 7 Professional, SP1• 2GB RAM• Wireless N Network Card• 250GB HDD <p>These minimums are established using the metrics defined in Attachment 6.</p>								
Item #	RFP Requirement	Tek-Hut's Response						
4.8.1 (ME) Uptime								
	<p>The Offeror will ensure that all functions of its solution are reliable and available to the schools, educators and students as set forth in the RFP. Uptime shall be as follows:</p> <table><tr><th>PERIOD OF PRIME USAGE</th><th>UPTIME PERCENTAGE</th></tr><tr><td>7:00 AM 5:00 PM, Local Site Time, Monday-Friday, excluding holidays</td><td>99%</td></tr><tr><td>All other times</td><td>95%</td></tr></table> <p>No scheduled downtime will be allowed for the solution except (1) for scheduled preventative maintenance, or (2) with the approval of the local school coordinator for issues affecting only the local school, or (3) with the approval of the SDE for system-wide outages. Uptime shall be measured from 12:01 am to 11:59 pm. in a calendar day.</p> <p>Describe how your solution meets or exceeds this requirement.</p>	PERIOD OF PRIME USAGE	UPTIME PERCENTAGE	7:00 AM 5:00 PM, Local Site Time, Monday-Friday, excluding holidays	99%	All other times	95%	<p>UPTIME PERCENTAGE</p> <p>The proposed architecture is based on Highly Available redundant controllers, designed to allow for controller failover without interruption of normal network traffic. This level of redundancy is fully compliant with a 99.9% uptime metric for controllers. In the case of an Access point failure, the controller will adjust power settings on neighboring Access Points to compensate for coverage holes in the area. The local support team can then repair or replace the damaged access point the next business day.</p> <p>Preventative maintenance operations can be easily scheduled and will be compliant with the required statements from the SDE.</p> <p>The redundant controllers will be placed in different datacenters located in the State of Idaho, attached to the inside of the IEN MPLS network to provide geographical redundancy.</p>
PERIOD OF PRIME USAGE	UPTIME PERCENTAGE							
7:00 AM 5:00 PM, Local Site Time, Monday-Friday, excluding holidays	99%							
All other times	95%							



Item #	RFP Requirement	Tek-Hut's Response
4.8.2 (ME) Response Time		
	<p>The solution must provide services to all students and educators concurrently on the wireless network with quality response time that does not hinder or impede effective instruction and learning in the classroom. This requirement includes the ability for students to browse the Internet, download files and use streaming video without unreasonable delay.</p> <p>Describe how your solution meets or exceeds this requirement.</p>	<p>The EWN solution provides the highest throughput possible under any circumstance. The Ruckus AP platforms all support IEEE 802.11 a/b/g/n/ac standards for extremely high aggregate and individual wireless client throughput. The entire solution proposed is based on dual band radio MIMO access points that support up to 300 Mbps data rate throughput to individual portable computing device and up to 600 Mbps aggregate bandwidth. Tek-Hut is providing options that can expand to 900 Mbps aggregate throughput per access point and with 802.11ac options that can support 1Gbps under some circumstances. The EWN platform includes unique antenna technology called "Beamflex" that allows up to 15 dbm of performance gain during client communications and data transfer with the AP. This technology has been measured in multiple independent performance tests to deliver greater throughput and outstanding response times under heavy client loads. See attachments for an independent study from Syracuse University illustrating how the Ruckus solution performed under strict testing criteria with up to 90 clients on a single AP.</p> <p> Ruckus-syracuse-802.11n-test-report.pdf</p> <p>The EWN solution enables Tek-Hut to customize performance criteria down to each individual school with critical performance metrics per broadcast SSID and user type using bandwidth tuning functions. The onboard "air time fairness" logic enables support of 100 clients or better with good performance when unexpected consumption levels occur. In summary, the underlying technology being proposed is designed to provide maximum throughput and outstanding response times under the most extreme environments.</p>



Item #	RFP Requirement	Tek-Hut's Response
4.8.3 (ME) Business Continuity/Disaster Recovery		
	<p>Provide a proposed disaster recovery/business continuity plan to cover replacement of the provided hardware and other solution elements in the event of theft or loss through a catastrophic event. Upon approval by the SDE the Successful Offeror will implement the final plan in coordination with the SDE, to ensure that the affected school's provided infrastructure/solution is restored by the start of next school day at 7 AM, local time.</p>	<p>Tek-Hut acknowledges this requirement and will comply by preparing and implementing a plan, in coordination with the SDE or school districts to ensure next school day restoration. Extra Wireless Access points, switches, and firewalls will be stored regionally throughout the state. Time to restore services will be directly related to the type of loss or damage to the site. Restoration of service will begin as soon as Tek-Hut is given appropriate access to the school. Additional Business Continuity/Disaster Recovery Planning shall be conducted with Tek-Hut, the SDE including but not limited to input from the Local Districts.</p> <p>1. Natural Disaster or an Act of God.</p> <p>If wireless infrastructure deployed by Tek-Hut is damaged or destroyed by a catastrophic event beyond the control of Tek-Hut, the local District, or the SDE, Tek-Hut will work with the district to restore service as soon as possible based on accessibility and safety conditions. Tek-Hut will work with the SDE and districts to determine if it would be possible to deploy service at an alternate location until the original sites are operational.</p> <p>2. Loss of Infrastructure</p> <p>Tek-Hut expects that the SDE and districts will protect and treat equipment with the same level of responsibility that it would use to protect its own equipment. For equipment that is removed without Tek-Hut's written permission, stolen or damaged, Tek-Hut will work with district personnel to replace the component within 24 hours of formal notification of the loss. Lost, stolen or equipment damaged due to negligence will be replaced at the customer's expense.</p> <p>3. Loss of Individual Systems.</p> <p>All of the core equipment supporting this RFP is located in local datacenters and configured in a manner to provide uptime exceeding 99.999% availability. Tek-Hut will work to resolve a service disruption at a school site as quickly as possible.</p>



Item #	RFP Requirement	Tek-Hut's Response
4.8.4 (M) Server Failure		
	<p>If the solution includes servers, then the solution must provide redundancy or other fallback strategy in the event of server failure. This will provide continued operation in the event of server hardware or software failure.</p> <p>If providing servers as part of your solution, describe how you will meet this requirement.</p>	<p>Local deployment of servers will not be necessary in this response.</p>
Item #	RFP Requirement	Tek-Hut's Response
4.8.5 (M) Uninterruptible Power Supply (UPS)		
	<p>The Offeror must include sufficient Uninterruptible Power Supply (UPS) capacity to those parts of the solution where a power loss could cause data loss or corruption, instability or other long-term negative effects on the solution. The solution will be able to be fully-enabled upon restoration of power without reconfiguration or significant intervention. Therefore, necessary included servers and key infrastructure hardware such as switches and wireless access points shall have a UPS with capacity to allow for the hardware to remain operative in the case of a power outage. This UPS must allow personnel enough time to satisfactorily shut down the server(s) or the infrastructure hardware provided.</p> <p>Describe how your solution meets or exceeds this requirement.</p>	<p>All equipment placed on premise and off premise will utilize a UPS battery backup strategy that will allow for 30 minutes of run time in the event of a power failure. All core equipment will be housed in a tier 2 datacenter utilizing a natural gas generator as secondary power source. The only on premise equipment will be switches, wireless devices, battery backups, and a firewall. This equipment will maintain all configurations in the event of power failure.</p>



Item #	RFP Requirement	Tek-Hut's Response
4.8.6 (ME) Performance Metrics and Reporting		
	<p>The Offeror must track and record operational Performance and Quality metrics necessary to ensure the successful management of the project. Such performance metrics will be reported monthly, by school as necessary, to the SDE Program Manager. The reporting will include such items as incidents, device and system failure, available connections metrics, connection failures rates, types, downtime, repair turnaround times, trends, remediation needed, unresolved issues, recommended improvements and other factors necessary to ensure a successful project. Reporting should also include information that is required to enforce compliance to standards.</p> <p>Describe how you will meet this requirement and provide recommended metrics for consideration by the SDE and a sample report using the recommended metrics. The successful Offeror will provide the metrics selected by the SDE in a report format approved by the SDE.</p>	<p>Full reporting functionality and metrics will play a key role in determining necessary areas of improvement, hot spare locations, and necessary recall opportunities. The backend software utilized by the regional reps, regional repair depots, engineers, and call center technicians will be able to provide the necessary documentation/reporting to make accurate detailed decisions. This database can be queried as necessary for detailed reports outlining the requested information and internal project decisions. Forging a strong relationship with the SDE will play a significant role in this program. It is suggested that not only should these reports/metrics be prepared monthly, but are discussed in regular meetings and all remedies/changes defined in detail. We encourage the SDE to be involved in and attend all meetings related to this project.</p>
Item #	RFP Requirement	Tek-Hut's Response
4.8.7 (M) Wireless Security		
	<p>The solution must protect against eavesdropping and unauthorized access. The solution may include encryption or other techniques to provide this assurance which the local school may turn on or off as local policy indicates.</p> <p>Describe how your solution will provide such protections.</p>	<p>The EWN supports the following authentication, encryption and 802.11i security features:</p> <ul style="list-style-type: none">• Discrete policies configurable per WLAN (SSID)• Role-based user access allows only authorized users to access authorized resources• VLAN, Dynamic VLAN, MAC (L2) and (L3-4) based access• Users can be rate limited per WLAN preventing



		<p>against distributed denial of service attacks</p> <ul style="list-style-type: none">• Hackers trying to masquerade as an authorized users can be blacklisted• Captive portal authenticated against directory service• WEP-64• WEP-128• WPA-TKIP• WPA-AES• WPA2-TKIP• WPA2-AES• PSK• Dynamic-PSK• 802.1X• Secure Management• Rogue AP Detection
Item #	RFP Requirement	Tek-Hut's Response
4.8.8 (ME) Authorization Control		
	<p>Security must allow access to authorized users only and strictly to those resources, files, applications, and services that they are authorized to use. Security will be definable by an administrator, both on an individual user basis and by class of users (educators, students, parents, administrators, etc.). Identification of a user must be unique to each individual.</p> <p>Operating systems and the application software must have the ability to be restricted or locked down in an appropriate way so as to prevent inadvertent or deliberate changes in key settings and thereby reduces support requirements.</p> <p>Describe how your solution meets or exceeds this requirement.</p>	<p>The EWN solution integrates fully with existing security systems such as Radius, LDAP or Active Directory. The wireless system allows for a comprehensive implementation at the user, vlan, SSID and group levels. All devices support 802.1x allowing for authentication hand-off to standard centralized AAA services such as RADIUS or Active Directory. Included as standard in the solution is the capability to block devices, applications or set comprehensive rules using Access Control Lists or ACLs.</p> <p>Individual school districts will be able to set their own unique rules using ACLs assigned at the group level for identified APs.</p>



Item #	RFP Requirement	Tek-Hut's Response
4.8.9 (M) Backups		
	<p>In order to protect the solution from data loss, corruption or hardware failure, backup and recovery capabilities are required to permit regular, periodic backup of the administrative and configuration data, logging information and filtering, and user files, and to restore all of the above on demand. The ability to perform automatic scheduling of backup functions is desired. This should include automatic backup from the Hardware to a server or some other facility on at least a daily basis to prevent data loss where data shall never be deleted except by the owner/administrator. The back-up should provide for archiving of the various logs, usage, etc. for at least one school year.</p> <p>Describe your process, any storage limitations, and length of backup storage, to meet or exceed the requirement.</p>	<p>Any component provided by the EWN solution maintains a local and remote automated backup solution. In the event of data loss, or disaster, the backed up data can be restored or archived for at least one year.</p>
Item #	RFP Requirement	Tek-Hut's Response
4.9 (M) Training, Integration, and Consultation		
	<p>As part of the solution, the Offeror will provide Technical Training as described below. The Offeror may provide additional resources for integration and consultation as part of the solution. Additional training may be offered outside of the solution. Describe any optional offerings and costs in Attachment 2, Cost Schedule B – Optional Items.</p>	<p>Tek-Hut, Inc. understands and complies with this requirement.</p>



Item #	RFP Requirement	Tek-Hut's Response
4.9.1 (ME) Technical Training		
	<p>The Offeror will provide an appropriate level of technical training on the solution, its local support requirements, and its applications for technical support personnel. Note that the State has no authority to require school personnel to participate in training; however, it is projected that the vast majority of personnel would do so on a voluntary basis.</p> <p>This training would include basic use of the solution in a network environment, the monitoring and logging and use and access of server(s) if provided by the Offeror. Training must be done in the context of how to best access digital assets in an educational setting as it pertains to attaching digital assets to the wireless managed network. The Offeror's training needs to be contextually relevant and not just a "skills" class. In addition, the Offeror shall include specific training on trouble-shooting and maintenance for technical support personnel.</p> <p>The Successful Offeror will set up a helpdesk to provide support to the district technicians who will generally require a person with a more senior skill set with whom to work.</p> <p>Describe the staffing levels you will include to provide continuous training and support; as well as a description of positions of the staff, their titles, responsibilities, and why this staffing level is adequate for continuous support.</p> <p>Separately and specifically address your first year program that will make available sufficient training for</p>	<p>Any time a new technology is deployed in a school district the training that accompanies that solution will ultimately dictate the success of that implementation. Tek-Hut, Inc. prides itself on teaching customers how to properly utilize the solutions it helps implement. Empowering the technical staff of districts allows the district a better understanding of the solution, reduces the number of support desk requests, and allows the district to better plan for future expansion and integration of new technologies. In an effort to assure the below response addresses all requests in section 4.9.1 the responses have been broken out into five sections: proposed support/training staff, training curriculum, training/scheduling methods, local support requirements, and preliminary training plans (1st year and beyond)</p> <p>Support/Training Staff</p> <p>The proposed EWN solution will have a significant training and continued support model. This model includes, but is not limited to, an Idaho based training/support team consisting of: two (2) tier 1 support technicians, one (1) network engineer (tier 2 support), tier 3 support from the project's lead engineer and the Manufacturer's support team, (4) regional technicians available for the 1st year of the rollout, and use of Tek-Hut's existing helpdesk, technical team, and professional development staff. Staff responsibilities include:</p> <p>Tier 1 support – Call center support, RMA processing, web based training, ticket processing, and customer follow-up.</p> <p>Network Engineer – Core network management, maintenance, and support; tier 2 escalation support; manufacturer interfacing for tier 3 support; and advanced technical training upon request by individual districts.</p> <p>Lead Engineer/Manufacturer Support Team – tier 3 support and troubleshooting advanced technical issues, overseeing/developing training curriculum and ongoing training.</p>



technicians to deploy the solution prior to the start of school year 2013-2014. Describe your plan to make training times and locations convenient to the participating personnel and how you will provide school personnel multiple options to sign-up for training in their region.

Describe your proposed solution to accomplish the training requirements described above, including a preliminary training plan, content and method, recommended duration, recommended location(s), materials included, instructor to participant ratio, and qualifications of each instructor. Also describe how you will ensure school technicians are provided adequate support and training, as well as how you will provide continuous training during the contract as personnel change. Provide information on how school technicians may contact you with additional questions and needs, the contact method, response times, and escalation procedures. The successful Offeror will submit a final training plan and curricula to the SDE for approval. Upon approval, the successful Offeror shall implement the plan.

Regional Technicians – Preparing site surveys, ensuring district implementations are meeting the needs of the individual districts, managing subcontractors, and augmenting trainings for the first year.

Existing Tek-Hut, Inc. Help Desk Staff – supporting overflow helpdesk needs, helping support online trainings, and assuring fluctuations in helpdesk requests are met.

Existing Tek-Hut, Inc. Technicians – Tek-Hut, Inc. is fortunate to have 2 employees who have work experience as technical directors and have over 15 years of K-12 education experience. These individuals will be performing the onsite regional technical trainings. Their past experiences will allow them to relate to the needs of district technical teams and have an understanding of the needs of these individuals.

The above mentioned support team will be able to, with augmentation from Tek-Hut's existing staff, meet the support and training needs of the EWN. Tek-Hut is fortunate to already have an Idaho based support staff that can be leveraged, as needed, during periods of high volume to ensure that all technical/support needs are addressed quickly. The goal of the helpdesk is to respond to all calls placed within 30 minutes (placed during the outlined support times requested in this RFP).

Training Curriculum

The training curriculum will be broken down into 3 parts: managing and supporting the EWN wireless, managing and supporting the EWN content filtering, and how to utilize support.

EWN Wireless Curriculum – the EWN wireless curriculum will include: how to create a SSID, how to attach devices to EWN, how to monitor users/devices, how to monitor wireless traffic, and how to troubleshoot basic issues.

EWN Content Filtering Curriculum – The EWN content filtering curriculum will include: how to view reports, how to create custom reports, how to troubleshoot a false positive blocked site, how to create policies, and how to evaluate a user's activity.

EWN Support Helpdesk – The EWN helpdesk training



	<p>will include: Contact information for support needs (use of the toll-free support number), how to use the online support ticketing option, how to use the online chat function, how to convey an emergency to ensure immediate response, how to RMA hardware, and how the escalation process works.</p> <p>Sample training curriculum can be found in attachments.</p> <p>Technical Training Methods and Scheduling</p> <p>Technical support will be provided in three ways: in person regional trainings, webinars, and accessible online videos. Having ample training available and accessible is our mission. Having the above mentioned training methods will allow the districts to attend both scheduled trainings and training materials they can view as needed. Based on past experiences, IETA regional meetings and the IETA annual conference are great venues for training and attract most districts. It is the intention of Tek-Hut, Inc. to have an onsite training once a month in each IETA region for the first 6 months of the rollout and two online webinar trainings each month for the first 6 months. Technicians will be notified of training dates via the EWN website and regional emails. In the event additional training is necessary a one-on-one webinar can be setup by contacting the EWN helpdesk. In the event a new staff member needs training, a one-on-one webinar will be available to go over the original training. It is the intention of this proposal to ensure that all training needs are met and Tek-Hut commits to providing the necessary training to make this program a success.</p> <p>Local Support Requirements</p> <p>The proposed EWN solution has been engineered to minimize required local involvement. The required local technical involvement will be limited to participating and consulting with the technicians during site surveys, working with the EWN team to schedule onsite work, signing off on work completed, customizing the solution for the specific district needs, calling in for local support, and helping in the processing of RMAs with the support team. We are excited to work with the local district staff and believe Tek-Hut's existing relationships</p>
--	---



		<p>with the majority of the technical teams in the State will provide an instant level of comfort.</p> <p>The local technical teams will have accessibility to online ticket analytics, a wireless management/reporting dashboard, and the Lightspeed content filtering management/reporting dashboard.</p> <p>Preliminary Training Plans</p> <p>Successful training in the first year of the EWN will ensure that the following years are successful and districts receive the services/management/connectivity they are excited to utilize. It is suggested that the above mentioned training schedule be utilized and that one hour trainings with a 30 minute Q&A session are scheduled for each region once a month for the first 6 months. The participation of all local technology staff members is encouraged. In past experience, projects of this magnitude benefit from having multiple districts present because the questions asked are the questions others were curious about. We encourage any technical staff member to attend the local trainings. In past successful trainings, up to 50 technical staff members have been present.</p>
Item #	RFP Requirement	Tek-Hut's Response
4.10 (ME) Support and Maintenance		
Item #	RFP Requirement	Tek-Hut's Response
4.10.1		
Included in its solution, the Offeror will provide ongoing support to the participating schools for the duration of the Project. Since the cost is to cover the full costs of deploying and supporting the solution, each Offeror must factor a full support package into its price. The components of such a full support package must include those components necessary to assure the performance and quality specifications are met continuously and that the solution is sufficiently supported at all times. The support package must be comprehensive. Examples of		<p>Tek-Hut, Inc. understands and complies with the requirement to provide a comprehensive support package in its proposal.</p> <p>The proposed EWN solution will be comprehensive and include all necessary support tools, staffing, licensing, and maintenance/warranty support. This includes:</p> <ul style="list-style-type: none">• Comprehensive support/helpdesk• Hardware repairs• Licensing for the content filtering, device maintenance, and tier 3 manufacturer support



supported items should include, but are not limited to: repairs, preventative maintenance, licensing (if applicable) and any other items that are included in the solution.

This support will include Help Desk or Support Center service available via toll-free phone service or similar service, and will include staffing, tools and processes to meet the schools' support requirements. This also includes a system of dispatching, tracking, priority setting, reporting and escalation which ensure timely and satisfactory response and resolution. The Offeror may also employ other communication systems for delivery of just-in-time support such as Internet audio chat, text chat, web forums, etc. School users of the Help Desk will be technical staff. The Offeror will describe its Help Desk offering as well as its ongoing technical support provided for its proposed solution.

The Offeror will fully describe the process and plan that will be utilized whenever a break/fix event occurs within the school's wireless service environment. This will cover the entire process of repairing or replacing any component utilized in the managed wireless solution infrastructures. The infrastructure will be defined as switches, servers, LAN devices, remote access devices, wireless components or any other equipment provided by the Offeror.

Each Offeror must address, at a minimum, the items above, as well as the requirements of Section 4.7, in fully describing its proposed support program to demonstrate that its approach will provide solid, effective support for the users of the solution.

- Hardware for the implementation
- Toll-free number access for helpdesk
- Online support instant messaging
- Support overhead
- Break/fix processing

To clearly define the services that will be available to the EWN, please find detailed descriptions of items not outlined in other sections:

Dispatching

Tek-Hut, Inc. currently has a successful dispatching program that was developed with scalability in mind. The backend software solution will allow the dispatch team to plan, coordinate, and schedule technicians/helpdesk staff/engineers in the most efficient method possible. This solution will provide analytics to the end user, end user follow-up, and scheduling to the technician. With over 10 years of successful dispatching, Tek-Hut, Inc. will continue to utilize the dispatching model that has been successful.

Tracking

All RMAs and tickets will be input into our customer relationship management software. This software is integrated into the dispatching program and will allow school employees and State employees to access tracking information and analytics at any time via a web portal.

Priority Setting

Prioritization of support calls is of the utmost importance to ensure that emergencies and high priority requests are addressed in a prompt fashion. Tek-Hut's customer relationship software allows dispatch and helpdesk staff the ability to set priorities to emergency, high priority, or standard. These options also exist on the online ticket form so a district can



		<p>denote the priority of their request. All emergency requests will be addressed with the next available technician/engineer to ensure the issue is resolved quickly.</p> <p>Reporting and Escalation</p> <p>All solutions including ticketing, wireless, and content filtering will have available reports for technical and State staff use. This includes ticket status and escalation notes. Escalation will take place in 3 tiers and the helpdesk staff is trained to escalate requests based on a metric of issues/solutions. It is anticipated that tier 1 support will be able to support 90% of the requests.</p> <p>Break/Fix Processing</p> <p>All break/fix or RMA processing will be sent through the toll-free helpdesk. The tier 1 support team has authorization to process RMAs for access points and the tier 2 team has authorization to process RMAs for all equipment (access points, switches, firewalls, etc.). Once a district calls in with a potential failure, the technician will troubleshoot the device and upon conclusion it is a hardware failure a replacement will be issued.</p>
Item #	RFP Requirement	Tek-Hut's Response
4.10.2 (M) Service and Support Plan		
	<p>The Successful Offeror will provide a complete Service and Support plan as part of this RFP addressing the SLAs and overall performance metrics as outlined. The Support Plan must be as complete as possible, given the information that has been provided. A revised Support Plan containing refined detail and specifications will be due no later than 60 calendar days after the contract award. The SDE reserves the right to require additional revisions prior to approval. Upon approval, the successful Offeror shall</p>	<p>Tek-Hut, Inc. understands and agrees to provide a complete support plan no later than 60 calendar days after the contract is awarded.</p> <p>Tek-Hut, Inc.'s proposed service and support plan is built around the concept of an all-encompassing solution. That means that the support and service plan includes:</p> <ul style="list-style-type: none">• Helpdesk Services• Maintenance Services• Regional Support During Installation and



<p>provide service and support in accordance with the plan.</p> <p>Provide the Support Plan as well as written acknowledgement of your understanding and agreement that the Support Plan will need to be completed no later than 60 calendar days after the contract award should you become the Successful Offeror.</p>	<p>Training Phase</p> <ul style="list-style-type: none">• Fully Staffed Engineering/Technical Staff• 30 Minute Helpdesk Response Time (during RFP defined support hours)• Comprehensive Continued Technical Education• Scheduled Quarterly Updates (firmware, software, etc.) <p>It is the intention of Tek-Hut, Inc. to engineer a solution that can be utilized by districts with minimal requirements of the district's technical team. By centralizing the management servers, maintenance can easily be performed by on-staff engineers with minimal effect to the end user.</p> <p>The three core focal points of Tek-Hut's Support and Service Plan will be: Local Support, Product Replacement, and Infrastructure/Firmware Updates.</p> <p>Local Support</p> <p>Local support will consist of:</p> <p>Helpdesk – tier 1, 2, and 3 support technicians available in Idaho.</p> <p>Regional Representatives – These representatives will be utilized the first year of the rollout to help support the site surveys, produce location details to be uploaded for reference in the customer relationship management software, and ensure the school is 100% satisfied with the rollout and functionality of the EWN.</p> <p>Network Engineers – The EWN network engineers will be responsible for quarterly firmware/software updates, necessary required updates, high availability for all management hardware, and ensuring the State receives 99% uptime during peak hours and 95% non-peak hours.</p> <p>Dispatch Team – Tek-Hut's existing dispatch team will be utilized to ensure that all planned service/support calls/tickets are resolved in a timely manner and that the 30 minute helpdesk response time is achieved.</p>
--	--



		Product Replacement All break/fix or RMA processing will be managed through the toll-free helpdesk. The tier 1 support team has authorization to process RMAs for access points and the tier 2 team has authorization to process RMAs for all equipment (access points, switches, firewalls, etc.). Once a district calls in with a potential failure, the technician will troubleshoot the device and upon conclusion it is a hardware failure a replacement unit will be issued. Infrastructure/Firmware Updates Monthly, quarterly, and annual maintenance will be performed by the Tek-Hut engineers to ensure the most up-to-date firmware and software is available for the solution. The EWN solution has been engineered to minimize downtime during updates and Tek-Hut anticipates few needs for downtime. If downtime is required for an update, the update will take place during non-peak hours and will be coordinated with the SDE.
Item #	RFP Requirement	Tek-Hut's Response
4.11 (ME) Project Management and Implementation		
	<p>The Offeror must ensure a successful implementation for each of the participating high schools. This includes necessary site surveys, validation testing, installation and configuration of all hardware, training, support program implementation and any other necessary aspects of the solution.</p> <p>The Successful Offeror will be required to submit a detailed Project Plan to SDE for approval, no later than 30 calendar days after contract award. The SDE may require modifications to the Project Plan prior to approval. The Project Plan must include all aspects of the project and its deliverables, including coordination with the SDE and the schools, site-specific construction</p>	<p>Tek-Hut, Inc. understands and agrees to provide a complete Project Plan to the SDE no later than 30 calendar days after the contract is awarded.</p> <p>As requested please find a preliminary Project Plan outlined in the subsections of 4.11. A full project plan draft can be found in the attachments.</p>



requirements, communications and reporting, timetable, Validation Testing Plans, Deployment Plans, Training Plans, and the Service and Support Plans. The Project Plan will be revised and updated on a regular basis to reflect the current status of the project. Any adjustments to Scope, Baselines, or other significant aspects of the Project are subject to the review and approval of the SDE.

Prepare and submit a Proposed Project Plan for your solution which addresses, at a minimum, the items identified in Sections 4.11.1 through 4.11.13, below.

The SDE recognizes many of these requirements may have been addressed in other sections of this RFP but is interested in evaluating the cohesiveness of each Offeror's plan to meet the Project Plan requirements. All subsections in 4.11 are "M" (Mandatory), requiring a response. The Proposed Project Plan (containing the mandatory subsections) will be evaluated in its entirety, with one score assigned to 4.11 encompassing all subsections.

Item # RFP Requirement

Tek-Hut's Response

4.11.1 (M) Project Management Reporting

The Successful Offeror will submit, on the last working day of each week, a detailed weekly progress report to the SDE's Program Manager, starting with the first month of the Agreement. Among other details, this report must include a weekly summary of the performance metrics specified in this RFP. The Successful Offeror may be required to supply additional information as requested by the SDE.

Confirm your compliance with this requirement; and provide a sample "detailed weekly progress report"

Tek-Hut, Inc. complies with this requirement. Sample detailed weekly progress report can be found in the attachments of the document including the sample weekly progress report and site survey sheets.

It is Tek-Hut, Inc.'s intention to ensure all communication lines are open with the SDE. It is encouraged that the SDE maintain their efforts to hold weekly meetings with the senior management team to cover progress, opportunities for improvement, and weekly analytics. This opportunity to provide communication along every step of the process will ensure timely installation, complete and satisfactory installation, sign-off compliance, and ongoing support metrics. Information on site surveys will be reviewed at



within your Proposed Project Plan.		these meetings in addition to progress metrics.
Item #	RFP Requirement	Tek-Hut's Response
4.11.2 (M) Validation Testing		
	<p>Successful Offeror shall conduct validation testing, in conjunction with the SDE, to confirm the solution meets or exceeds the functional requirements and the performance and reliability specifications as required herein resulting from this procurement process. This Validation Test will give the Successful Offeror the opportunity to test its equipment in Idaho school environments and will assure the SDE that the solution is acceptable for production deployment. The testing will include connectivity, usability and reliability during the first year. The SDE reserves the right to require additional testing by the successful Offeror.</p> <p>Explain in your Proposed Project Plan how you will meet this requirement</p>	<p>The validation testing will be based upon the SDE's guidance of location, school size, and required testing metrics. Tek-Hut, Inc. fully intends to comply with this requirement and will include validation testing as the first step of the Project Plan. All appropriate parties will be involved in the validation testing and all steps will be taken in chronological order as if it were an environment in the rollout. Upon completion of the validation testing, it is suggested that the SDE and Tek-Hut, Inc. have a meeting to discuss the outcome and any changes that the SDE would like to propose.</p> <p>We anticipate the SDE will define a test school to confirm that the solution is acceptable for production in a school environment and we also anticipate that the validation test will be completed by a mutually agreed timeline.</p>
Item #	RFP Requirement	Tek-Hut's Response
4.11.3 (M) Communication Plan		
	<p>Successful Offeror will work with the SDE to help inform the educational community of the Project Plan or any other communication necessary to fully implement the Project. The communication plan will also include key reports and the stakeholder metrics.</p> <p>Describe your communication plan within the Proposed Project Plan.</p>	<p>Communication is among the most important elements of any successful plan. Tek-Hut, Inc. has a comprehensive communication plan that will allow schools, districts, and the SDE the ability to understand scope of work, the anticipated installation date for the location, anticipated maintenance or updates, and support analytics. The following forms of communication will be available to schools, technical staff, and the SDE.</p> <p>EWN Website</p> <ul style="list-style-type: none">A EWN website will be created and updated with:



	<ul style="list-style-type: none">• Progress Updates• Deployment Schedules• Maintenance Windows• Support Links and Instructions• News• Instant Messaging Support Links• Customer Portal with Real Time Analytics• Training dates and schedules <p>Email Communication</p> <p>The Tek-Hut team will present important notifications to school technical teams via email. These notification will include:</p> <ul style="list-style-type: none">• upcoming training events• maintenance windows• rollout schedules• login/user information <p>Face-To-Face Communication</p> <p>The EWN team will keep all schools abreast of the status of their implementation, site surveys, and requested change orders. During the rollout process, regional technicians will be in touch with the districts throughout all phases of planning, implementation, and sign off.</p> <p>Phone Communication</p> <p>Phone communication will be used to notify customers of an alarm for their district, call backs to a service request, and notification of scheduling.</p> <p>The Tek-Hut, Inc. EWN team plans to be in constant communication with the SDE to review metrics and</p>
--	---



		progress.
Item #	RFP Requirement	Tek-Hut's Response
4.11.4 (M) Implementation		
	<p>The Successful Offeror must successfully install, configure and test all hardware and software for each participating site. For an estimated schedule, see Table A (Section 4.4).</p> <p>Each installation will include establishment of a site work completion and satisfaction sign-off form. The Offeror's equipment and work at each site will not be considered complete nor will it be paid for until satisfaction sign-offs are obtained from both the responsible site person and the SDE's Program Manager.</p> <p>The Successful Offeror is responsible for delivery, installation, and maintenance of all provided hardware to each participating school and all costs related to such hardware. This includes unboxing and disposal of all packaging material. The cost of the hardware must include all expenses associated with shipping, returns, installation, warranty related expenses, and related services; as well as disposal of packaging.</p> <p>Describe your implementation process within your Proposed Project Plan.</p>	<p>The implementation of each individual site will require an in-depth understanding of that particular location. Performing complete and comprehensive site surveys will provide the specific information necessary for the EWN dispatch team to provide a scope of work sheet. A standard scope of work list and Signoff Form (found in the attachments) outlines the expected implementation steps and signoff process.</p> <p>The scope of work for implementation includes:</p> <p>Offsite</p> <ul style="list-style-type: none">• Procurement of Product• Pre Configuration of Switches, Firewall, and Access Points• Configuration of Controllers and Filtering for Schools• Setup of Login and Username for Portal Access <p>Onsite</p> <ul style="list-style-type: none">• Prior to Arrival Verify Receipt of the Location Site Survey and Correct Equipment• Run Cabling, Install Patch Panels (per site survey)• Test Cables to Assure they Meet Standards• Unbox Equipment – Document Device Count and Serial Numbers for the Location• Place Packaging in Truck for Disposal• Install Battery Backups• Install Switches, Firewall, and Access Points• Test equipment – Verify Latest Firmware is Installed• Call Network Engineer to Test Connectivity to Access Points• Test Access Point Propagation and Signal Strength (Must receive readings of a minimum



	<p>of -70 dbm school wide)</p> <ul style="list-style-type: none">• Confirm Requested SSIDs and Internet Access are Available• Test Content Filter by Visiting (www.gambling.com)• Visit with the Location Principal/Technical Staff Member to Walkthrough Work• Receive Signoff from Principal/Technical Staff• Email Signoff Sheet to Dispatch <p>Maintenance</p> <ul style="list-style-type: none">• Monitoring of Equipment and Software• Monthly Maintenance – Checking Log Files, Evaluating Request for Support for Consistent Themes, and Verification of Available Resources• Quarterly Maintenance – Update Firmware and Software for Central Management and Propagate Firmware and Software to Locations as Necessary• Annual Maintenance – Update Equipment as Needed	
Item #	RFP Requirement	Tek-Hut's Response
4.11.5 (M) Training		
	<p>Training for systems and applications must be provided for the participating schools' technical support staff. Training times and locations should be convenient to the target personnel; school personnel should have multiple options to sign-up for training in their region. The initial schedule should offer all staff the opportunity to participate in training prior to the beginning of the school year. Depending upon utilization, training may also need to be offered throughout the first school year. Schools that have earlier start dates or early deployments will receive priority scheduling to ensure that the training is completed with sufficient lead time.</p>	<p>Any time a new technology is deployed in a school district the training that accompanies that solution will ultimately dictate the success of that implementation. Tek-Hut, Inc. prides itself on teaching customers how to properly utilize the solutions it helps implement. Empowering the technical staff of district allows the district a better understanding, reducing the number of support desk requests, and allows the district to better plan for future expansion and integration of new technologies. In an effort to ensure the below response addresses all requests the response has been broken out into five sections: proposed support/training staff, training curriculum, training/scheduling methods, local support requirements, and preliminary training plans (1st year and beyond)</p> <p>Support/Training Staff</p>



Address the Training requirement in your Proposed Project Plan.

The proposed EWN solution will have a significant training and continued support model. This model includes, but isn't limited to, an Idaho based training/support team consisting of: (2) tier 1 support technicians, (1) network engineer (tier 2 support), tier 3 support from the project's lead engineer and the Manufacturers support team, (4) regional technicians available for the 1st year of the rollout, and use of Tek-Hut's existing helpdesk, technical team, and professional development staff. Staff responsibilities include:

Tier 1 support – Call center support, RMA processing, non-scheduled continued web based training, ticket processing, and customer follow-up.

Network Engineer – Core network management/maintenance/support, tier 2 escalation support, manufacturer interfacing for tier 3 support, and advanced technical training upon request by individual districts.

Lead Engineer/Manufacturer Support Team – tier 3 support and troubleshooting advanced technical issues, overseeing/developing training curriculum and ongoing training.

Regional Technicians – Preparing site surveys, assuring district implementations are meeting the needs of the individual districts, managing subcontractors, and augmenting trainings for the first year.

Existing Tek-Hut, Inc. Help Desk Staff – supporting overflow helpdesk needs, helping support online trainings, and assuring fluctuations in helpdesk requests are met.

Existing Tek-Hut, Inc. Technicians – Tek-Hut, Inc. is fortunate to have 2 employees who have work experience as technical directors and have over 15 years of K-12 education experience. These individuals will be performing the onsite regional technical trainings. Their past experiences will allow them to



	<p>relate to the needs of district's technical teams and have an understanding of needs of these individuals.</p> <p>The above mentioned support team will be able to, with augmentation from Tek-Hut's existing staff, meet the support and training needs of the EWN. Tek-Hut is fortunate to already have an Idaho based support staff that can be leveraged, as needed, during periods of high volume to assure that all technical/support needs are addressed quickly. The goal of the helpdesk is to respond to all calls placed within 30 minutes (placed during the outlined support times requested in this RFP).</p> <p>Training Curriculum</p> <p>The training curriculum will be broken down into 3 parts; managing and supporting the EWN wireless, managing and supporting the EWN content filtering, and how to utilize support.</p> <p>EWN Wireless Curriculum – the EWN wireless curriculum will include: how to create a SSID, how to attach devices to EWN, how to monitor users/devices, how to monitor wireless traffic, and how to troubleshoot basic issues.</p> <p>EWN Content Filtering Curriculum – The EWN content filtering curriculum will include: how to view reports, how to create custom reports, how to troubleshoot a false positive blocked page, how to create policies, and how to evaluate a user's use.</p> <p>EWN Support Helpdesk – The EWN helpdesk training will include: Contact information for support needs (use of the toll-free support number), how to use the online support ticketing option, how to use the online chat function, how to convey an emergency to insure immediate responses, how to RMA hardware, and how the escalation process works.</p> <p>Sample training curriculum can be found in attachments.</p> <p>Technical Training Methods and Scheduling</p> <p>Technical support will be provided in three ways, in</p>
--	---



	<p>person regional trainings, webinars, and accessible online videos. Having ample training available and accessible is our mission. Having the above mentioned training methods will allow the districts to attend both scheduled trainings and training materials they can view on an as needed basis. Based on past experiences, IETA regional meetings and the IETA annual conference are great venues for training and attract most districts. It is the intention of Tek-Hut, Inc. to have an onsite training once a month in each IETA region for the first 6 months of the rollout and two online webinar trainings each month for the first 6 months. Technicians will be notified of training dates via the EWN website and regional emails. In the event additional training is need or training outside of the scheduled trainings is necessary a one-on-one webinar can be setup by contacting the EWN helpdesk. In the event a new member of staff needs training, a one-on-one webinar training will be available to go over the original training. It is the intention of this proposal to assure that all training needs are met and Tek-Hut commits to providing the necessary training to make this program a success.</p> <p>Preliminary Training Plans</p> <p>Successful training in the first year of the EWN will assure that the following years are successful and districts receive the services/management/connectivity they are excited to utilize. It is suggested that the above mentioned training schedule be utilized and that one hour trainings with a 30 minute Q&A are scheduled for each region once a month for the first 6 month. The participation of all local technology staff members in encouraged. In past experiences of projects of this magnitude, having multiple districts present has been beneficial as the questions they have typically are the questions others were curious about. We encourage any technical staff member to attend the local trainings. In past successful trainings, up to 50 technical staff members have been present.</p> <p>Training Schedules will be developed with the regional IETA Presidents and a completed regional calendar will be provided to the SDE for approval.</p>
--	---

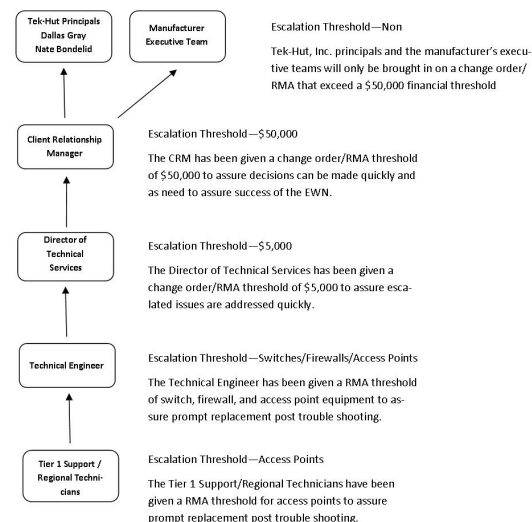


Item #	RFP Requirement	Tek-Hut's Response																																																																																																												
4.11.6 (M) Timeline																																																																																																														
	Propose a timeline within your Project Plan, consistent with the RFP requirements, that you will commit to for the implementation process commencing from approval of the agreement to completion of the first year implementation. The timeline shall include all major phases and milestones.	<p>Understanding the importance of a carefully developed timeline will assure that all locations receive services within the timeline outlined by the SDE. The above mentioned scope of work has been broken down into 10 day phases for simplified tracking and monitoring. The table below outlines the proposed timeline. This timeline is expected to change as communication between the SDE and Tek-Hut takes place. Therefore, the below scope of work has been created with anticipated times and location deployment. These times are based on the award date noted on the original RFP and will change if the award date is extended.</p> <table><tr><th>Phase</th><th>Dates</th><th>Site Surveys</th><th>Firewalls/Switches Configured</th><th>Buildings Cabled/APs Installed</th><th>Core Equipment Setup Setup Management Servers/Content Filtering</th></tr><tr><td>Phase 1</td><td>Aug 1 - 14</td><td>40</td><td>75</td><td></td><td></td></tr><tr><td>Phase 2</td><td>Aug 15 - 28</td><td>40</td><td>75</td><td>26.7</td><td></td></tr><tr><td>Phase 3</td><td>Aug 29 - Sep 11</td><td>40</td><td>75</td><td>26.7</td><td></td></tr><tr><td>Phase 4</td><td>Sep 12 - 25</td><td>40</td><td>75</td><td>26.7</td><td></td></tr><tr><td>Phase 5</td><td>Sep 26 - Oct 9</td><td>40</td><td>75</td><td>26.7</td><td></td></tr><tr><td>Phase 6</td><td>Oct 10 - 23</td><td>40</td><td>75</td><td>26.7</td><td></td></tr><tr><td>Phase 7</td><td>Oct 24 - Nov 6</td><td>40</td><td>75</td><td>26.7</td><td></td></tr><tr><td>Phase 8</td><td>Nov 7 - 20</td><td>40</td><td>75</td><td>26.7</td><td></td></tr><tr><td>Phase 9</td><td>Nov 21 - Dec 6</td><td>40</td><td>75</td><td>26.7</td><td></td></tr><tr><td>Phase 10</td><td>Dec 9 - 20</td><td>40</td><td>75</td><td>26.7</td><td></td></tr><tr><td>Phase 11</td><td>Jan 2 - 15</td><td></td><td></td><td>26.7</td><td></td></tr><tr><td>Phase 12</td><td>Jan 16 - 29</td><td></td><td></td><td>26.7</td><td></td></tr><tr><td>Phase 13</td><td>Jan 30 - Feb 12</td><td></td><td></td><td>26.7</td><td></td></tr><tr><td>Phase 14</td><td>Feb 13 - 26</td><td></td><td></td><td>26.7</td><td></td></tr><tr><td>Phase 15</td><td>Feb 27 - Mar 12</td><td></td><td></td><td>26.7</td><td></td></tr><tr><td>Phase 16</td><td>Mar 13 - 26</td><td></td><td></td><td>26.7</td><td></td></tr><tr><td>Phase 17 - Sign Off and Changes</td><td>Mar 27 - 31</td><td></td><td></td><td></td><td>Final Sign Off</td></tr></table>	Phase	Dates	Site Surveys	Firewalls/Switches Configured	Buildings Cabled/APs Installed	Core Equipment Setup Setup Management Servers/Content Filtering	Phase 1	Aug 1 - 14	40	75			Phase 2	Aug 15 - 28	40	75	26.7		Phase 3	Aug 29 - Sep 11	40	75	26.7		Phase 4	Sep 12 - 25	40	75	26.7		Phase 5	Sep 26 - Oct 9	40	75	26.7		Phase 6	Oct 10 - 23	40	75	26.7		Phase 7	Oct 24 - Nov 6	40	75	26.7		Phase 8	Nov 7 - 20	40	75	26.7		Phase 9	Nov 21 - Dec 6	40	75	26.7		Phase 10	Dec 9 - 20	40	75	26.7		Phase 11	Jan 2 - 15			26.7		Phase 12	Jan 16 - 29			26.7		Phase 13	Jan 30 - Feb 12			26.7		Phase 14	Feb 13 - 26			26.7		Phase 15	Feb 27 - Mar 12			26.7		Phase 16	Mar 13 - 26			26.7		Phase 17 - Sign Off and Changes	Mar 27 - 31				Final Sign Off
Phase	Dates	Site Surveys	Firewalls/Switches Configured	Buildings Cabled/APs Installed	Core Equipment Setup Setup Management Servers/Content Filtering																																																																																																									
Phase 1	Aug 1 - 14	40	75																																																																																																											
Phase 2	Aug 15 - 28	40	75	26.7																																																																																																										
Phase 3	Aug 29 - Sep 11	40	75	26.7																																																																																																										
Phase 4	Sep 12 - 25	40	75	26.7																																																																																																										
Phase 5	Sep 26 - Oct 9	40	75	26.7																																																																																																										
Phase 6	Oct 10 - 23	40	75	26.7																																																																																																										
Phase 7	Oct 24 - Nov 6	40	75	26.7																																																																																																										
Phase 8	Nov 7 - 20	40	75	26.7																																																																																																										
Phase 9	Nov 21 - Dec 6	40	75	26.7																																																																																																										
Phase 10	Dec 9 - 20	40	75	26.7																																																																																																										
Phase 11	Jan 2 - 15			26.7																																																																																																										
Phase 12	Jan 16 - 29			26.7																																																																																																										
Phase 13	Jan 30 - Feb 12			26.7																																																																																																										
Phase 14	Feb 13 - 26			26.7																																																																																																										
Phase 15	Feb 27 - Mar 12			26.7																																																																																																										
Phase 16	Mar 13 - 26			26.7																																																																																																										
Phase 17 - Sign Off and Changes	Mar 27 - 31				Final Sign Off																																																																																																									
4.11.7 (M) Change Order																																																																																																														
	Provide a sample Change Order process with your Proposed Project Plan. Successful Offeror and the SDE will mutually agree upon a final process as a part of the Final Project Plan.	<p>The change order process will entail the school or SDE notifying the field technician of the requested change. The field technician will then evaluate the change to the building specifications and the RFP specifications. Upon the completion of the above mentioned, the change order will be sent to the Director of Technical Service along with the recommendations for the specific location. Upon signoff by the CRM the change order will be put into place.</p>																																																																																																												



The Change Order / RMA Escalation Chart below outlines the thresholds for RMAs and Change Orders amongst the Idaho based senior management team, the Idaho based Tek-Hut, Inc. executive team, and manufacturer executive team. The chart was created with the intent of providing quick responses to necessary change orders and requested RMAs. A full page version of the chart and a sample change order are included in the attachments.

Change Order / RMA Escalation Chart



Item #	RFP Requirement	Tek-Hut's Response
--------	-----------------	--------------------

4.11.8 (M) Coordination with Schools

Describe, in your Proposed Project Plan, how you will work with the SDE, each school and its principal or principal designee to determine the local requirements necessary to implement the solution as well as any local change requirements and costs.

Coordination with the individual school and the needs they convey will dictate the implementation for that site. The above mentioned site survey form will allow Tek-Hut to better understand the needs of that school. An individual implementation plan (scope of work plan) will be generated for that location. Based on the scope of work plan for the location, estimated time for the



The Successful Offeror must accommodate school schedules and needs, even if this requires some alteration of the Contractor's customary schedule. Such accommodation must be included in your fully burdened cost (no additional, premium or overtime charges will be allowed).

implementation at that location can be generated. Based on the estimated duration of work and outlined availability on the site survey form, Tek-Hut's dispatch team will coordinate installation time and dates with the SDE, school and principal/principal designee. It is understood that custom schedules outside of peak hours may have to be met and all costs for overtime/afterhours work has been taken into account.

Item # RFP Requirement

Tek-Hut's Response

4.11.9 (M) Installation Standards

Describe the basic physical characteristics of the proposed equipment, including dimensions, weights, electrical, HVAC/Rack Space and any other specifications that would be considered vital information. In addition to the proposed equipment, all required cables, wires, mounts and connectors will be included by the Offeror.

All cabling, wiring, connectors and mounts will be installed in a manner which meets industry safety and security requirements and guidelines. No hazards will be created; any identified hazard will be identified in writing to appropriate site or the SDE. Installations must be performed in a manner that does not harm or diminish local site designs or terminate building cable warranties, other building warranties, structural integrity or, to the extent feasible, cosmetics. Installations will meet all prevailing local codes and governing body codes as well as IEEE, TIA/EIA and ISO/IEC standards for cabling and wiring.

- IEEE - Institute of Electrical and Electronic Engineers
- TIA/EIA - Telecommunications Industry Association/Electronic Industry Association

Tek-Hut's proposed solution complies with this request. All networks drops will be category 5E; each will be certified and tested per TIA/EIA/ISO specifications. Wiring and mounts will be installed securely; positioning to be determined based on physical parameters. The use of cable raceways and or service poles may be required to ensure the integrity of wiring. Installations will meet the wiring codes for the State of Idaho.

Device	Dimensions	Electrical	Weights
Rack	14.25" x 21" x 18"	NA	32lbs
Switch	1.75" x 17.5" x 18"	110 VAC	15.6lbs
Firewall	6.1" x 7.5" x 1.25"	100-240 VAC auto	3lbs
Access points	6.2"x6.2"x1.57"	12V DC	298g
Battery Backup	3.5" x 17" x 18"	120 VAC	36lbs



40 Page	
<ul style="list-style-type: none">• ISO/IEC - International Organization for Standardization/Equipment Installer's Code <p>Describe your installation procedures within the Proposed Project Plan.</p>	
Item #	RFP Requirement
Tek-Hut's Response	
4.11.10 (ME) Change Control	
<p>A change control process will be defined. The Offeror must ensure that system and site changes are implemented effectively, reasonably, are documented and scheduled — and must ensure appropriate communication with those affected by the changes, both before and after the changes are executed.</p> <p>Address this requirement in your Proposed Project Plan.</p>	
<p>Upon definition of the change control process, Tek-Hut, Inc. will follow the suggested process and ensure that all parties have been notified, changes of system and site have been implemented effectively, and all changes have been scheduled and documented. When a Change Control has been processed the Director of Technical Support will notify the technical and dispatch teams to clearly define the requested change. A plan will be created amongst these teams outlining the steps required for the change. Once a comprehensive change plan has been created it will be submitted to the SDE for signoff. Upon signoff, the dispatch team will be notified and rescheduling/scheduling will take place. The dispatch team at Tek-Hut has very strict communication policies in place to ensure that all parties are kept abreast of the process. Upon completion of the change, the dispatch team will reach out to all involved parties to assure everything has been changed successfully.</p>	
Item #	RFP Requirement
Tek-Hut's Response	
4.11.11 (M) Ongoing Improvements	
<p>Since the SDE is interested in investing in solutions that have long-life and upgradeability, including migration to evolving standards, each Offeror must describe its solution's ability to adapt to or incorporate improved technology. The Offeror must fully describe how it would identify progressions in technology and integrate them into products previously installed at sites. Examples might be incorporation of</p>	
<p>Tek-Hut has proposed a solution that is best of breed for each component of the overall request. The presented solution adheres to all standards in 802.11, IEEE, IPV4, IPV6 and client connectivity standards. The technology that Tek-Hut proposes, is as dynamic as the students in Idaho's schools today, and as such, Tek-Hut will continue to adapt and present solutions that fit best in Idaho's Education. Tek-Hut, will have quarterly and annual planning meetings to revisit the technology being utilized and determine if there are anyways to improve upon the status quo.</p>	



an emerging wireless standard or upgrades to the core operating system and application software.

The SDE is seeking a solution which adheres to industry standards and open systems architectures, not proprietary solutions. Each Offeror must identify whether its solution includes proprietary aspects. If an Offeror's solution includes proprietary aspects that Offeror must include in its proposal a schedule and plan for the Offeror's migration to industry standards or clearly state that it intends to continue pursuing its proprietary approach.

Describe how your solution meets these requirements, within your Proposed Project Plan.

Tek-Hut is involved with many schools at different levels and would encourage an open relationship with the SDE to converse and discuss technological changes and how best to fit these changes into the existing SDE's / Schools plans.

Item # RFP Requirement

Tek-Hut's Response

4.11.12 (ME) Identification of Risks and Constraints

Based on the Scope of Work detailed in this RFP, identify any risks or constraints that you will need to address prior to, or during the performance of the Work, as well as a description of how you will address each one. For example, an incomplete Scope of Work can be both a risk and a constraint. How would you mitigate or overcome this? Provide your response to this section within your Proposed Project Plan.

Tek-Hut, Inc. has engineered and developed a solution that will mitigate risk exposure. However, it is understood that risks are still present. Based on past experiences, please find a list of high priority risks and the contingency plan should those risks become a reality.

Failure of performance by Sub Contractors – In the event a sub contractor fails to meet specification, fails to meet scope of the work for the project, or fails to arrive to a scheduled worksite; that sub contractor will be notified in writing and subject to a meeting with the project team. If that sub contractor fails to meet requirements a second time that sub contractor will be dismissed and replaced with another pre-qualified sub contractor.

Resignation of a key employee – If a key employee were to resign during this contract, Tek-Hut, Inc. will query a database of highly qualified individuals for all jobs. Those individuals would be notified immediately and brought in for training prior to the key employee's resignation.



Item #	RFP Requirement	Tek-Hut's Response
4.12 (M) Service Terms		
	Offeror must acknowledge understanding and acceptance of each sub-section of 4.12.	Tek-Hut, Inc. acknowledges understanding and accepts this requirement.
Item #	RFP Requirement	Tek-Hut's Response
4.12.1 Funding		
	Offeror understands that the SDE will hold the Successful Offeror accountable for the implementation of the PROJECT and all of the TERMS AND REMEDIES FOR LACK OF SERVICE AND PERFORMANCE IN ACCORDANCE WITH THE RFP.	Tek-Hut, Inc. acknowledges understanding and accepts this requirement.
Item #	RFP Requirement	Tek-Hut's Response
4.12.2 Fiscal Necessity		
	In addition to, and not in lieu of, any other provisions for termination available to it, the SDE will have a one-time option to terminate the Project due to Fiscal Necessity as more particularly described in Attachment 3, Terms and Conditions.	Tek-Hut, Inc. acknowledges understanding and accepts this requirement.
Item #	RFP Requirement	Tek-Hut's Response
4.12.3 Estimated Quantities		
	The estimated volume of the Project that may result from the award of this RFP is anticipated to be the total number of schools contemplated in this RFP; however, all information in Attachment 11 are merely estimates. Actual size, locations, and user numbers may be more or less. The State does NOT guarantee and shall not be held liable for these estimates as only approximations can be given.	Tek-Hut, Inc. acknowledges understanding and accepts this requirement.



Item #	RFP Requirement	Tek-Hut's Response
4.12.4 Title and Ownership of Assets		
	Title to and risk of loss to the hardware at each site shall remain with the successful Offeror at all times. At the conclusion of the Agreement, the Assets will be de-installed by the successful Offeror. The Successful Offeror will then be responsible for packaging, pickup, and removal of the hardware at successful Offeror's sole expense, within 30 days or as agreed to in writing by the SDE. Unless otherwise approved in writing by the SDE, de-installation shall not interrupt educational activities or damage school property.	Tek-Hut, Inc. acknowledges understanding and accepts this requirement.
Item #	RFP Requirement	Tek-Hut's Response
4.13 (M) E-Rate		
	Upon the SDE's documented eligibility, the Successful Offeror shall provide the SDE E-Rate discounts on their bill or through reimbursement. All E-Rate eligible monthly recurring charges for the service and any one-time costs for installation of the wiring or equipment shall be included in the Successful Offeror's proposal as separate line items. The costs of any ineligible E-Rate components that may be required (such as electrical power) shall be broken out separately. The SDE understands that not all services in a proposal may be E-Rate eligible. The Offeror will designate which services in the proposal may be eligible for E-Rate discounts and the approved discounts shall be applied to the billing. The Successful Offeror shall provide information on the filed E-Rate 470, and proof that the costs are E-Rate Eligible. The SDE will ask the SLD (Schools and Libraries Division) to reconsider Funding Year 2013 eligibility after the Successful	Tek-Hut, Inc. will provide all necessary information requested by the SDE to maximize E-Rate funding within compliance of USAC's regulations. As the requested pricing encompasses all variables and schools may opt in/opt out, upon award and request by the SDE any portions of the project viewed as E-Rate eligible can be broken out and invoiced in an effort maximize E-Rate funding for eligible items.



<p>Offeror has been identified.</p> <p>In the event that the SDE, the schools, or both do not receive Universal Service Fund discounts for the equipment and services associated with this Agreement, due to the Successful Offeror failing to provide assistance, in the timeframe established by the SLD, regarding the Universal Service Qualification on an annual basis beginning in 2013-14, the SDE may charge the Provider the amount of discount funding which otherwise would have been received. Notwithstanding the above, the Successful Offeror shall not be obligated to pay the amount of discount funding described above in the event that non-receipt of discounts was due to SDE or Congressional inaction, inadequate federal funding or other federal inaction.</p> <p>Confirm your understanding of this requirement and explain how you will accomplish this</p>		
Item #	RFP Requirement	Tek-Hut's Response
4.14 (M) Bonding and Background Checks		
	<p>The SDE requires that all Contractors who come into contact with District pupils must perform background checks of all contractors and its employees. The background check must be supplied to the SDE prior to commencing work on the Project.</p> <p>Should the Contractor or any of its employees have limited or less contact with District pupils, a request shall be made to the SDE for a determination on the need for a background check. The determination of the SDE shall be final. In no event shall the Contractor or any of its employees come into contact with the District's pupils before the</p>	<p>Tek-Hut, Inc. and the outlined subcontractors will comply in full with this requirement. Tek-Hut, Inc.'s HR department will ensure that all employees have an updated background check on file prior to participation in the EWN project and all subcontractors will be required to supply background checks for their employees to Tek-Hut's HR department for review.</p>



certification is completed and approved by the SDE.

Confirm your understanding of this requirement and explain how you will accomplish this.



For Section 5, please see separately sealed cost proposal document.



For Section 5, please see separately sealed cost proposal document.



For Section 5, please see separately sealed cost proposal document.



For Section 5, please see separately sealed cost proposal document.



ATTACHMENT 4 Offeror Experience with Similar Projects

(ME)

Instructions: Provide the following information to describe your firm's experience with similar projects – one form for each project. The information your firm provides will be used to evaluate your firm's experience with projects similar to the work described in the RFP. The Evaluation Team will also use the references your firm provides to verify the work. The Evaluation Team reserves the right to contact individuals in addition to those listed as references by your firm.

Firm Name: Ruckus Wireless (Partnered with Tek-Hut)

Name of Client: Marysville School District

Address: 4220 80th St NE Marysville WA 98270

Client Contact References: Ann Reed Phone Number: 360-653-0820

Type of Entity: X School _____ Government
 _____ Non-profit _____ For-Profit Private Sector

1. Approximate Number of Portable Wireless Computing Devices Installed: ~2,000

2. Approximate Number of Wireless Access Points Installed: ~203

3. Approximate Number of Buildings, Rooms, Square Footage Involved in the Project: 13 buildings with more growth expected once budget becomes available.



4. Approximate Dates of Engagement: From July 2011 To ongoing today.
5. Describe Purpose and Objectives of Work. Ruckus provided consistent and reliable wifi service across entire district to meet needs of the staff and student body.
6. Describe Nature of Work Performed. Ruckus provided technical support and guidance throughout the design and testing phase. Ruckus assisted in developing the final configuration and delivery of the solution.
7. Description of Solution (including hardware, software, network environment, training, and post implementation support provided). Ruckus provided the wireless controllers and AP's for the district wide implementation. Ruckus continues to provide technical support for all of the components (hardware and software) in service at the school district.
8. Provide Names of Staff in this Proposal who participated in this Project and their role. Clint Bogard - West Region Sales Director, Dave Moore - SE Director for North America, Jack Morrison – Territory Sales Manager - Chris White Senior SE

* *Each Reference shall include a teacher, a school technical coordinator and a school administrators or similar personnel if these are not school-based projects. PROVIDE YOUR REFERENCES AS INSTRUCTED ON ATTACHMENT 8, BELOW.*



ATTACHMENT 4

Offeror Experience with Similar Projects

(ME)

Instructions: Provide the following information to describe your firm's experience with similar projects – one form for each project. The information your firm provides will be used to evaluate your firm's experience with projects similar to the work described in the RFP. The Evaluation Team will also use the references your firm provides to verify the work. The Evaluation Team reserves the right to contact individuals in addition to those listed as references by your firm.

Firm Name Ruckus Wireless (Partnered with Tek-Hut)

Name of Client: St Vrain Valley School District

Address: 2929 Clover Basin Dr. Longmont, Colorado 80503

Client Contact References: Joe McBreen/CIO Phone Number: 303-682-7309

Type of Entity: XSchool _____ Government
 _____ Non-profit _____ For-Profit Private Sector

9. Approximate Number of Portable Wireless Computing Devices Installed: ~10,000
 and growing daily

10. Approximate Number of Wireless Access Points Installed: ~1,000

11. Approximate Number of Buildings, Rooms, Square Footage Involved in the
Project: 51 buildings, 3.8M sq ft, 26 elementary, 10 middle and 9 high schools



12. Approximate Dates of Engagement: From 2011 To Ongoing
13. Describe Purpose and Objectives of Work. Provide consistent and reliable wifi service across entire district to meet needs of the staff and student body.
14. Describe Nature of Work Performed. Ruckus provided technical support and guidance throughout the design and testing phase. Ruckus assisted in developing the final configuration and delivery of the solution.
15. Description of Solution (including hardware, software, network environment, training, and post implementation support provided). Ruckus provided the wireless controllers and AP's for the district wide implementation. Ruckus continues to provide technical support for all of the components (hardware and software) in service at St. Vrain.
16. Provide Names of Staff in this Proposal who participated in this Project and their role. NA. All Ruckus Sales and support teams are fully trained in supporting their partners in designing end customer wireless solutions.

* *Each Reference shall include a teacher, a school technical coordinator and a school administrators or similar personnel if these are not school-based projects. PROVIDE YOUR REFERENCES AS INSTRUCTED ON ATTACHMENT 8, BELOW.*



ATTACHMENT 4

Offeror Experience with Similar Projects

(ME)

Instructions: Provide the following information to describe your firm's experience with similar projects – one form for each project. The information your firm provides will be used to evaluate your firm's experience with projects similar to the work described in the RFP. The Evaluation Team will also use the references your firm provides to verify the work. The Evaluation Team reserves the right to contact individuals in addition to those listed as references by your firm.

Firm Name Ruckus Wireless (Partnered with Tek-Hut)

Name of Client: Vancouver Public Schools

Address: 2901 Falk Rd Vancouver WA 98661

Client Contact References: Steve Bratt _____ Phone Number: 360-313-1100

Type of Entity: X School _____ Government
 _____ Non-profit _____ For-Profit Private Sector

17. Approximate Number of Portable Wireless Computing Devices Installed: ~2250
today, growing to 20,000

18. Approximate Number of Wireless Access Points Installed: ~700

19. Approximate Number of Buildings, Rooms, Square Footage Involved in the
Project: 40 buildings



20. Approximate Dates of Engagement: From August 2011 To ongoing today.
21. Describe Purpose and Objectives of Work. Provide consistent and reliable wifi service across entire district to meet needs of the staff and student body.
22. Describe Nature of Work Performed. Ruckus provided technical support and guidance throughout the design and testing phase. Ruckus assisted in developing the final configuration and delivery of the solution.
23. Description of Solution (including hardware, software, network environment, training, and post implementation support provided). Ruckus provided the wireless controllers and AP's for the district wide implementation. Ruckus continues to provide technical support for all of the components (hardware and software) in service at the school district.
24. Provide Names of Staff in this Proposal who participated in this Project and their role. Clint Bogard - West Region Sales Director, Dave Moore - SE Director for North America, Jack Morrison – Territory Sales Manager, Chris White - Senior SE

* *Each Reference shall include a teacher, a school technical coordinator and a school administrators or similar personnel if these are not school-based projects. PROVIDE YOUR REFERENCES AS INSTRUCTED ON ATTACHMENT 8, BELOW.*



ATTACHMENT 5
Staff Experience with Similar Projects
(ME)

NAME OF OFFEROR: Tek-Hut, Inc.

Instructions: Provide the following information to describe each senior staff member's experience with a similar project(s) – one form for each employee/project. The information your firm provides will be used to evaluate your staff's experience with projects similar to the work described in this RFP. The Evaluation Team will also use the references your firm provides to verify the work.

Employee Name Brett Baldwin

Employee Position Vice President

Name of Client: Vallivue School District

Type of Entity: Government X School
 Non-profit For-Profit Private Sector

1. Approximate number of users on the client's system: 10,000 Students and Staff

2. Approximate dates of engagement: From 3/2/2012 To Current

3. Describe the purpose and objectives of work.

Help design and support the rollout of wireless access points across the district's elementary and middle schools.

4. Describe the nature of work performed.

Tek-Hut, Inc. was asked by Vallivue School District to provide the district with wireless access point options that would fit within their budget, have central management, and support multiple



VLANs and SSIDs. Once the solution of choice was selected, Tek-Hut, Inc. consulted with the school on configuration and engineering the solution. Tek-Hut, Inc. continues to provide ongoing support to the district for their wireless infrastructure.

5. Describe the employee's role relative to this client's project.

Brett's role in Vallivue's wireless deployment was as account manager. Assuring the district received the appropriate equipment, RMAs were processed appropriately and expediently, and that the customer's overall experience with Tek-Hut, Inc. was and remains positive.

6. Describe the employee's role relative to this RFP.

Brett Baldwin is the individual Tek-Hut, Inc. is proposing to be the customer relationship manager for this RFP.

Current Supervisor's Name: Nate Bondelid Phone Number: (208) 735-5159

Project Supervisor's Name*: Brett Baldwin Phone Number: (208) 735-5159

* Name of supervisor(s) while working on the above Client project.



ATTACHMENT 5
Staff Experience with Similar Projects
(ME)

NAME OF OFFEROR: Tek-Hut, Inc.

Instructions: Provide the following information to describe each senior staff member's experience with a similar project(s) – one form for each employee/project. The information your firm provides will be used to evaluate your staff's experience with projects similar to the work described in this RFP. The Evaluation Team will also use the references your firm provides to verify the work.

Employee Name Nate Bondelid

Employee Position CEO

Name of Client: Educational Service Unit #3 (ESU #3 – Omaha, Nebraska)

Type of Entity: Government X School
 Non-profit For-Profit Private Sector

1. Approximate number of users on the client's system: 70,000 Students and Staff

2. Approximate dates of engagement: From 8/9/2011 To Current

3. Describe the purpose and objectives of work.

Help design, implement, and provide a CIPA compliant content filtering for the ESU's aggregation point.

4. Describe the nature of work performed.



Tek-Hut, Inc. was asked to respond to a RFP prepared by ESU #3 for content filtering. The solution was to be placed at the ESU's aggregation point and independently at specific districts. After the review of multiple content filters, Lightspeed System's was chosen as the preferential filter for the ESU. Tek-Hut, Inc. was selected as the vendor of choice for implementation, architecture, and professional development. Tek-Hut, Inc. worked diligently with the ESU's team to architect the deployment, performed the installation onsite, and performed training on the use of the solution.

5. Describe the employee's role relative to this client's project.

Nate was responsible for the overall design, implementation, and overseeing continued support for the account.

6. Describe the employee's role relative to this RFP.

Nate Bondelid is the individual Tek-Hut, Inc. is proposing to be the lead engineer for this RFP and will be in charge of technical design and the engineering team.

Current Supervisor's Name: Nate Bondelid Phone Number: (208) 735-5159

Project Supervisor's Name*: Nate Bondelid Phone Number: (208) 735-5159

Name of supervisor(s) while working on the above Client project.



ATTACHMENT 5

Staff Experience with Similar Projects (ME)

NAME OF OFFEROR: Tek-Hut, Inc.

Instructions: Provide the following information to describe each senior staff member's experience with a similar project(s) – one form for each employee/project. The information your firm provides will be used to evaluate your staff's experience with projects similar to the work described in this RFP. The Evaluation Team will also use the references your firm provides to verify the work.

Employee Name Erin Gray

Employee Position Director of Technical Services

Name of Client: Meridian Joint School District

Type of Entity: Government X School
 Non-profit For-Profit Private Sector

1. Approximate number of users on the client's system: 37,000 Students and Staff

2. Approximate dates of engagement: From 4/24/2013 To Current

3. Describe the purpose and objectives of work.

Help Meridian Joint School District schedule, prepare, and deploy 1,095 desktop computers and monitors to 53 schools within the district.

4. Describe the nature of work performed.



Tek-Hut, Inc. responded to a RFP prepared by the Meridian Joint School District to prepare, unbox, setup, and test 1,095 desktop computers and monitors. The scope of work was defined by the school district and Tek-Hut, Inc. was asked to prepare a roll-out schedule for the 53 locations. The project included: warehousing the PCs until delivery, updating the BIOS on each computer, deploying the computer to the location, and PXE booting the PC for imaging. The onsite effort was coordinated amongst 6 individuals.

5. Describe the employee's role relative to this client's project.

Erin was responsible for deploying, coordinating, planning, and managing the success of the project.

6. Describe the employee's role relative to this RFP.

Erin Gray is the individual Tek-Hut, Inc. is proposing to be the director of technical services for this RFP and will be in charge of trafficking, planning, procurement, and managing the technical support staff.

Current Supervisor's Name: Nate Bondelid Phone Number: (208) 735-5159

Project Supervisor's Name*: Brett Baldwin Phone Number: (208) 735-5159

Name of supervisor(s) while working on the above Client project.

ATTACHMENT 6
Specification Summary Worksheet
(ME)

NAME OF OFFEROR: Tek-Hut

Instructions: Complete this worksheet for the network connectivity and WLAN. Fill in each blank with the requested information. You must attach additional pages to provide complete information where required. SDE does not require that all these fields be accounted for, but if an Offeror is providing an option that fits one of these categories, these fields must be completed. Please specify which items are optional, if any. If additional items (fields) need to be added to this list of products and services to best reflect your proposed solution, please make note of this and add any necessary data.

Network Connectivity

Wireless Type 802.11a/b/g/n Speed
450 – 900 Mbps

Wireless Local Area Network (WLAN)

Manufacturer Ruckus Wireless

Wireless Transmission Rate of 115_____Mbps/sec at a range of 50 feet

111_____Mbps/sec at a range of 100 feet

85_____Mbps/sec at a range of 200 feet

Maximum Range of 285 feet

Full disclosure of the capabilities and limitations of the wireless technology proposed must be included such as interference between classrooms, distance and object penetration data, and susceptibility to interference from outside sources.

Describe the actual throughput for the installed wireless network (KB/sec, MB/sec, GB/sec) for a 1MB file, 1 MB Streaming Audio File, and 1 MB Streaming Video File for the following number of simultaneous users:



33% Uplink/66%downlink	# of Clients	Throughput/7372	Throughput/7982
	30	135Mbps	152 Mbps
	60	127Mbps	145 Mbps
	90	107 Mbps	139 Mbps

Please describe the average amount of time in hours per month the system will be down for regular scheduled maintenance. Also describe how maintenance will be accomplished so that the impact on system availability is minimized.

The Ruckus implementation as designed by Tek-Hut is expected to deliver 7X24X365 service except for software upgrades. All major HW components such as fans are designed as “hot swappable” eliminating the need for downtime. Ruckus releases software maintenance releases typically on a quarterly schedule.

It is recommended that Ruckus SW be upgraded every 12-months. A recommendation of 2-hours of scheduled downtime should be allocated to successfully execute the upgrade. The upgrade process is included as part of the standard operating system via the GUI.

Please describe how backup systems will be utilized so that the impact on system availability is minimized.

The Ruckus implementation as designed by Tek-Hut is expected to deliver 7X24X365 service. Ruckus Smart Redundancy functions to eliminate the need for downtime in case of single hardware failure.

The Ruckus implementation designed by Tek-Hut is based on a high availability controller pair operating in “active – passive” mode. Ruckus provides a software function called “Smart Redundancy” which allows a backup controller to monitor the active controller for normal operations. In case of primary ZoneDirector failure, the redundant ZoneDirector immediately takes over primary role functions. APs with a lost connection to a failed ZoneDirector will connect to the backup controller and current associations and function are maintained.

Please describe other WLAN specifications



Attached are detailed specification for all products as proposed with the exception of the 802.11ac AP. Product specification for that product line have not been released but will be similar to the 7982 in physical characteristics.

AP7372: Two stream 802.11a/b/g/n

Please see attachments or click the link below



zoneflex-7372.pdf

AP7982: Three Stream 802.11a/b/g/n

Please see attachments or click the link below



zoneflex-7982.pdf

Software

Identify and fully describe the applications associated with your wireless and network components of your system:

Please see attachments or the link below



smart-os.pdf

Smart Wireless LAN software for Ruckus Smart WLAN controllers Summary

Ruckus Smart/OS is a software suite and application engine included in every Ruckus ZoneDirector Smart Wireless LAN (WLAN) controller that delivers a myriad of breakthrough WLAN features not found in any other centrally-managed wireless system.

Designed for busy networking and IT staff, Ruckus Smart/OS is one of the industry's most elegant and straightforward WLAN systems available today. Smart/OS leverages a highly- intuitive Web interface that enables everything with a click of a mouse.

At the heart of Smart OS is a unique set of advanced capabilities



made extremely simple to configure and manage. These include adaptive wireless meshing, advanced RF management, robust security capabilities, simple-to-use guest networking, hot spot authentication and traffic redirection.

In addition, Smart OS offers all the traditional WLAN management tasks – sophisticated authentication, state-of-the-art encryption, fast roaming, guest networking and wireless intrusion detection – standard in centrally-managed WLAN systems.



This page is intentionally left blank



RESUMES OF SENIOR TEAM

BRETT BALDWIN

1199 Pahsimeroi Dr. • Twin Falls, ID 83301
brett@tek-hut.com • Phone: (208) 320-8845

Proven Executive with over 5 years of experience, including 5 years of K-12 support experience, in presenting K-12 technology solutions, cultivating and developing sustainable business relationships, using analytical reasoning to develop convincing business cases to further increase overall market share, successful re-organization experience,

Expertise in:

Making Business Decisions • Persuasive Reasoning • Professional Follow-up
Re-Organization • Relationship Management • Market Expansion

Professional Experience

Tek-Hut, Inc., Twin Falls, ID

February 2009 – Current

Vice President, Twin Falls ID

Effectively generated new relationships with over 48 school districts across 5 States, increased K-12 market share by 179% in two years, developed and implemented annual business plan and financial forecasts, lead executive direction and meetings, co-developed managed services and service contracts department, managed relations with distribution, responsible for scanning resumes and making hiring decisions, implemented internal restructuring to become more customer centric which drove a profit increase of 151% year-over-year, successfully helped K-12 institutions implement educational solutions to help achieve student success.

Enterprise Rent-A-Car Fleet Division, Santa Ana, CA

July 2007 – November 2008

Account Executive, Orange County CA

Effectively increased overall market share within Orange County, obtained new business accounts by identifying target market leads through referrals, conducted additional research to identify prospect eligibility, developed and presented executive summaries with persuasive business cases to C-level executives and support staff, produced follow-up presentations to transition the accounts, created and administrated custom fleet management solutions, leveraged various professional networks to generate new business, analyzed financial documents and contracts, influenced buyer decisions on a conceptual model, built initial and long-term relationships with decision makers and managed national accounts.



Walgreen Co., Rancho Cucamonga, CA

June 2006 – September 2006

Assistant Manager

Partnered with the management team to: direct seven employees, balance the books, manage inventory, product placement, customer relations, identify and understand consumer buying patterns, consistently increase average daily sales, address employee and customer concerns in a timely manner, and train and develop the staff.

Island Express Helicopters Inc., Avalon, CA

May 2003 – May 2006

Sales and Marketing

Cultivated quality relationships with local businesses and various associations, successfully increased annual sales, partnered with hotel managers and educated concierges about services, successfully developed strategies to increase local and regional presence, consistently identified customer needs to ensure loyalty, presented to local business organizations, and maintained a high level of repeat business.

Education/Affiliations/Achievements

Bachelor of Science, Business Administration, concentration in Sales and Marketing

(California State Polytechnic University, Pomona)

President's Honor List • Student Athlete • Certificate of Academic Excellence (Cal Poly Athletic Department) • President of Students in Free Enterprise "SIFE" (honored as club of the year, LA Regional Champions, National Opening Round First Runner-Up) • Head Teaching Assistant – Legal Environment of Business Transactions • Association of Builders and Contractors Golf Committee Chair • Prospecting Contest Winner (Enterprise) • Completion of Sales One Training (Enterprise) • Honored as President of Ingram Micro's State, Local, and Education Board



Nate Bondelid

460 Main Ave S. • Twin Falls, ID 83301
nate@tek-hut.com • Phone: (208) 733-NATE

Career Objective

To embrace the ever-changing world of technology and mold it to better society as a whole.

To enhance the efficiency of companies and individuals to ensure accuracy and precision with energy spent.

Personal Profile

For the past ten years, I've been focused in technology and education. I've seen technologies come and go, I've seen technologies fail and succeed. In the world of technology, I'm a digital native; I was born into it, and so I embrace it.

Skills Summary

- Cisco Certified Network Associate
- Certified Novell Administrator
- Microsoft Certified Systems Engineer
- Network Security
- Business / Revenue Growth
- Leadership

Professional Experience

Primary Functional Expertise

- Tek-Hut, Inc.
 - 2001 - Present
 - CIO / Principal – Oversight in technology, develop sustainable models for hosted solutions and industry specialization
 - Presently work with over 200 districts in supporting / designing educational technology at the core.
 - Comprehension in all versions of Exchange
 - Comprehension in Unix / Linux / NT / 2000 / 2003 / 2003 R2 / 2008 / 2008 R2 Servers
 - Specialization in Directory Services – Active Directory / E-Directory / Open Directory
 - Specialization in Content Filtering
 - Specialization in Firewall / Intrusion Prevention / Intrusion Detection Services
 - Specialization in TDM / IP Migrations
 - Voice Over IP / SIP
 - Layer 1/2/3 Infrastructure
- OneWave Networks, LLC
 - 2009 - Present
 - CIO / Principal – Develop, Engineer and build a business around broadband internet and Private Transport



Education

KIMBERLY HIGH SCHOOL – Kimberly, Idaho
High School Diploma, 2001



ERIN GRAY

1127 Fiesta Way
Twin Falls, ID 83301
208-420-4182
erin@tek-hut.com

Support Manager

To obtain a position that would fully utilize my managerial skills and abilities. Moreover, my wish is to supervise a highly talented team where the scope of learning new things would be open from both sides.

Dedicated and technically skilled business professional with technical skills and knowledge and a versatile administrative support skill set developed through experience as an office manager, business owner, secretary, and administrative assistant..

Excel in resolving employer challenges with innovative solutions, systems and process improvements proven to increase efficiency, customer satisfaction and the bottom line.

Key Skills

Office Management	Report & Document Preparation	Inventory Management
Teambuilding & Supervision	Spreadsheet & Database Creation	Expense Reduction
Staff Development & Training	Accounts Payable/Receivable	Meeting & Event Planning
Policies & Procedures Manuals	Records Management	

Experience

Tek-Hut, Twin Falls, ID December 2011 to Present
Director of Administration and Technical Services, December 2011 to present
Administrator, 2003 to 2005

- Analyze internal processes and recommend and implement procedural or policy changes to improve operations.
- Hire and train clerical and sales personnel.
- Plan, administer and control budgets for contracts, equipment and supplies.
- Establish and implement company policies, goals, objectives, and procedures, conferring with partners and staff members as necessary.

9 Months Later, Twin Falls, ID 2008 to 2011
Owner/Manager/Purchaser

Established and operated specialty retail store



- **Train and supervise sales staff.**
- **Research and select innovative merchandise to introduce to our market demographic.**
- **Use sales forecasting and strategic planning to ensure the sale and profitability of products, lines, and monitoring market trends**
- **Purchasing new and existing lines of merchandise and implementing "Open to Buy" strategies.**

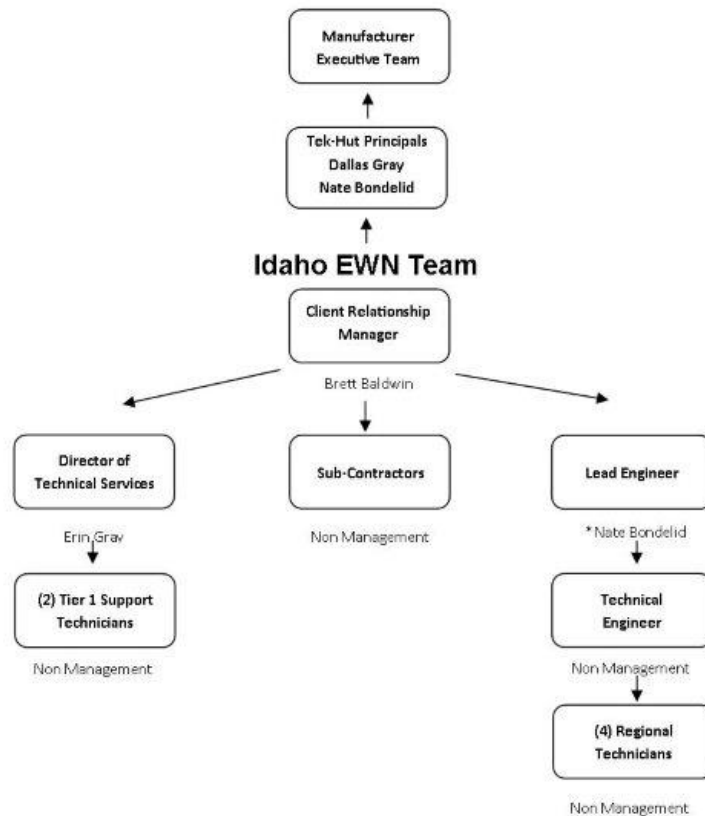
Countrywide Home Loans, Twin Falls, ID
Loan Officer

2005 to 2007

- **Meet with applicants to obtain information for loan applications and to answer questions about the process.**
- **Explain to customers the different types of loans and credit options that are available, as well as the terms of those services.**
- **Submit applications to credit analysts for verification and recommendation.**



Organizational Chart



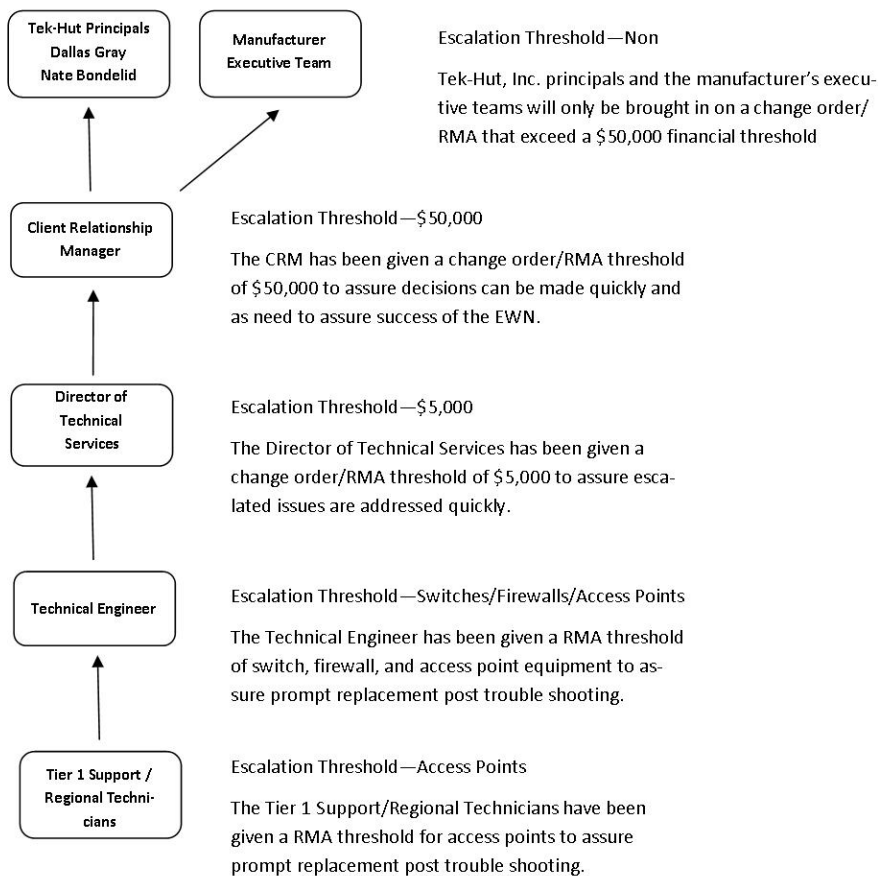
Customer Relationship Manager (CRM) —The CRM will be responsible for managing the relationship with the SDE and the school districts, overseeing the project, project meetings, presenting project metrics to the SDE, and coordinating efforts amongst the management team.	Director of Technical Services —The Director of Technical Services will be responsible for coordinating /scheduling staff (the technical team, sub-contractors, professional development and the support team), managing the support efforts, procuring hardware/services, and managing necessary project paper-
Lead Engineer —The Lead Engineer will be responsible for the overall architecture of the project, coordinating/managing updates and any scheduled maintenance, performing tier 3 support, and interfacing with the SDE for technical questions. The lead engineer will also be maintaining CEO position in Tek-	Sub-Contractors —The Subcontractors will be responsible for cabling the buildings, installing the hardware, and testing their work.
Tier 1 Support Technicians —The tier 1 technicians will be responsible for trouble shooting involved parties needs on the network. They will have authorization to process RMAs.	Technical Engineer — The technical engineer will be responsible for day to day management of the EWN, supporting the lead engineer's needs, and acting as Tier 2 support.
Regional Technicians —The regional technicians will be responsible for site surveys, confirming signoff on buildings, and configuring any onsite needs.	

All escalation will be based on financial thresholds and change order processing . All above parties are fully aware of the project and prepared to be available should it be necessary in an escalation.



Change Order / RMA Escalation Chart

Change Order / RMA Escalation Chart





Sample Change Order

Project Change Request Form

JOB NAME/LOCATION	BILL TO	GENERAL INFO
Name	Tek-Hut, Inc.	Date Of Request
Address	Address Boise Office Address TBD	Change Order #
City	City Boise	Project Number
State Zip	State Zip Idaho 83720	Order Taken By
Contact	Contact EWN Processing	Customer PO #

Description of Work:

	Pricing	
	Description	Price

Agreed to: _____
Signature Date

Name: _____
Print Name and Title

Address:



Sample Training Curriculum

Please see attachments for web filter training.



Introductory Web
Filter 050113.pdf

Additional training material to be presented after award.

Most training content is also available online via interactive web content.



Project Plan – Education Wireless Network

Project Management Reporting

Participating Staff: CRM, Lead Engineer, Director of Technical Services

It is Tek-Hut, Inc.'s intention to assure all communication lines are open with the SDE. It is encouraged that the SDE maintain their efforts to hold weekly meetings with the senior management team to cover progress, opportunities for improvement, and weekly analytics. This opportunity to provide communication along every step of process will assure timely installation, complete and satisfactory installation, sign-off compliance, and ongoing support metrics. Information on site surveys will be reviewed at these meetings in addition to progress metrics.

Please find a sample EWN weekly progress report for the first year and site survey sheets below:



EWN Progress Report

Progress Report Period _____ to _____
Submittal Date _____

Introduction

(Provide brief write up of the week's progress. Maintain concise and accurate details.)

Summary of Activities

(Provide a brief overview of the weeks activities. Discuss change orders, challenges and opportunities to overcome the challenge, status of project timeline)

Work Completed

Site Survey

Location	Completion Date	Notes
----------	-----------------	-------

- 1.
- 2.
- 3.

Cabling Location

Location	Completion Date	Notes
----------	-----------------	-------

- 1.
- 2.
- 3.

Installed Hardware

Location	Completion Date	Notes
----------	-----------------	-------

- 1.
- 2.
- 3.

Validation Testing

Location	Completion Date	Results
----------	-----------------	---------

- 1.
- 2.
- 3.

Sign-Offs by

Location	Completion Date	Notes
----------	-----------------	-------

- 1.
- 2.
- 3.



Project Completion

Planned Weekly Completion

% Of Work Completed

Carry Over/Early Completion

Location

Completion Date

Notes

- 1.
- 2.



Sample Site Survey

School District
City, State

Site Survey Report

Prepared By: _____
Date: _____



OVERVIEW

On *(Date)*, a site survey was conducted for *(School)* in *(City, State)*. This survey was conducted to determine the coverage area and location for the installation of wireless access points, switches, and firewall.

This site survey report contains all of the required information for sign off prior to installation of wiring, equipment, and scheduling. This report is designed to achieve the desired coverage specified the SDE's RFP. The report is to be used by the *(School's)* technical team to determine if there is a need to relocate positioning or placement of the proposed equipment.

The representative responsible for the content of this document is:

Name	Telephone	Email
_____	_____	_____

The school representative participating in the collection of information from this walk through:

Name	Telephone	Email
_____	_____	_____

Site Address:

Address:

School Name
Address

Work constraints

List all constraints on work hours, requested dates for completion, and other relevant information for scheduling the location



Site Description:

- *Approximate Building Size (sq. feet)*
- *Building Materials used in walls and ceilings*
- *Description of available raceway, conduit, Panduit, etc.*
- *Ceiling Height*
- *Any other site information that should be available*

Notable building materials that may alter coverage

- *Building materials that need to be noted*
- *Building materials that need to be noted*
- *Building materials that need to be noted*
- *Building materials that need to be noted*

Photos of Building Material Concerns





Access Point Locations:

Access Point #1: (Building Location Description)

General Information:

- Data Cabling: (description of cable location and estimated distance to switch location)
- Power Cabling: (POE)
 - Anticipated Broadcast Information
 - Tx Power: (Note suggested tx power for access point)
 - Channel: (suggested channel based on available spectrum)
 - Notes: (other suggested notes for access point)

Mounting Information:

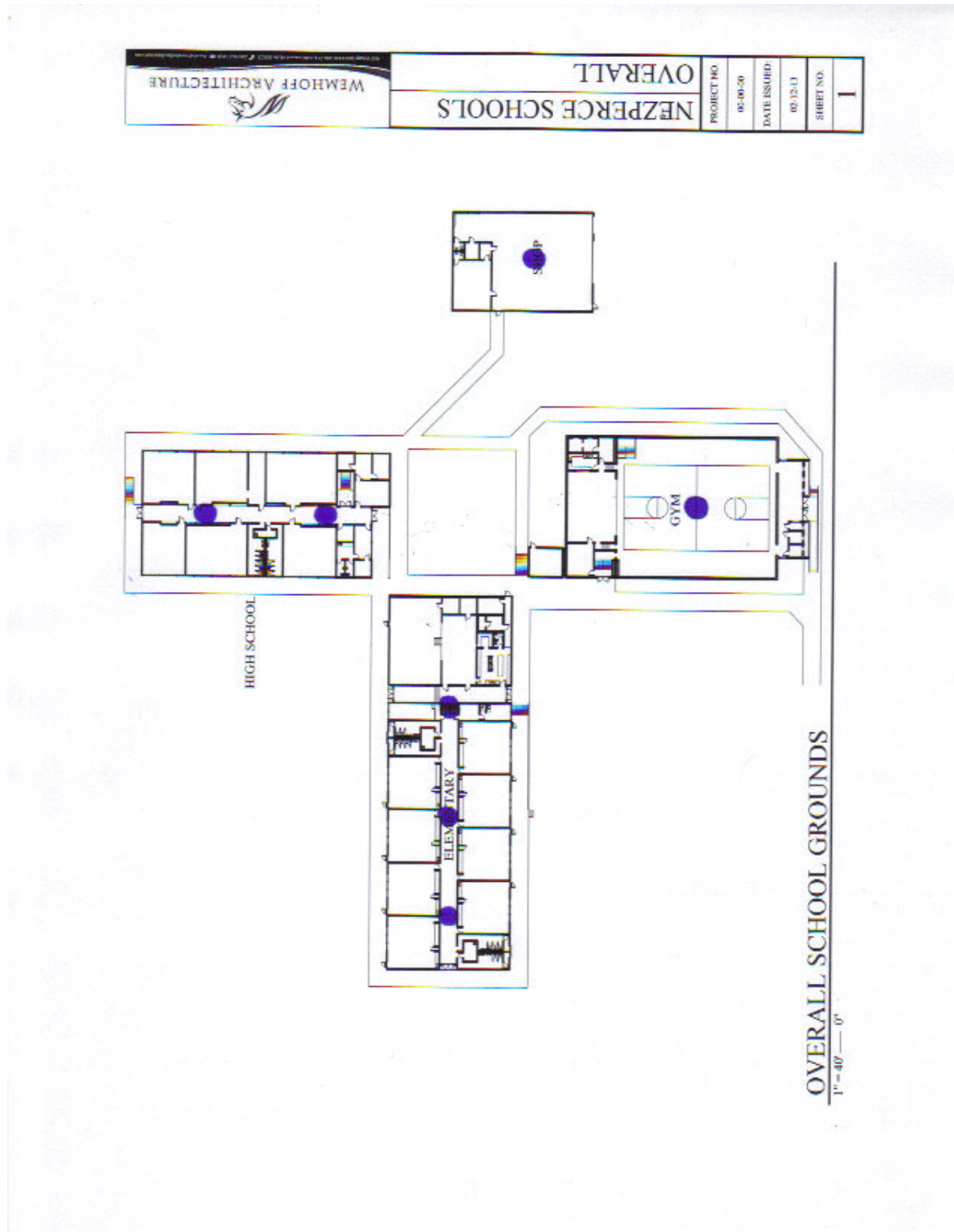
- AP Height: (How high off the ground is the access point mounted)
- Mounting Surface: (What is the mounting surface)
- Location of Mounting: (Describe the location where the AP will be mounted)

Image of Access Point Placement





Building Site Map





Network Connections:

- **Description:** (Describe the MDF/IDF)
- **Location:** (Describe the location of the MDF/IDF in the school)
- **Existing Infrastructure:** (Describe the Existing Infrastructure)

MDF/IDF – Images and Mounting location



Equipment List:

- (List Suggested Equipment for the Location)

Hardware Placement:

- (Describe suggested placement of hardware)



Validation Testing

Participating Staff: Lead Engineer, Network Engineers

The validation testing will be based upon the SDE's guidance of location, school size, and required testing metrics. Tek-Hut, Inc. fully intends to comply with this requirement and will include validation testing as the first step of the Project Plan. All appropriate parties will be involved in the validation testing and all steps will be taken in chronological order as if it were an environment in the rollout. Upon completion of the validation testing, it is suggested that the SDE and Tek-Hut, Inc. have meeting to discuss the outcome and any changes that the SDE would like to propose.

We anticipate the SDE will define a test school, to confirm that the solution is acceptable for production deployment in a school environment and we also anticipate that the validation test will be completed by a mutually agreed timeline.

Communication Plan

Participating Staff: CRM and Director of Technical Services

Communication is amongst the most important elements of any successful plan. Tek-Hut, Inc. plans to have a comprehensive communication plan that will allow schools, districts, and the SDE the ability to understand the process of the SDE, the anticipated installation date for the location, anticipated maintenance or updates, and support analytics. The follow forms of communication will be available to schools, technical staff, and the SDE.

EWN Website

A EWN website will be created and updated with:

- Progress Updates
- Deployment Schedules
- Maintenance Windows
- Support Links and Instructions
- News
- Instant Messaging Support Links
- Customer Portal with Real Time Analytics
- Training dates and schedules



Email Communication

The Tek-Hut team will present important notifications to school technical teams via email. These notification will include:

- upcoming training events
- maintenance windows
- rollout schedules
- login/user information

Face-To-Face Communication

The EWN team will keep all schools abreast of the status of their implementation, site surveys, and requested change orders. During the rollout process, regional technicians will be in touch with the districts throughout all phases of planning, implementation, and sign off. The importance of technical training will also take place regional with an experienced teacher.

Phone Communication

Phone communication will be used to notify customers of an alarm for their district, call backs to a service request, and notification of scheduling.

The Tek-Hut, Inc. EWN team plans to be in constant communication with the SDE to review metrics and progress.

Implementation

Participating Staff: CRM, Director of Technical Services, Lead Engineer, Network Engineer, Field Technicians, Sub Contractors

The implementation of each individual site will require an in-depth understanding of that particular location. Performing complete and comprehensive site surveys will provide the specific information necessary for the EWN dispatch team to provide a scope of work sheet for that particular location to the implementation team. A standard scope of work list and Signoff Form (found in the attachments) outline the expected implementation steps and signoff process.



Sample EWN Implementation Check List

LOCATION : _____ Tech: _____

Number of units: _____

Offsite

- ☐ Procurement of Product
- ☐ Pre Configuration of Switches, Firewall, and Access Points
- ☐ Configuration of Controller and Filtering for School
- ☐ Setup of Login and Username for Portal Access

Onsite

- ☐ Prior to Arrival Verify Receipt of the Location Site Survey and Correct Equipment
- ☐ Run Cabling, Install Patch Panels (per site survey)
 - Test Cables to Assure they Meet Standards
- ☐ Unbox Equipment – Document Device Count and Serial Numbers for the Location
 - Place Packaging in Truck for Disposal
- ☐ Install Battery Backups
- ☐ Install Switches, Firewall, and Access Points
 - Test equipment – Verify Latest Firmware is Installed
- ☐ Call Network Engineer to Test Connectivity to Access Points
- ☐ Test Access Point Propagation and Signal Strength (Must receive readings of a minimum of -70 dbm school wide)
- ☐ Confirm Requested SSIDs and Internet Access are Available
- ☐ Test Content Filter by Visiting (www.gambling.com)
- ☐ Visit with the Location Principal/Technical Staff Member to Walkthrough Work
- ☐ Receive Signoff From Principal/Technical Staff
- ☐ Email Signoff Sheet to Dispatch
- ☐ Special notes:

Tek-Hut Technician Signature: _____



Sample Sign Off Sheet

Project Name: EWN Wireless	Technician:
Start Date:	Completion Date:
Project Duration:	
Project Description and Deliverables:	
Change Orders Description:	
School:	
By signing this document, I acknowledge that I have delivered all the stated deliverables at the agreed to quality levels.	By signing this document, I acknowledge that I have received all the stated deliverables at the agreed to quality levels.
Project Manager Name and Signature:	Authorized School Personal Name and Signature:
Date:	Date:

<u>Remarks</u>

SDE Program Manager Name and Signature:	Date:
--	--------------



By signing this document, I acknowledge that all requested services were rendered at the above mentioned location to requested specification

Training

Participating Staff: CRM, Director of Technical Support, Field Technicians, Trainers

Anytime a new technology is deployed in a school district the training that accompanies that solution will ultimately dictate the success of that implementation. Tek-Hut, Inc. has and continues to pride itself on teaching customers how to properly utilize the solutions it helps implement. Empowering the technical staff of district allows the district a better understanding, reducing the number of support desk requests, and allows the district to better plan for future expansion and integration of new technologies. In an effort to assure the below response addresses all requests in section 4.9.1 the responses have been broken out into five sections: proposed support/training staff, training curriculum, training/scheduling methods, local support requirements, and preliminary training plans (1st year and beyond)

Support/Training Staff

The proposed EWN solution will have a significant training and continued support model. This model includes, but isn't limited to, an Idaho based training/support team consisting of: (2) tier 1 support technicians, (1) network engineer (tier 2 support), tier 3 support from the project's lead engineer and the Manufacturers support team, (4) regional technicians available for the 1st year of the rollout, and use of Tek-Hut's existing helpdesk, technical team, and professional development staff. Staff responsibilities include:

Tier 1 support – Call center support, RMA processing, non-scheduled continued web based training, ticket processing, and customer follow-up.

Network Engineer – Core network management/maintenance/support, tier 2 escalation support, manufacturer interfacing for tier 3 support, and advanced technical training upon request by individual districts.

Lead Engineer/Manufacturer Support Team – tier 3 support and troubleshooting advanced technical issues, overseeing/developing training curriculum and ongoing training.

Regional Technicians – Preparing site surveys, assuring district implementations are meeting the needs of the individual districts, managing subcontractors, and augmenting trainings for the first year.



Existing Tek-Hut, Inc. Help Desk Staff – supporting overflow helpdesk needs, helping support online trainings, and assuring fluctuations in helpdesk requests are met.

Existing Tek-Hut, Inc. Technicians – Tek-Hut, Inc. is fortunate to have 2 employees who have work experience as technical directors and have over 15 years of K-12 education experience. These individuals will be performing the onsite regional technical trainings. Their past experiences will allow them to relate to the needs of district's technical teams and have an understanding of needs of these individuals.

The above mentioned support team will be able to, with augmentation from Tek-Hut's existing staff, meet the support and training needs of the EWN. Tek-Hut is fortunate to already have an Idaho based support staff that can be leveraged, as needed, during periods of high volume to assure that all technical/support needs are addressed quickly. The goal of the helpdesk is to respond to all calls placed within 30 minutes (placed during the outlined support times requested in this RFP).

Training Curriculum

The training curriculum will be broken down into 3 parts; managing and supporting the EWN wireless, managing and supporting the EWN content filtering, and how to utilize support.

EWN Wireless Curriculum – the EWN wireless curriculum will include: how to create a SSID, how to attach devices to EWN, how to monitor users/devices, how to monitor wireless traffic, and how to troubleshoot basic issues.

EWN Content Filtering Curriculum – The EWN content filtering curriculum will include: how to view reports, how to create custom reports, how to troubleshoot a false positive blocked page, how to create policies, and how to evaluate a user's use.

EWN Support Helpdesk – The EWN helpdesk training will include: Contact information for support needs (use of the toll-free support number), how to use the online support ticketing option, how to use the online chat function, how to convey an emergency to insure immediate responses, how to RMA hardware, and how the escalation process works.

Sample training curriculum can be found in attachments.

Technical Training Methods and Scheduling

Technical support will be provided in three ways, in person regional trainings, webinars, and accessible online videos. Having ample training available and accessible is our mission. Having the above mentioned training methods will allow the districts to attend both scheduled trainings and training materials they can view on an as needed basis. Based on past experiences, IETA regional meetings and the IETA annual conference are great venues for training and attract most districts. It is the intention of Tek-Hut, Inc. to have an onsite training once a month in each IETA region for the first 6 months of the



rollout and two online webinar trainings each month for the first 6 months. Technicians will be notified of training dates via the EWN website and regional emails. In the event additional training is need or training outside of the scheduled trainings is necessary a one-on-one webinar can be setup by contacting the EWN helpdesk. In the event a new member of staff needs training, a one-on-one webinar training will be available to go over the original training. It is the intention of this proposal to assure that all training needs are met and Tek-Hut commits to providing the necessary training to make this program a success.

Preliminary Training Plans

Successful training in the first year of the EWN will assure that the following years are successful and districts receive the services/management/connectivity they are excited to utilize. It is suggested that the above mentioned training schedule be utilized and that one hour trainings with a 30 minute Q&A are scheduled for each region once a month for the first 6 month. The participation of all local technology staff members in encouraged. In past experiences of projects of this magnitude, having multiple districts present has been beneficial as the questions they have typically are the questions others were curious about. We encourage any technical staff member to attend the local trainings. In past successful trainings, up to 50 technical staff members have been present.

Training Schedules will be developed with the regional IETA Presidents and a completed regional calendar will be provided to the SDE for approval.

Timeline

Participating Staff: CRM, Director of Technical Services, Dispatch Team

Understanding the importance of a carefully developed timeline will assure that all locations receive services within the timeline outlined by the SDE. The above mentioned scope of work has been broken down into 10 day phases for simplified tracking and monitoring. The below table outlines the proposed timeline; however, this timeline is expected to change as communication between the SDE and Tek-Hut takes place. Therefore, the below scope of work has been created with anticipated times and location deployment. These times are based on the award date noted on the original RFP and will change if the award date is extended.



Phase	Dates	Site Surveys	Firewalls/Switches Configured	Buildings Cabled/APs Installed	Core Equipment Setup
Phase 1	Aug 1 - 14	40	75		Setup Management Servers/Content Filtering
Phase 2	Aug 15 - 28	40	75	26.7	
Phase 3	Aug 29 - Sep 11	40	75	26.7	
Phase 4	Sep 12 - 25	40	75	26.7	
Phase 5	Sep 26 - Oct 9	40	75	26.7	
Phase 6	Oct 10 - 23	40	75	26.7	
Phase 7	Oct 24 - Nov 6	40	75	26.7	
Phase 8	Nov 7 - 20	40	75	26.7	
Phase 9	Nov 21 - Dec 6	40	75	26.7	
Phase 10	Dec 9 - 20	40	75	26.7	
Phase 11	Jan 2 - 15			26.7	
Phase 12	Jan 16 - 29			26.7	
Phase 13	Jan 30 - Feb 12			26.7	
Phase 14	Feb 13 - 26			26.7	
Phase 15	Feb 27 - Mar 12			26.7	
Phase 16	Mar 13 - 26			26.7	
Phase 17 - Sign Off and Changes	Mar 27 - 31				Final Sign Off



Change Order

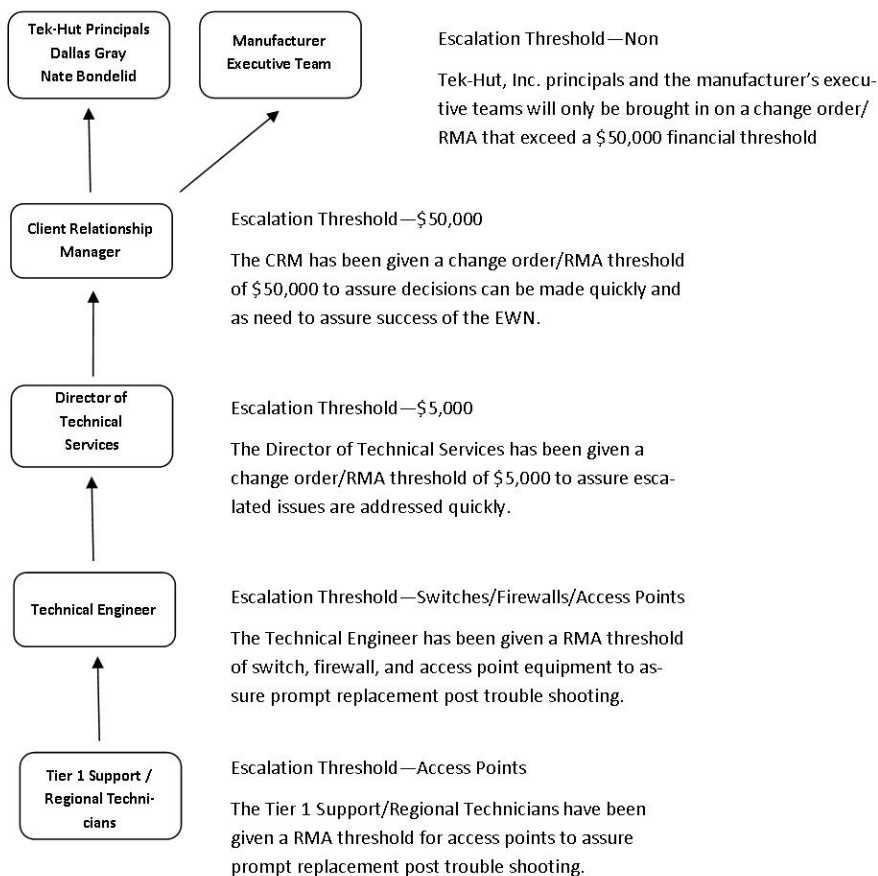
Participating Staff: CRM, Lead Engineer, Director of Technical Services

The change order process will entail the school or SDE notifying the field technician of the requested change. The field technician will then evaluate the change to the buildings specifications and the RFP specifications. Upon the completion of the above mentioned the change order will be sent to the Director of Technical Service along with the recommendations for the specific location. Upon signoff by the CRM the change order will be put into place.

The below Change Order / RMA Escalation Chart outlines the thresholds for RMAs and Change Orders amongst the Idaho based senior management team, the Idaho based Tek-Hut, Inc. executive team, and manufacturer executive team. The chart was created with the intent of providing quick responses to necessary change orders and requested RMAs. A full page version of the chart and a sample change order are included in the attachments.



Change Order / RMA Escalation Chart





Coordination with Schools

Participating Staff: CRM, Lead Engineer, Director of Technical Services

Coordination with the individual school and the needs they convey will dictate the implementation for that site. The above mentioned site survey form will allow Tek-Hut to better understand the needs of that school. An individual implementation plan (scope of work plan) will be generated for that location. Based on the scope of work plan for the location, estimated time for the implementation at that location can be generated. Based on the estimated duration of work and outlined availability on the site survey form, Tek-Hut's dispatch team will coordinate installation time and dates with the SDE, school and principal/principal designee. It is understood that custom schedules outside of peak hours may have to be met and all costs for overtime/afterhours work has been taken into account.

Installation Standards

Participating Staff: Lead Engineer, Director of Technical Services, Field Technicians, Sub Contractors

Tek-Hut's proposed solution complies with this request. All networks drops will be category 5E; each will be certified and tested per TIA/EIA/ISO specifications. Wiring and mounts will be installed securely; positioning to be determined based on physical parameters. The use of cable raceways and or service poles may be required to ensure the integrity of wiring. Installations will meet the wiring codes for the State of Idaho.

Device	Dimensions	Electrical	Weights
Rack	14.25" x 21" x 18"	NA	32lbs
Switch	1.75" x 17.5" x 18"	110 VAC	15.6lbs
Firewall	6.1" x 7.5" x 1.25"	100-240 VAC auto	3lbs
Access points	6.2"x6.2"x1.57"	12V DC	298g
Battery Backup	3.5" x 17" x 18"	120 VAC	36lbs



Change Control

Participating Staff: Lead Engineer, Director of Technical Services, Field Technicians, Sub Contractors

Upon definition of the change control process, Tek-Hut, Inc. will follow the suggested process and assure all parties have been notified, changes of system and site have been implemented effectively, and all changes have been scheduled and documented. When a Change Control has been processed the Director of Technical Support will notify the technical and dispatch teams to clearly define the requested change. A plan will be created amongst these teams outlining the steps required for the change. Once a comprehensive change plan has been created it will be submitted to the SDE for signoff. Upon signoff, the dispatch team will be notified and rescheduling/scheduling will take place. The dispatch team at Tek-Hut has very strict communication policies in place to assure that all parties are kept abreast of the process. Upon completion of the change, the dispatch team will reach out to all involved parties to assure everything has been changed successfully.

Ongoing Improvements

Participating Staff: Lead Engineer, Director of Technical Services, Field Technicians, Sub Contractors

Tek-Hut has purposed a solution that is best of breed for each component of the overall request. The presented solution adheres to all standards in 802.11, IEEE, IPV4, IPV6 and client connectivity. The technology that Tek-Hut represents, is as dynamic as the students in Idaho's schools today, and as such, Tek-Hut will continue to adapt and present solutions that fit best in Idaho's Education. Tek-Hut, will have quarterly and annual planning meetings to visit the technology being utilized and determine if there are any ways to improve upon the status quo.

Tek-Hut is involved with many schools at different levels and would encourage an open relationship with the SDE to converse and discuss technological changes and how best to fit these changes into the existing SDE's / Schools plans.

Anticipated Risks

Participating Staff: Senior Management Team

Tek-Hut, Inc. has engineered and developed a solution that will mitigate risk exposure. However, it is understood that risks are still present. Based on past experiences, please find a list of high priority risks and the contingency plan should those risks become a reality.



Failure of performance by Sub Contractors – In the event a sub contractor fails to meet specification, fails to meet scope of the work for the project, or fails to arrive to a scheduled worksite; that sub contractor will be notified in writing and subject to a meeting with the project team. If that sub contractor fails to meet requirements a second time that sub contractor will be dismissed and replaced with another pre-qualified sub contractor.

Resignation of a key employee – If a key employee were to resign during this contract, Tek-Hut, Inc. will query a database of highly qualified individuals for all jobs. Those individuals would be notified immediately and brought in for training prior to the key employee's resignation.