



Request for Proposal

Wide Area Network Connectivity

Erate Funding Year 2019-2020

Contact Information:

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Part 1: General Information

1.1 Scope

The West Baton Rouge Parish School Board (WBRPSB) is accepting proposals for qualified telecommunication carriers who can provide high-speed Wide Area Network (WAN) connectivity via point-to-point fiber between 11 locations. This Request for Proposal (RFP) is issued to invite service providers to submit information and pricing. Providers are encouraged to be innovative in their proposed solutions as to provide the most cost effective solution while meeting all technical requirements as outlined in the RFP. The WBRPSB will, at its discretion, strongly consider the service provider submitting the best proposal that complies with this RFP for a potential business agreement.

Proposals will be accepted for:

1. Month-to-Month services to be provided without a written contract.
2. Services to be provided under a multi-year contract with terms not to exceed 5 years (including original contract and extensions).
 - A two-year contract with the possibility of up to three voluntary one-year extension
 - A three-year contract with the possibility of up to two voluntary one-year extension
 - A four-year contract with the possibility of up to one voluntary one-year extension

If lower pricing is available at the time of the extension, WBRPSB has the right to exercise lower pricing options.

1.2 Service Provider Qualifications

In order to submit a proposal, the service provider:

- Must be a licensed telecommunications carrier.
- Must be in the primary business of providing telecommunications and Internet Service.
- Must be registered as a service provider with the Schools and Libraries Division (SLD), have a Service Provider Identification Number (SPIN), have a current Service Provider Annual Certification Form (SPAC) on file with the SLD, and comply with all SLD service provider requirements.
- Must have filed a Federal Communications Commission (FCC) Form 499A declaring the company to be a telecommunications provider.
- Must be in good standing with the Federal Communications Commission (FCC) and the Universal Service Administrative Company (USAC), Schools and Libraries Division (SLD).
- Must be registered with the Public Service Commission (PSC) in the State of Louisiana.
- Must have highly qualified network engineers and technicians on staff, within a 100 mile radius, who can diagnose problems quickly and recommend solutions. These engineers should also be available to design specific network solutions for special projects at the request of WBR personnel.

1.3 Existing Infrastructure

The school district has 9 school campuses with a tenth campus opening for the 2020-2021 school year. We have approximately 3,800 students and one administrative office with approximately 540 employees. All school/office Local Area Networks (LAN) are currently connected to a centralized location with a 100 Mbps fiber connection. Routing between locations is handled via leased equipment owned by our current service provider. All schools have a layer 3 switch at the Main Distribution Facility (MDF) which can be the handoff into the LAN. Current capacity is 1 Gbps; however, WBR plans to upgrade switches which will be capable of 10 Gbps.

Current Internet bandwidth is 2 Gbps. Bandwidth consumption over the last few years has grown significantly to support technology integrated instruction and online assessments. WBR has approximately 4,300 devices and we continue to grow.

1.4 Locations

Location	Address	Notes
Brusly Elementary School	400 South Labauve Street Brusly, Louisiana 70719	
Brusly High School	630 North Vaughn Drive Brusly, Louisiana 70719	Current Location in 2019-2020 Beginning 2020-2021 school year location: 658 North Vaughn Drive
Brusly Middle School	601 North Kirkland Brusly, Louisiana 70719	Current Location in 2019-2020 Beginning 2020-2021 school year location: 630 North Vaughn Drive Beginning 2020-2021 school year this location will become Brusly Upper Elementary School.
Caneview K-8	5217 McLin Road Port Allen, Louisiana 70767	Opens in the 2019-2020 school year
Cohn Elementary School	805 North 14th Street Port Allen, Louisiana 70767	
Lukeville Upper Elementary School	6123 Highway 1, South Brusly, Louisiana 70767	Name will change to Lukeville Elementary school in the 2020-2021 school year.
Port Allen Elementary School	609 Rosedale Road Port Allen, Louisiana 70767	
Port Allen High School	3553 Rosedale Road Port Allen, Louisiana 70767	
Port Allen Middle School	610 Rosedale Road Port Allen, Louisiana 70767	

New Location		
Brusly High School	658 North Vaughn Drive Brusly, Louisiana 70719	Beginning in the 2020-2021 school year.

Part 2: Administrative Information

2.1 RFP Contact

The RFP is being issued on behalf of the WBRPSB by:

Dr. Tammy Seneca

Supervisor of Information Systems and Educational Technology

West Baton Rouge Parish School Board

3761 Rosedale Road

Port Allen, Louisiana 70767

tammy.seneca@wbrschools.net

Phone: (225) 343-8309 x1020

Fax: (225) 387-2101

Note: All prospective proposers should **EMAIL Dr. Tammy Seneca** stating the service provider's intent to submit a proposal. The words, **"INTENT TO SUBMIT WAN PROPOSAL"** should be typed in the subject.

2.2 RFP Availability

This RFP is available in electronic form on the West Baton Rouge Parish website,

<https://www.wbrschools.net/Page/439>, or in printed form by submitting a written request to the RFP contact. Please note that RFPs will not be mailed, but can be picked up from the West Baton Rouge Parish Central Office located at 3761 Rosedale Road, Port Allen, Louisiana 70767.

2.3 Proposer Inquiries

Requests for copies of the RFP and for questions regarding RFP requirement, service provider qualifications, and/or technical requirements must be submitted to the RFP contact listed above. All questions must be submitted in writing. Email is the preferred method of contact. The words, "WAN RFP Information Request" must appear in the subject.

All questions received and the corresponding answer will be posted on the West Baton Rouge Parish website, **<https://www.wbrschools.net/Page/439>**. **No verbal responses will be provided.** It is the responsibility of the proposer to check the website for questions and corresponding answers.

Check the Calendar of Events for deadlines regarding questions and answers.

2.4 Calendar of Events

Activity	Date
Erate Form 470 Submitted on SLD Website	Friday, January 25, 2019
Deadline for Questions	Friday, February 22, 2019
Proposal Due	Monday, February 25, 2019

	By 12:00 pm
Phase 1 (Technical Review) Evaluation by District Team	Tuesday, February 26, 2019 - Friday, March 8, 2019
Service Provider Oral Presentations	Tuesday, March 12, 2019 - Thursday, March 14, 2019
Phase 2: Evaluation and Notification Notification of Selection	Friday, March 15, 2019
Contract Signed	Before Submitting Form 471
Form 471 Submission Deadline	Wednesday, March 27, 2019
Service Begins	July 1, 2019

Note: Upon proper notice, prior to the scheduled date of receipt of RFPs, WBR reserves the right to amend/change the above schedule of the RFP activities.

2.5 Definitions

The words “must”, “shall”, or “will” used throughout this RFP indicate mandatory requirements. The words “could”, “may”, or “should” denote an advisory action and is not mandatory.

Part 3: Proposal Information

3.1 Proposal Submission

Four (4) copies of a completed proposal (one original and 3 copies) must be received by the RFP contact by **12 Noon** on the due date as specified in the Calendar of Events. Failure to meet the proposal submission will result in rejection of the proposal. **Fax or email submissions are not acceptable.** The WBRPSB is not responsible for any delays caused by the proposer's chosen means of proposal delivery.

The proposal should be labeled as follows:

1. Proposal Name: Response to Wide Area Network RFP for West Baton Rouge Parish School Board
2. Service Provider's Name:
3. RFP Number: 19.20WAN
4. Proposal Submission Date:

It is solely the responsibility of each proposer to assure that their proposal is delivered at the specified place and prior to the deadline for submission. Proposals, which for any reason are not so delivered, will not be considered for purposes of this RFP.

Proposals should be delivered to Dr. Tammy Seneca at the following address:

West Baton Rouge Parish Central Office
3761 Rosedale Road
Port Allen, Louisiana 70767
(225) 343-8309 x1020

3.2 Proposal Format

Proposals submitted for for consideration must follow the format and order of presentation described below. Service providers are cautioned that proposals which do not follow the format required by this RFP may be subject to rejection without review. Sections following the title page should be tabbed and clearly labeled.

1. Title Page which includes the following:
 - a. Proposal Name: Response to Wide Area Network RFP for West Baton Rouge Parish School Board
 - b. Service Provider's Name:
 - c. RFP Number: 19.20WAN
 - d. Proposal Submission Date:
2. Table of Contents
 - a. Each proposal must be submitted with a table of contents that clearly identifies and denotes the location of each section and subsection of the proposal. Each page of the response must be clearly and uniquely numbered. Additionally, the table of contents must clearly identify and denote the location of all enclosures and attachments to the proposal.

3. Cover Letter/Executive Summary (submitted on official business letterhead) which includes the following:
 - a. A summary of the proposal including the service provider's qualifications (including qualifications outlined in Section 1.2), the ability to deliver the service described in the RFP, and the benefits to the WBRPSB.
 - b. A history of the company, strengths and stability, including years in business, years provided type of proposed service, existing customer satisfaction, number of customers in Louisiana and areas covered in Louisiana.
 - c. A statement certifying that the service provider is submitting the lowest corresponding price (LCP) as per Erate guidelines - "As an authorized representative of <insert company name>, I certify that I am submitting the lowest corresponding price as per Erate guidelines for the goods and/or services being proposed to the West Baton Rouge Parish School Board.
 - d. The name(s), title(s), address(es), email address(es), and telephone number(s) of the individual(s) who will function as the main contact(s) for the service provider.
 - e. Signature of person(s) authorized to legally bind the service provider.
4. Required documents which includes the following:
 - a. A copy of the Service Provider Identification Number (SPIN) filed with the Schools and Libraries Division (SLD).
 - b. A copy of the Service Provider Annual Certification (SPAC) (Form 473) filed with the SLD.
 - c. A copy of the Service Provider's Form 499A filer ID with the Federal Communications Commission (FCC).
 - d. Proof of registration with the Public Service Commission in the State of Louisiana.
 - e. Three letters of reference from customers with environments similar to WBR Schools. Reference information include company name, contact, address, and telephone number.
 - f. A list or organizational chart of the management, sales, and local service support team.
5. Technical Response
 - a. Provide a response regarding how the proposer will meet each requirement in the space provided as outlined in Part 5 of this RFP. A copy of the Technical Requirements Table can be found in Appendix I.
6. Installation Response
 - a. Provide a response regarding how the proposer will meet each requirement in the space provided as outlined in Part 6 of this RFP. A copy of the Installation Table can be found in Appendix II.
 - b. A copy of the Certificate of Insurance showing Workman's Compensation and the Certificate of Insurance for Liability must be included in this section.
7. Maintenance and Support Response

- a. Provide a response regarding how the proposer will meet each requirement in the space provided as outlined in Part 7 of this RFP. A copy of the Maintenance and Support Table can be found in Appendix III.
8. Contract Response
 - a. Provide a response regarding how the proposer will meet each requirement in the space provided as outlined in Part 8 of this RFP. A copy of the Contract Table can be found in Appendix IV.
 - b. A copy of the contract that WBRPSB would be asked to sign must be included in this section.
9. Pricing Response
 - a. Include a thorough description of the goods and/or services being proposed.
 - b. Submit pricing using format as outlined in Section 9.1, Pricing Information.
10. Innovative Concepts/Supporting Documentation
 - a. Present any “innovative concepts”/supporting documentation, if any, not discussed above for consideration.

3.3 RFP Addenda

The West Baton Rouge Parish School Board reserves the right to change the schedule of events or revise any part of the RFP by issuing an addendum to the RFP no later than 48 hours prior to the scheduled date of receipt of the RFP. Addenda, if any, will be posted at <https://www.wbrschools.net/Page/439>. It is the responsibility of the proposer to check the website for addenda to the RFP. If revisions to the RFP are made and are of such a magnitude to warrant the postponement of the date for receipt of the proposals, in the West Baton Rouge Parish School Board’s opinion, an addendum will be issued announcing the new date.

3.4 Waiver of Informalities

The West Baton Rouge Parish School Board may, at its sole discretion, reject any or all proposals received or waive minor defects, irregularities, or informalities therein.

3.5 Proposal Rejection

Issuance of this RFP in no way constitutes a commitment by the WBRPSB to select a service provider and/or reward a contract. The WBRPSB reserves the right to accept or reject in whole or part, any or all proposals submitted and/or cancel this RFP if it is determined to be in the WBRPSB’s best interest. A proposal, which is in any way incomplete, irregular, or conditional, will not be accepted unless approved in advance by the West Baton Rouge Parish School Board. By submitting a proposal, providers agree that any significant inaccuracy in information given by the provider to the West Baton Rouge Parish School Board will constitute good and sufficient cause for rejection of the proposal or rejection of the service at the time of delivery.

Engaging into any formal agreements is contingent upon the appropriation of funds by the WBRPSB and the Schools and Libraries Division (SLD), and approved by the West Baton Rouge Parish School Board.

3.6 Withdrawal and Resubmission of Proposal

Once submitted, a proposal may be modified or withdrawn only by appropriate notice to the West Baton Rouge Parish School Board. Such notice will be in writing over the signature of the proposer. A withdrawn proposal may be resubmitted up to the time designated for the receipt of proposals provided it then fully conforms to the general terms and conditions.

3.7 Cost of Preparing Proposals

The WBRPSB is not liable for any costs incurred by service providers in responding to the RFP. Costs associated with developing the proposal, preparing for oral presentations, and any other expense incurred by the proposer in responding to this RFP remains the responsibility of the proposer.

3.8 Ownership of Proposal

All materials submitted in response to this request becomes the property of the West Baton Rouge Parish School Board. Selection or rejection of a proposal does not affect this right.

3.9 Errors and Omissions in Proposal

The WBRPSB will not be liable for any errors in proposals. The WBRPSB reserves the right to make corrections or amendments due to errors identified in proposals by the WBRPSB or by the service provider. The WBRPSB, at its option, has the right to request clarification or additional information from the service provider.

3.10 RFP Solicitations

This procurement is a request for proposal (RFP) pursuant to La. R. S. 38:2237.

3.11 Confidentiality

Proposals submitted to the West Baton Rouge Parish School Board for consideration will be held in confidence and not made available to other service providers for review or comparison. The service provider may designate the portions of the proposal that are proprietary in nature, and the West Baton Rouge Parish School Board agrees not to disclose those portions except for purpose of evaluating the proposal.

Part 4: Evaluation and Selection

4.1 Evaluation Team

The evaluation of proposals will be accomplished by an evaluation team to be designated by the WBRPSB. This team will select the proposal that best meets the interest of the WBRPSB, taking into consideration price and other evaluation factors as set forth by this RFP.

4.2 Clarification of Proposals

The WBRPSB has the right to request clarifications or additional information from the service provider.

4.3 Oral Presentations

Written or oral discussions/presentations for further clarification may be required of some or all proposers. Commitments made by the proposer at the oral presentation, if any, will be documented and considered binding. WBRPSB may adjust scoring as a result of discussion/clarifications provided during the oral presentations.

4.4 Evaluation and Review

Proposals will be objectively evaluated as to compliance by a qualified team. Proposals that do not comply may be subject to disqualification without further consideration. The evaluation will be a two-step review process. In order to move to phase 2, the proposer must pass the technical review (phase 1). Final scoring will be based on a predefined method and the proposal with the highest score will be selected, pending contract negotiations. Price has the highest point value (per Schools and Libraries Division [SLD] rules for evaluating RFPs for erate funding), but will not be the sole criteria when selecting the service provider. Engaging into any formal purchasing agreement is contingent upon the appropriation of funds by the WBRPSB and the Schools and Libraries Division (SLD), and approval by the West Baton Rouge Parish School Board.

4.5 Evaluation Rubric

Criteria	Maximum Points Per Criteria
Price - Eligible Services	30
Technical Merit	25
Maintenance & Support	20
Installation	10
Contract/Contract Terms & Options	5
WBRPSB Experience with Service Provider	5
Cost of Ineligible Services	5

4.6 Right to Reject Proposals and Negotiate Contract Terms

WBRPSB reserves the right to reject any and all proposals submitted in response to their RFP, or to cancel this RFP if it is in the best interest of the WBRPSB to do so. The WBRPSB may negotiate the terms of the contract, including the award amount, with the selected proposer. If contract negotiations cannot be concluded successfully with the highest scoring proposer, WBRPSB may negotiate a contract with the next highest scoring proposer, or terminate the entire acquisition process. (La. R. S. 38:2237(9)).

4.7 Notification of Selection

The West Baton Rouge Parish School Board will notify all service providers in writing when a service provider has been selected. Contract negotiations with the selected service provider will begin immediately after selection unless month-to-month option is selected.

Part 5: Technical Information

5.1 General Information

WBRPSB wishes to obtain the most reliable, cost effective solution possible which meets or exceeds the district's service requirements. Service providers are encouraged to learn about the district's current network configuration and requirements. Service providers are strongly encouraged to submit multiple proposals with different network designs and/or contract terms. Proposers must use the table format to respond to the technical requirements outlined in Section 5.2. See Appendix I for a copy of the table.

5.2 Technical Requirements

Provide a response regarding how the proposer will meet each requirement in the space provided. A copy of the Technical Requirements Table can be found in Appendix I.

5.2.1	Proposals must include a minimum 1 Gbps point-to-point fiber connection to all locations listed in Section 1.4, Locations. Proposals must explain how the proposed bandwidth will meet our needs. A scalable menu of options to include a maximum amount of 1 Gbps and a maximum amount of 10 Gbps for the district.
Comments:	
5.2.2	Service Providers are strongly encouraged to propose other bandwidth options available. Address your ability to increase bandwidth (up to 10 Gbps and beyond) and the associated cost for the upgrade (including installation, monthly charges, equipment, etc.) This pricing would be the maximum cost for each proposed bandwidth level if the district elects to upgrade within a contract term.
Comments:	
5.2.3	Each site must maintain separate IP subnets where routing is required between locations.
Comments:	
5.2.4	Proposed circuits must be terminated at each location dmark point. Provider must identify hand-off details for each site.
Comments:	
5.2.5	Address cost of conversion to your service (construction charges, installation, equipment, configuration, etc.) Clearly outline if additional

	components (routers, switches, firewall, etc.) must be purchased, or if changes in the network configuration would have to be made for the service to work with the existing network equipment/infrastructure. The service provider must clearly state if the WBRPSB is responsible for making the purchase or if the cost is part of the service/installation charge. Note: Routing between locations and firewall services are handled via leased equipment owned by our current service provider.
Comments:	
5.2.6	The service provider must commit to carrier-grade reliability and availability, also known as five-nines (99.999%). During school hours (7:00 am to 4:30 pm), there must be an absolute minimum disruption of service, and absolutely no degradation in transport speed or capacity.
Comments:	
5.2.7	The WBRPSB desires to have real time visibility to the network. The service provider shall list and supply examples of real time statistical and graphical network management reports that can provide network visibility along with weekly and monthly reports.
Comments:	
5.2.8	Proposals must address network monitoring. The WBRPSB would like monthly reports showing bandwidth used at each location, network uptime and downtime, network percent availability, network response time, etc.
Comments:	
5.2.9	Proposals must include a network diagram.
Comments:	
5.2.10	Proposals must include an explanation of security measures in place and encryption algorithms (if any) and its effect on bandwidth.
Comments:	
5.2.11	After evaluating usage reports, WBRPSB may request upgrades during the contract term and/or contract extension. Providers must address the ability/procedure to upgrade services if requested by the WBRPSB.
Comments:	

Part 6: Installation

Provide a response regarding how the proposer will meet each requirement in the space provided. A copy of the the Installation Table can be found in Appendix II.

6.1	<p>Turn-Key Installation: The WBRPSB is seeking a turn-key installation for the services and essential equipment required for wide area network access as outlined in this document. The service provider must provide for all hardware installation, software installations, and configurations, including but not limited to, equipment, cabling, labor, materials, permits, supplies, tools, and any other goods and services necessary to accomplish the scope of the project. The service provider must include in it price all costs associated with the installation process. It is WBRPSB's intent that the entire installation be completed for the quoted price. Therefore, any items omitted, but reasonably necessary to accomplish this project must be furnished and installed by the service provider at no additional cost to the WBRPSB.</p> <p>Describe how your company manages the installation and testing process, including the roles of key project personnel.</p>
Comments:	
6.2	<p>Installation Plan: Submit a proposed timeline assuming that services will begin on July 1, 2019. A detailed installation plan will be required before contract award.</p>
Comments:	
6.3	<p>Facility Coordination: The service provider must be responsible for coordinating facility installations with WBRPSB Technology Department Staff. The service provider and its representatives must follow all applicable school district regulations while on West Baton Rouge Parish School Board property, including policies addressing no smoking, no weapons, and drug-free zone. No work shall interfere with school activities or environment unless permission is given by the appropriate authority. All service provider personnel must be identified by the use of identification badges and uniforms or shirts with the provider's logo clearly visible.</p>
Comments:	
6.4	<p>Work Performance and Standards: The service provider warrants and represents to the WBRPSB that the installation of all contracted services and systems shall be completed in a professional manner and in accordance with the highest standards of the industry.</p>
Comments:	

<p>6.5</p>	<p>Project Management: The service provider must guarantee that all work will be managed by the qualified and designated project manager, who shall:</p> <ol style="list-style-type: none"> 1) attend all scheduled project status meeting (including the responsibility for generating and distributing meeting minutes), 2) be available to WBRPSB at all reasonable times, 3) be responsive to WBRPSB's questions, problems and/or concerns, 4) be onsite at scheduled times to inspect work progress, and 5) be onsite during critical phases of work, including network systems testing cutover and first day in service. <p>The designated project manager whose name and phone numbers shall be provided to the WBRPSB prior to initiation of any onsite work under any contractual agreement, shall:</p> <ol style="list-style-type: none"> 1) Be the service provider's single point of contact with WBRPSB, 2) Have overall responsibility for all work until final project acceptance, and 3) Have the authority to make necessary decisions and enlist necessary resources to ensure successful completion of all work in the required timeframes. <p>The service provider project manager will be responsible for knowledge-transfer prior to and during cut-over. The project manager will also be responsible for turning over all necessary documentation on the installation. This documentation includes, but is not limited to product materials, configurations, and network diagrams.</p>
<p>Comments:</p>	
<p>6.6</p>	<p>Subcontractors: The service provider may enter into subcontractor arrangements; however, they should acknowledge in the proposal total responsibility for the entire project. The use of any subcontractor(s) will not relieve the service provider from total responsibility for design, engineering, order, delivery, installation, cutover, maintenance and support services of all hardware, software, equipment and materials proposed. Any subcontractor performing work on the project or services on behalf of the service provider shall be bound by the conditions and provisions of the contract/agreement. Nothing contained in any service provider/WBRPSB contract/agreement shall create a contractual or liability between the subcontractor and the WBRPSB.</p> <p>If the service provider intends to subcontract for portions of the work, the service provider must identify any subcontractor relationships and include specific designations of the tasks to be performed by the subcontractor.</p> <p>The service provider shall provide WBRPSB notice and a copy of any</p>

	agreement for which providers subcontracts all or part of the services to be provided herein.
Comments:	
6.7	Liaison and Coordination: The service provider must provide a liaison to coordinate functions and activities, in a timely and professional manner with any other involved contractors, subcontractors, and service providers on behalf of the WBRPSB during the entire implementation period.
Comments:	
6.8	Safety: The service provider shall be solely and completely responsible for the public safety and convenience of all individuals and property where work related to this RFP is being performed, during all phases of the work. This requirement shall apply continuously during the term of the contract period and shall not be limited to normal working hours.
Comments:	
6.9	<p>Liability: The service provider shall be fully liable for the actions of its employees, partners, etc. and shall fully indemnify and hold harmless the WBRPSB from suits, actions, damages, and cost of every name and description relating to personal injury and damage to real or personal tangible property caused by the service provider, its employees, partners, etc. during the installation process.</p> <p>Each proposer must submit the following with the proposal:</p> <ul style="list-style-type: none"> a) Certificate of Insurance showing Workman's Compensation b) Certificate of Insurance for Liability
Comments:	

Part 7: Maintenance and Support

Provide a response regarding how the proposer will meet each requirement in the space provided. A copy of the Maintenance and Support Table can be found in Appendix III.

7.1	<p>Maintenance: The service provider must commit to fixed network maintenance windows on weekends or early morning weekday hours only. There must be no network disruptions during weekday daylight and evening hours except network emergencies.</p> <p>The service provider must commit to text and/or email notification of school board personnel for emergency network maintenance outages that are not pre-scheduled, even if this occurs in nights and weekends.</p>
Comments:	
7.2	<p>Service: Discuss your diagnostic and repair capabilities, focusing on your ability to quickly and accurately identify and resolve reported troubles.</p>
Comments:	
7.3	<p>Support: The service provider must guarantee local technical support within 100 miles.</p>
Comments:	
7.4	<p>Availability of Technical Support: Provide information regarding availability of technical support (on site and remote).</p>
Comments:	
7.5	<p>Support Staff: Identify the makeup of the technical staff who will be assigned to the WBRPSB, citing their experience/certification with the proposed service.</p>
Comments:	
7.6	<p>Loss of Communication: Explain your response plan for loss of communication including fiber cuts, natural disasters, equipment failures, etc. Give examples of average response times based on past experiences.</p>
Comments:	

Part 8: Contract

8.1 Contract Negotiations

A preliminary service provider shall be selected on the basis of the provider receiving the highest score according to the matrix established in Section 4.5, Evaluation Rubric. Upon preliminary service provider selection, contract negotiations shall commence. If the selected provider fails to provide the necessary information for negotiations in a timely manner, does not negotiate in good faith, or cannot perform the contract for the project, WBRPSB may elect to terminate negotiations, negotiate with the next most compliant service provider, or terminate the entire acquisition process.

The WBRPSB reserves the right to determine, formulate, and include additional terms and conditions during the final contract negotiations with the selected service provider. These terms and conditions shall be within the general scope of the RFP.

8.2 Contract Terms

Proposals will be accepted with the following contract terms:

1. Month-to-Month services to be provided without a written contract.
2. Services to be provided under a multi-year contract with terms not to exceed 5 years (including original contract and extensions).
 - a. A two-year contract with the possibility of up to three voluntary one-year extension
 - b. A three-year contract with the possibility of up to two voluntary one-year extension
 - c. A four-year contract with the possibility of up to one voluntary one-year extension

If lower pricing is available at the time of the extension, WBRPSB has the right to exercise lower pricing options.

Note: Month-to-month proposals are also being requested. Service providers are encouraged to submit multiple proposals with different configurations and/or terms.

8.3 Contract Requirements

Provide a response regarding how the proposer will meet each requirement in the space provided. A copy of the Contract Table can be found in Appendix IV.

8.3.1	Any formal agreement/contract entered into as a result of this proposal must contain an annual appropriation dependence upon good faith effort of the WBRPSB to appropriate funds annually for the same. Failure upon such to occur shall result in termination of the contract at the end of the last year in which said appropriation took place. (La. R.S. 38: 2237(3))
Comments:	

8.3.2	The service provider acknowledges that the total yearly appropriation by the WBRPSB for the funding of this contract is dependent upon the amount of Erate funding received on behalf of the WBRPSB. The winning provider must agree that the WBRPSB can terminate a contract, if one is signed, regardless of the contract term if the Erate funding program is discontinued or reduced.
Comments:	
8.3.3	All RFP requirements outlined in this document as well as the selected winning service provider's proposal will become contractual obligations if a contract ensues. This includes, but not limited to, all specification, drawings, addendums/amendments, brochures, and presentations submitted by either party. Failure of the successful proposer to accept these obligations will result in the rejection of the proposal.
Comments:	
8.3.4	A contract resulting from the RFP is scheduled to begin on July 1, 2019 . If installation is not completed for the date listed above, the service provider must provide funding for our current continued service at no cost to WBRPSB.
Comments:	
8.3.5	Contract should include voluntary extensions. However, the entire contract term (original contract and any voluntary extensions) will not exceed 5 years. The WBRPSB and the service provider will state in writing the willingness to enter into a contract extension agreement.
Comments:	
8.3.6	The contract should provide flexible conditions which allow the WBRPSB to negotiate changes in contract structure or pricing in response to significant market changes, technological changes, and/or school construction. The service provider shall not raise the cost of any proposed service for the life of the contract, including any extensions thereof. If price of the original selected service should fall during the life of the contract, the service provider will not charge the district more than Lowest Corresponding Price. If the district wishes to upgrade and/or add another location during the life of the contract, the service provider must provide the upgrade at a cost not to exceed the pricing provided to similarly situated nonresidential customers using similar services. This may occur any time during the initial contract period or subsequent extensions.
Comments:	

8.3.7	The winning service provider must agree that the WBRPSB can terminate a contract, if one is signed, regardless of the contract term if the provider does not provide the service as outlined in their proposal with a 99% or better reliability over a 30-day window. WBRPSB will reserve the right to terminate any contract signed without penalty, due to non-compliance of any products and/or services listed in the contract. While the WBRPSB will provide a 30-day written notice for contract termination, the WBRPSB reserves the right to grant the service provider a mutually agreed upon grace period to resolve noncompliance issues. Application of this and additional grace periods will be granted at the discretion of the WBRPSB. The WBRPSB will not waive its future rights of contract termination should they decide to waive their rights due to any noncompliance issue.
Comments:	
8.3.8	The service provider must agree to release the WBRPSB from contractual obligations with no termination fees for all locations which will be closed during a contract term and/or contract extension. Reasons for such closures include, but not limited to, rezoning, school construction, state mandated closures, and natural disasters.
Comments:	
8.3.9	The service provider must agree to review pricing each year.
Comments:	

Part 9: Pricing

9.1 Pricing Information

Pricing must include all elements of the proposed service. Address installation charges, monthly recurring charges, and any other charges to be considered by the WBRPSB. Supporting hardware, software, hardware and software installation, configuration, cabling, training, maintenance, labor, permits, documentation, and other products or services must be included in the cost. "Hidden charges," charges stated by the provider in any other section of this proposal, will not be considered as part of the proposal.

A best and final offer may be requested from some or all service providers. This will be the only opportunity offered to make changes in the proposal.

The service provider must present all pricing of goods and/or services in a descriptive manner such that there will be no doubt as to the intent and scope of the proposal. As required by the SLD, a complete description of goods and/or services being proposed must be submitted with these costs.

The service provider is encouraged to submit multiple proposals with different bandwidth options and/or contract items. Each bandwidth level and/or contract term being proposed must be submitted on a separate proposal and clearly named.

As required by the Erate rules, the service provides MUST submit the LOWEST CORRESPONDING PRICE (LCP) of all goods and/or services being proposed. More information on LCP can be found on the USAC website,

<https://www.usac.org/sl/service-providers/step02/lowest-corresponding-price.aspx>.

9.2 Invoicing

The service provider is expected to comply with all Universal Service rules and bill the SLD and the school board separately for the proper proportions on each invoice when the service begins.

9.3 Clarity of Proposal

It is the responsibility of the proposer to list all goods and services required for the successful implementation of this project. Any additional services and/or equipment necessary for installation and operation of the proposed service not included in the template, but afterwards deemed necessary, will be at the expense of the service provider. Furthermore, claims for compensation for extra work resulting from the lack of knowledge of any existing condition on the part of the service provider will not be allowed.

Appendix 1: Technical Response

5.2.1	Proposals must include a minimum 1 Gbps point-to-point fiber connection to all locations listed in Section 1.4, Locations. Proposals must explain how the proposed bandwidth will meet our needs. A scalable menu of options to include a maximum amount of 1 Gbps and a maximum amount of 10 Gbps for the district.
Comments:	
5.2.2	Service Providers are strongly encouraged to propose other bandwidth options available. Address your ability to increase bandwidth (up to 10 Gbps and beyond) and the associated cost for the upgrade (including installation, monthly charges, equipment, etc.) This pricing would be the maximum cost for each proposed bandwidth level if the district elects to upgrade within a contract term.
Comments:	
5.2.3	Each site must maintain separate IP subnets where routing is required between locations.
Comments:	
5.2.4	Proposed circuits must be terminated at each location dmark point. Provider must identify hand-off details for each site.
Comments:	
5.2.5	Address cost of conversion to your service (construction charges, installation, equipment, configuration, etc.) Clearly outline if additional components (routers, switches, firewall, etc.) must be purchased, or if changes in the network configuration would have to be made for the service to work with the existing network equipment/infrastructure. The service provider must clearly state if the WBRPSB is responsible for making the purchase or if the cost is part of the service/installation charge. Note: Routing between locations and firewall services are handled via leased equipment owned by our current service provider.
Comments:	
5.2.6	The service provider must commit to carrier-grade reliability and availability, also known as five-nines (99.999%). During school hours (7:00 am to 4:30 pm), there must be an absolute minimum disruption of service, and absolutely no degradation in transport speed or capacity.

Comments:	
5.2.7	The WBRPSB desires to have real time visibility to the network. The service provider shall list and supply examples of real time statistical and graphical network management reports that can provide network visibility along with weekly and monthly reports.
Comments:	
5.2.8	Proposals must address network monitoring. The WBRPSB would like monthly reports showing bandwidth used at each location, network uptime and downtime, network percent availability, network response time, etc.
Comments:	
5.2.9	Proposals must include a network diagram.
Comments:	
5.2.10	Proposals must include an explanation of security measures in place and encryption algorithms (if any) and its effect on bandwidth.
Comments:	
5.2.11	After evaluating usage reports, WBRPSB may request upgrades during the contract term and/or contract extension. Providers must address the ability/procedure to upgrade services if requested by the WBRPSB.
Comments:	

Appendix II: Installation Response

6.1	<p>Turn-Key Installation: The WBRPSB is seeking a turn-key installation for the services and essential equipment required for wide area network access as outlined in this document. The service provider must provide for all hardware installation, software installations, and configurations, including but not limited to, equipment, cabling, labor, materials, permits, supplies, tools, and any other goods and services necessary to accomplish the scope of the project. The service provider must include in it sprice all costs associated with the installation process. It is WBRPSB’s intent that the entire installation be completed for the quoted price. Therefore, any items omitted, but reasonably necessary to accomplish this project must be furnished and installed by the service provider at no additional cost to the WBRPSB.</p> <p>Describe how your company manages the installation and testing process, including the roles of key project personnel.</p>
Comments:	
6.2	<p>Installation Plan: Submit a proposed timeline assuming that services will begin on July 1, 2019. A detailed installation plan will be required before contract award.</p>
Comments:	
6.3	<p>Facility Coordination: The service provider must be responsible for coordinating facility installations with WBRPSB Technology Department Staff. The service provider and its representatives must follow all applicable school district regulations while on West Baton Rouge Parish School Board property, including policies addressing no smoking, no weapons, and drug-free zone. No work shall interfere with school activities or environment unless permission is given by the appropriate authority. All service provider personnel must be identified by the use of identification badges and uniforms or shirts with the provider’s logo clearly visible.</p>
Comments:	
6.4	<p>Work Performance and Standards: The service provider warrants and represents to the WBRPSB that the installation of all contracted services and systems shall be completed in a professional manner and in accordance with the highest standards of the industry.</p>
Comments:	

<p>6.5</p>	<p>Project Management: The service provider must guarantee that all work will be managed by the qualified and designated project manager, who shall:</p> <ul style="list-style-type: none"> 6) attend all scheduled project status meeting (including the responsibility for generating and distributing meeting minutes), 7) be available to WBRPSB at all reasonable times, 8) be responsive to WBRPSB's questions, problems and/or concerns, 9) be onsite at scheduled times to inspect work progress, and 10) be onsite during critical phases of work, including network systems testing cutover and first day in service. <p>The designated project manager whose name and phone numbers shall be provided to the WBRPSB prior to initiation of any onsite work under any contractual agreement, shall:</p> <ul style="list-style-type: none"> 4) Be the service provider's single point of contact with WBRPSB, 5) Have overall responsibility for all work until final project acceptance, and 6) Have the authority to make necessary decisions and enlist necessary resources to ensure successful completion of all work in the required timeframes. <p>The service provider project manager will be responsible for knowledge-transfer prior to and during cut-over. The project manager will also be responsible for turning over all necessary documentation on the installation. This documentation includes, but is not limited to product materials, configurations, and network diagrams.</p>
<p>Comments:</p>	
<p>6.6</p>	<p>Subcontractors: The service provider may enter into subcontractor arrangements; however, they should acknowledge in the proposal total responsibility for the entire project. The use of any subcontractor(s) will not relieve the service provider from total responsibility for design, engineering, order, delivery, installation, cutover, maintenance and support services of all hardware, software, equipment and materials proposed. Any subcontractor performing work on the project or services on behalf of the service provider shall be bound by the conditions and provisions of the contract/agreement. Nothing contained in any service provider/WBRPSB contract/agreement shall create a contractual or liability between the subcontractor and the WBRPSB.</p> <p>If the service provider intends to subcontract for portions of the work, the service provider must identify any subcontractor relationships and include specific designations of the tasks to be performed by the subcontractor.</p> <p>The service provider shall provide WBRPSB notice and a copy of any agreement for which providers subcontracts all or part of the services to</p>

	be provided herein.
Comments:	
6.7	Liaison and Coordination: The service provider must provide a liaison to coordinate functions and activities, in a timely and professional manner with any other involved contractors, subcontractors, and service providers on behalf of the WBRPSB during the entire implementation period.
Comments:	
6.8	Safety: The service provider shall be solely and completely responsible for the public safety and convenience of all individuals and property where work related to this RFP is being performed, during all phases of the work. This requirement shall apply continuously during the term of the contract period and shall not be limited to normal working hours.
Comments:	
6.9	<p>Liability: The service provider shall be fully liable for the actions of its employees, partners, etc. and shall fully indemnify and hold harmless the WBRPSB from suits, actions, damages, and cost of every name and description relating to personal injury and damage to real or personal tangible property caused by the service provider, its employees, partners, etc. during the installation process.</p> <p>Each proposer must submit the following with the proposal:</p> <ul style="list-style-type: none"> c) Certificate of Insurance showing Workman's Compensation d) Certificate of Insurance for Liability
Comments:	

Appendix III: Maintenance and Support Response

7.1	<p>Maintenance: The service provider must commit to fixed network maintenance windows on weekends or early morning weekday hours only. There must be no network disruptions during weekday daylight and evening hours except network emergencies.</p> <p>The service provider must commit to text and/or email notification of school board personnel for emergency network maintenance outages that are not pre-scheduled, even if this occurs in nights and weekends.</p>
Comments:	
7.2	<p>Service: Discuss your diagnostic and repair capabilities, focusing on your ability to quickly and accurately identify and resolve reported troubles.</p>
Comments:	
7.3	<p>Support: The service provider must guarantee local technical support within 100 miles.</p>
Comments:	
7.4	<p>Availability of Technical Support: Provide information regarding availability of technical support (on site and remote).</p>
Comments:	
7.5	<p>Support Staff: Identify the makeup of the technical staff who will be assigned to the WBRPSB, citing their experience/certification with the proposed service.</p>
Comments:	
7.6	<p>Loss of Communication: Explain your response plan for loss of communication including fiber cuts, natural disasters, equipment failures, etc. Give examples of average response times based on past experiences.</p>
Comments:	

Appendix IV: Contract Response

8.3.1	Any formal agreement/contract entered into as a result of this proposal must contain an annual appropriation dependence upon good faith effort of the WBRPSB to appropriate funds annually for the same. Failure upon such to occur shall result in termination of the contract at the end of the last year in which said appropriation took place. (La. R.S. 38: 2237(3))
Comments:	
8.3.2	The service provider acknowledges that the total yearly appropriation by the WBRPSB for the funding of this contract is dependent upon the amount of Erate funding received on behalf of the WBRPSB. The winning provider must agree that the WBRPSB can terminate a contract, if one is signed, regardless of the contract term if the Erate funding program is discontinued or reduced.
Comments:	
8.3.3	All RFP requirements outlined in this document as well as the selected winning service provider's proposal will become contractual obligations if a contract ensues. This includes, but not limited to, all specification, drawings, addendums/amendments, brochures, and presentations submitted by either party. Failure of the successful proposer to accept these obligations will result in the rejection of the proposal.
Comments:	
8.3.4	A contract resulting from the RFP is scheduled to begin on July 1, 2019 . If installation is not completed for the date listed above, the service provider must provide funding for our current continued service at no cost to WBRPSB.
Comments:	
8.3.5	Contract should include voluntary extensions. However, the entire contract term (original contract and any voluntary extensions) will not exceed 5 years. The WBRPSB and the service provider will state in writing the willingness to enter into a contract extension agreement.
Comments:	
8.3.6	The contract should provide flexible conditions which allow the WBRPSB to negotiate changes in contract structure or pricing in response to significant market changes, technological changes, and/or school construction. The service provider shall not raise the cost of any proposed service for the life of the contract, including any extensions thereof. If price of the original selected

	<p>service should fall during the life of the contract, the service provider will not charge the district more than Lowest Corresponding Price. If the district wishes to upgrade and/or add another location during the life of the contract, the service provider must provide the upgrade at a cost not to exceed the pricing provided to similarly situated nonresidential customers using similar services. This may occur any time during the initial contract period or subsequent extensions.</p>
Comments:	
8.3.7	<p>The winning service provider must agree that the WBRPSB can terminate a contract, if one is signed, regardless of the contract term if the provider does not provide the service as outlined in their proposal with a 99% or better reliability over a 30-day window. WBRPSB will reserve the right to terminate any contract signed without penalty, due to non-compliance of any products and/or services listed in the contract. While the WBRPSB will provide a 30-day written notice for contract termination, the WBRPSB reserves the right to grant the service provider a mutually agreed upon grace period to resolve noncompliance issues. Application of this and additional grace periods will be granted at the discretion of the WBRPSB. The WBRPSB will not waive its future rights of contract termination should they decide to waive their rights due to any noncompliance issue.</p>
Comments:	
8.3.8	<p>The service provider must agree to release the WBRPSB from contractual obligations with no termination fees for all locations which will be closed during a contract term and/or contract extension. Reasons for such closures include, but not limited to, rezoning, school construction, state mandated closures, and natural disasters.</p>
Comments:	
8.3.9	<p>The service provider must agree to review pricing each year.</p>
Comments:	