

Ackerman Charter School District

REQUEST FOR PROPOSAL
CAMPUS WIRELESS NETWORK SYSTEM

E-Rate Program Funding Year 2019

February 25, 2019

1. General

1.1 Summary

Ackerman Charter School District (ACSD) is requesting proposals from qualified firms interested in providing a campus wireless network (WiFi) system that is compliant with E-Rate standards. The successful bidder will provide all E-rate eligible on-premise equipment (as defined under Category Two Services as well as installation and provisioning). The project and specific services to be provided are described in the following attachment.

Three (3) copies of the proposal shall be submitted for consideration to the School Administrative Office by 3:00 PM, 26th of March 2019. Format of the proposals shall follow the format as provided in the request for proposals. All bidders must respond to each and every feature and identify whether they comply or don't comply and identify any and all exceptions. Incomplete submissions will not be accepted. A PDF copy of this document is available at <http://www.ackerman.k12.ca.us/district/technology/e-rate/>.

The selected firm's proposal will be submitted to the School Board of Trustees for consideration of award. The decision of the School Board of Trustees is final.

This request for Proposal does not obligate the Ackerman Charter School District to award a contract, to pay for any costs incurred in the preparation of a proposal, or to procure or contract the services or supplies. The Ackerman Charter School District reserves the right to accept or reject any or all proposals received as a result of this request, to negotiate with any qualified source, or to cancel in part or in its entirety the Request for Proposals if it is in the best interest of the Ackerman Charter School District. After receipt of each proposal and prior to signing any contract, the Ackerman Charter School District reserves the right to modify the system requirements by adding or deleting specific equipment or optional features.

Please direct any question to Ian Byerrum, Technology Coordinator, preferably via email at ibyerrum@ackerman.k12.ca.us. You may also call the School Administrative Office at 530-885-1974. All question or clarification should only be directed to the bid evaluator. Any contact or attempt to contact any other District employee for the purpose of securing privileged information or advantages in the bid process will result in disqualification of the vendor.

1.2 Scope of Work

The District seeks a firm that can provide a campus wireless network system that will include, but not be limited to, the following:

- Ability to centrally manage all access points from a single interface
- A centralized controller (on-premise physical or virtualized appliance, software, or cloud-based)
- Twenty-six (26) wireless access points for individual classrooms
- One (1) wireless access point for large multipurpose room
- All access points must support Wifi standard 802.11ac Wave 2 or greater and Power-over-Ethernet (PoE)
- All access points must support a minimum of 60 simultaneous devices
- Power-over-Ethernet power injectors included in package or as separate item
- Wireless system must support advanced Wifi features, including but not limited to VLANs, multiple SSIDs, guest network, client isolation, time of use restrictions, logging and analytics
- System and equipment must be compatible with existing Ubiquiti Unifi wireless access points (located in new building constructed in 2018)
- Installation and provisioning must be included as an optional line item
- Equipment shall be new models and in current production. Reconditioned, remanufactured, or demo models shall not be accepted.
- Meet the requirements of Category 2 eligible E-Rate funding.

Respondents should possess and use their extensive knowledge and experience within the wireless industry to recommend a creative solution that will meet or exceed the Ackerman Charter School District's requirements. Preference will be afforded to the vendor that provides a comprehensive, cost effective solution for current specifications, future Ackerman Charter School District's requirements, and ongoing service and support.

Due to the lack of a dedicated phone administrator, ease of management and support of the new wireless network system will be a critical feature.

1.3 Location and Users

This section describes Ackerman Charter School District's current environment:

Site	Address	Users/ Wireless Devices
Bowman Charter School	13777 Bowman Road Auburn, CA 95603	Approximately 100 users, 800 devices

The district currently uses a campus wireless network system installed in 2013. The system includes wireless access points supporting 802.11n and PoE. Access points are distributed across campus in classrooms at a ratio of approximately 1:2.5. Each classroom is wired with Cat5e network cabling. The classroom network cabling is connected at one of six IDFs or the central network MDF. The switches located in the MDF and IDFs are 802.3af POE compliant, but some classrooms may need power injectors.

1.4 E-Rate Requirement

The Telecommunications Act of 1996 established a fund by which Schools and Libraries across the Country could access discounts on eligible telecommunications products and services. The program is commonly known as the E-Rate Program. The eligibility for discounts on internet access, telecommunications products and services, and internal connection products, services and maintenance is determined by the Federal Communications Commission (FCC). Funding is made available upon application approval by the Schools and Libraries Division (SLD) of the Universal Service Corporation, which was established by the Act. The amount of discount is based on the numbers of children receiving free and reduced price meals.

Suppliers are required to be in full compliance with all current requirements and future requirements issued by the SLD for participation in the E-Rate program throughout the contractual period of any contract entered into with ACSD as a result of this RFP.

Additionally, respondents are required to submit the following to substantiate E-Rate Service Provider compliance.

- Proposers Service Provider Identification Number (SPIN)
- Service Provider Annual Certification (SPAC) verification (2017/2018 and/or 2018/2019)
 - (SPIN contact page from USAC website will suffice)
- Verification that the proposer is an eligible telecommunications provider (Y) for the telecommunications aspect of this RFP
 - (SPIN contact page from USAC website will suffice)
- Proof that Proposer is not on FCC Red-Light Status
 - Requires FCC Registration Number and documentation from FCC. Information can be accessed at <http://www.fcc.gov/redlight/>

2. Executive Overview

2.1 Proposed System

Provide a detailed description of the proposed system. Include model names and numbers, relevant components and diagrams.

Response:

2.2 System Architecture

Describe the vendor's experience in building and delivering a campus wireless network system solution.

Response:

Campus Wireless Network System RFP

Describe the maintenance and administration of the campus wireless network system solution. Include in this section how the system is maintained and supported by the vendor.

Response:

Describe the required training for the system administrators at the School and the end user. Include the time and if applicable, any cost associated with this training.

Response:

Describe how the proposed system delivers reliable wireless service. Include procedures and costs for support and equipment replacement in case of a failure or outage. If providing a cloud-based controller, provide service level agreements (SLAs) in case of outage.

Response:

2.3 System Software

Describe if any system software is necessary to run the proposed campus wireless network system solution. Include if the software will be installed on the School's equipment or if the vendor will provide the equipment.

Response:

2.4 Hardware Configuration

Specify the network requirement to support the vendor's campus wireless network system solution.

Response:

2.5 Implementation

Project Management

It is important for the selected vendor to provide support for an organized transition from the current system to the new system; ensuring internal and external communications are maintained and the ease of use through the transition is emphasized to staff and other users. The plan is to include the resources to be dedicated to the transition, all costs associated with the transition, a timeline of actions with a completion target date for the supplier and for the ACSD transition team. The transition plan is to outline the expectations the supplier team would have of ACSD and the information or task ACSD is to provide the supplier and the date any information or task would be required.

ACSD reserves the option to terminate service, without penalty and full expectation of refund of any and all proceeds paid prior to date of termination of contract or services for balance of services not rendered, if the district is dissatisfied with the service.

Required Features:

- Vendor shall assign a Project Manager to this installation to work with assigned Ackerman Charter School District Project Manager.
- Bidder is required to supply a complete description of the key activities and responsibilities required for the installation of the proposed system.
- A master project schedule must be included, along with a work responsibility matrix, identifying the tasks the vendor will perform and the tasks the Ackerman Charter School District is expected to perform to successfully implement the new system.

Installation Requirements:

Required Features:

- Vendor is required to advance schedule any onsite work with ACSD
- Any work required inside classroom spaces shall be scheduled outside of teaching hours, unless work can be scheduled and completed during non-instruction days (school breaks)

Facility Requirements

Required Features:

- Space - Provide the physical dimensions of the proposed equipment and/or the rack space required to house the equipment
- Power - All power requirements, including any special conditioning or grounding requirements

3 Vendor Service

3.1 Warranty and Support

A complete warranty and support agreement must be included as part of this proposal to support business hours 7am to 5pm, Monday through Friday (excluding holidays) and emergency service after hours and weekends.

Include in pricing information the levels of maintenance support and expected response time. Describe if there are maintenance options that are available (i.e. 1 hours response) and prices for each option.

Campus wireless network system equipment shall be warranted by the vendor to be free of defects for a period of at least one year beginning at the date of installation completion. During this warranty period and any subsequent maintenance agreement, any defective components shall be repaired or replaced at no cost to the Ackerman Charter School District.

Required Features

- During the warranty period, the bidder must supply no more than a 1-hour response to major problems during business hours.
- Bidders must describe their definitions of major and minor problems.
- Provide the availability of spare parts for critical hardware and software.
- Explain the amount of time required for full replacement of the central controller of the system

Additional Question:

Does your company have a technical support center that can be called if questions? If so, is there any charge while under warranty? If after warranty, please provide any hourly rate.

Response:

4. Terms and Conditions

Damage Liability - The successful vendor is liable and responsible for any damage to the premises (e.g., floor, walls, etc.) caused by vendor personnel or equipment during installation and is responsible for the removal of all project-related debris.

Permits - The vendor shall obtain and pay for any permits and licenses required for the performance of the work, post all notices required by law, and comply with all laws, ordinances and regulations bearing on the conduct of the work, as specified herein. The chosen vendor shall procure all required certificates of acceptance or of completions issued by the state, municipal or other authorities and must deliver these to the Ackerman Charter School District.

Insurance - The vendor shall, at vendor expense, procure and maintain satisfactory public liability and casualty insurance to adequately protect the vendor's personnel and the Ackerman Charter School District against damages for bodily injury, including death, that may arise from operations under this contract, whether such operations are by the vendor or by the vendor's subcontractor, or anyone directly or indirectly employed by the vendor.

Right to Reject Any and All Quotes - ACSD reserves the right to reject any or all quotation submittals and to waive any informalities or regularities. The Service Provider's quotation submission is recognition of this right.

In addition, the Applicant reserves the right to fund, (proceed with project or purchase) or not to fund, regardless of E-Rate approval.

5. Training

User training will be needed for the proposed campus wireless network system. The School would like the option to have the vendor conduct all of the training for the system administrators. Please state the price of training per class.

6. Evaluation Criteria May Include, But is Not Limited To:

**Price is the most heavily weighted factor in selecting the awarded Service Provider.
25%**

Other evaluation criteria may include, but are not limited to:

References	15%
Ability to deliver services within desired timeframe	15%
Understanding of needs	15%
Past successful E-Rate experience	15%
Completeness of response	<u>15%</u>
TOTAL:	
100%	

7. Submittals

The content and sequence of the proposal will be as follows:

1. Cover Letter/Letter of Interest
2. Table of Contents
3. Executive Overview
 - 2.1 Proposed System
 - 2.2 System Architecture
 - 2.3 System Software
 - 2.4 Hardware Configuration
 - 2.5 Implementation
4. Vendor Service
5. Training
6. Requested E-rate Program Participation Information
7. Cost Proposal