Greene County Schools

Wide Area Network (WAN)
Request for Proposal (RFP)
E-rate FY 2027

Form 470 Number: 270000306

Proposal Name: Greene County Schools WAN 2027

Billed Entity Number: 127039

TIMELINE OF EVENTS

470/RFP Posting	November 10, 2026
Question Due Date	November 17, 2026, 10am Eastern
Questions and Answers Posted	November 17, 2026, 5pm Eastern
Proposals Due	December 15, 2026 10am Eastern
Public Bid Opening	December 15, 2026 10am Eastern
Bid Award	January 11, 2027 @ GCS Board Meeting

Category One Narrative

Form 470 Number: 270000306

Proposal Name: Greene County Schools WAN 2027

Billed Entity Number: 127039

DESCRIPTION

The Applicant is seeking a 60 month contract with two twelve-month optional extensions, potential 84-month agreement. For FY 2027, GCS is seeking service for the current configuration of schools and buildings, in addition to a new configuration of schools and NIF buildings for FY 2028 and beyond. See Appendix B.

Contracts should provide flexibility to add/remove lines/sites or increase/decrease bandwidth as needed over the life of the agreement, without penalty. Bidders must comply with the Lowest Corresponding Price (LCP) rule.

Lit FIBER WAN SERVICE: Seeking pricing for full-duplex committed bandwidth of 10 Gbps at all sites, including the Tech Center Head End (moving to Snow Hill Primary location) as well as 99.99% uptime and guaranteed QoS at each WAN link Service Level.

- Greene Co Schools has a new school building opening in FY 2028. The temporary name is " Greene County Elementary" and will house Prek to 3rd grade.

- Snow Hill Primary (K and 1st grade) will become a NIF and house the Board of Education Building, Central Office, Tech Center and Greene County Alternative Center and will become the **new Head End with a potential turn up date of July 1, 2029.**

- Greene County PreK building has a potential move date of July 1, 2028 and will revert ownership back to the County Government.

- Currently, West Greene Elementary, 303 Kingold Blvd, shares a circuit with Board of Education, Transportation and Central Office Services, 301 Kingold Blvd. Service must continue until the Snow Hill Primary building is refurbished, **with an expected New Head End turn up date of July 1, 2029.** West Greene Elementary building will eventually revert ownership back to the County Government.

- Service needs to continue for one year at:
    - Greene County Tech Center, the current Head End,
    - Central Office Services,
    - Greene County Alternative Center
    - These three locations will move to the Snow Hill Primary building, renamed to Greene County Board of Education, **and will become the NEW HEAD END**, with an expected move in date of July 1, 2029. The current buildings will revert to Greene County.

Greene County Schools will need pricing for

1. Year One: Transitional year, FY 2027, for the current configuration, and
2. Year Two FY 2028: adding new Greene County Elementary configuration
3. Year Three FY 2029 and beyond: final network config with closed and merged buildings
4. **Addresses / Locations in Appendix B below - there are three sets of addresses for the first three years of our request as our district network is evolving.**

SCOPE OF SERVICES:

1. The service provider shall provide all fiber cabling, pathways and spaces to accommodate the fiber (i.e. conduit) and Ethernet equipment necessary to connect the District's sites with switched 10Gbps Ethernet connectivity.
2. The service provider must provide Greene County Schools E-Rate discounts on their bill through SPI billing.
3. 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 Service Provider's proposal as separate line items.
4. Proposals must include all taxes and fees that will be applied.
5. Service Provider agrees that if reduced rates for selected services become available during the life of the contract, new rates may be negotiated under the contract in force.
6. Locations can be added, deleted, or changed throughout the lifetime of the contract at the same cost or lower of existing and new / merged sites (See Appendix B). Please understand this 3-year rollout of the network needs and enter pricing in Appendix A (attached worksheet).
7. The costs of any ineligible E-Rate components that may be required (such as electrical power, cost of migration, training) shall be broken out separately.
8. All installation of cabling, pathways, etc. shall be to BICSI specification and the design specifications of Greene County Schools.
9. According to E-Rate guidelines, ownership of the fiber, conduit or equipment will remain the property of the service provider and will never transfer to the District and there will be no option to purchase the fiber, conduit or equipment in the future.
10. The District's internal data communications system shall function without dependence on the Service Provider's equipment.
11. Included in the service provider's proposal must be all construction costs to bring in the fiber from the street to the District's established vendor demarcation point on each campus. Any conduit and trenching from the street to the Major Point of Entry (MPOE) must include replacement of conduit, pavement, and returning the ground to its original condition. All installation of cabling, pathways, etc. shall be to BICSI specification and the design specifications of Greene County Schools.

12. Pricing shall include all recurring and nonrecurring costs that Greene County Schools will incur over the term of the contract with the service provider, including startup costs, installation fees, cabling fees, equipment costs, port fees, telecommunication costs, taxes, etc.
13. The system shall be monitored 7 x 24 x 365 by a Network Operations Center.
14. Notification of any planned service outages at least 3 business days in advance.
15. For unexpected outages, the vendor shall notify the district of outages and service interruptions within 10-15 minutes via email and phone.
16. Vendors shall resolve problems within 4 hours and close tickets within 12 hours of outage.
17. Service Level Objectives shall be: Network Availability 99.99%, Packet Delivery Rate 99.99%, Network Latency 100ms round trip, Mean Time to repair 4 hours (including local loop).
18. All vendors must provide information concerning leased lit fiber service, service transition, service outage support, E-Rate eligibility, cost, company information, references, and other services. Provide a section of your proposal that is formatted in the order of this section and list responses to the numbered items.
19. The District desires leased lit fiber services at 10Gbps, all locations.
    a. Provide a detailed description of the leased lit fiber service you propose based on the information included in Appendix A, Cost Sheet.
    b. Provide a diagram of your internal network and how it interconnects with customer locations included in Appendix A and B with your proposal.
    c. Provide a detailed description of the remote management and monitoring capabilities of the WAN circuits that will be put in place for this service. This service should include customer access to metrics and diagnostic information.
    d. Describe any guaranteed level of bandwidth for the proposed leased lit fiber service.
    e. Provide a list of the equipment you will install at District facilities, as well as the space requirements, power and environmental requirements, product specification sheets and special requirements such as service entries into buildings.
20. The District desires a minimum of downtime during the transition from the existing Wide Area Network to the new system. The District requires that the district Metro Area Network be built out and ready for service by the beginning of the contract 07/01/2027, with additional new Greene County Elementary by 7/1/2028, and final network updates for new head end service by 7/1/2029.
    a. Provide a detailed summary of the process you would use to cut over from our existing Wide Area Network to the proposed Wide Area Network.
    b. Provide an estimated time for this process.

c. Provide an estimate of Wide Area Network downtime incurred by this process.

21. The District requires a timely resolution for service outages. Provide the procedure used in the event of a service outage and any notification service that you can provide to the District.
    a. Provide your method for prioritizing service calls.
    b. Provide qualifications of technicians who will respond to calls for support or repair.
    c. Provide the number of support technicians available for support and where they are located relative to Greene County Schools.
    d. What are your procedures for providing status information and problem resolution time frames to the customer?
    e. What are your escalation procedures for trouble tickets?
    f. Provide an escalation list for the account team, with names, telephone numbers, and email addresses.
22. The District understands that not all services in a proposal may be E-Rate eligible.
    a. The proposal must be compliant with E-Rate guidelines.
    b. Designate which services in the proposal are eligible for E-Rate discounts AND are NOT eligible for E-Rate discounts.
23. Provide costs for all the services you propose, including tariffs, taxes, surcharges, set-up or installation fees and any equipment lease fees on Appendix A.

LENGTH OF CONTRACT:

Please submit the pricing options on Appendix A.

Bids for a 60 month contract with two twelve-month optional extensions.

1. FY 2027 (July 1, 2027 to June 30, 2028) - Transition Year for current network configuration of 7 (seven) sites.
2. FY 2028 (July 1, 2028 to June 30, 2029) - Addition of new Greene County Elementary. The network will consist of 8 (eight) sites.
3. Remaining Contracted Years, FY 2029 through FY 2032 (July 1, 2029 to June 30, 2032 - plus two optional extensions to June 30, 2034) - completion of network head end cut and move and canceling service at closed buildings. Network will consist of 5 (five) sites.

EVALUATION CRITERIA:

Eligible Costs	The relative score of eligible costs compared to other offers. Lowest cost receives greatest number of points.
Technical Sufficiency	How well the offered product meets with the language in the Scope of Services above. The most sufficient and compatible offer receives the greatest number of points.
Vendor Experience	A combination of the references and/or school's experience with both the offered product brand and the seller. The greatest number of points are awarded to the vendor/brand with the most positive references and/or experience. This includes invoicing experience.
Ineligible Costs	Any specific ineligible costs by vendor and/or any assumed ineligible costs to be incurred (such as training, downtime for migration, loss of use or efficiency). The offer with the lowest ineligible cost receives the greatest number of points.
Technical Support	A measure of the ability of school district IT staff to effectively operate, manage, and support the offered service. The most supportable offer receives the greatest number of points.
Single Source	The ability for the vendor to supply WAN service to all locations to reduce complexity, delivery of the solution, and streamline invoicing. The greatest number of points to the vendor that is able to provide WAN service to all locations with one monthly invoice.

REQUIREMENTS

1. Service Provider Identification Number (SPIN)
2. FCC Registration Number (FCC RN)
3. Service Providers must comply with local, state, and federal requirements including agreement to fully cooperate with audit and ten-year document retention requirements.
4. Service Providers must have current Service Provider Annual Certification (SPAC) on file with USAC.
5. Contract start and end dates must coincide with the E-rate Funding Year (July 1 through June 30).

6. Vendors shall submit current qualifications, service level agreement, and (3) school system references demonstrating technical ability to install, test, and maintain the proposed system and subsystems.
7. Vendors shall include and clearly indicate all eligible charges including monthly charges, special construction charges, installation, activation, surcharges, taxes (including federal, state, and local taxes) or fees (Appendix A).
8. Vendors shall clearly acknowledge that the contract is contingent upon annual E-rate funding approval. The RFP, as posted, becomes part of the signed contract.
9. Vendors shall submit a signed and dated Execution of Proposal with bid (Appendix C).

QUESTIONS AND ANSWERS

Questions regarding the 470/RFP must be submitted in writing to the following: leighgarner@greene.k12.nc.us.

Please include "Greene County Schools WAN RFP" in the subject line of your email.

Questions must be submitted by November 17, 2026, by 10am Eastern.

Answers will be posted on November 17, 2026 by 5pm Eastern using the following website, as well as the EPC One Portal. Look for "Important Links" box.

https://www.gcsedu.org/en-US/technology-1f98f9ae

Unsolicited phone calls will not be accepted nor returned.

PROPOSAL SUBMISSION REQUIREMENTS

Proposals: Three copies (1 original with signatures, 1 copy, 1 digital).

Must be sealed and hand-delivered or mailed to the Greene County Schools Board of Education with the following data on the outside of the package:

Ms. Leigh Garner, Technology Director

Greene County Schools Board of Education

301 Kingold Boulevard

Snow Hill, NC 28580

ATTN: Form 470 # 270000306

Deadline to submit proposals is 10:00 AM Easter on December 15, 2026.

Bid opening to follow at GCS Board of Ed, 301 Kingold Blvd., Snow Hill, NC 28580.

RIGHTS OF REJECTION

Greene County Schools, “District,” reserves the right, at its sole discretion, to reject any and all proposals or to cancel this supplemental information in part or in its entirety. Any proposal received which does not meet the requirements of this supplemental information may be considered to be nonresponsive, and the proposal may be rejected. Prospective bidders must comply with all of the terms of this supplemental information and all applicable State laws and regulations. The District may reject any proposal that does not comply with all of the terms, conditions, and performance requirements of this supplemental information. Prospective bidders may not restrict the rights of the District or otherwise qualify their proposals. If a bidder does so, the District may determine the proposal to be a nonresponsive counteroffer, and the proposal may be rejected. The District reserves the right, at its sole discretion, to waive variances in technical proposals provided such action is in the best interest of the District. Where the District waives minor variances in proposals, such waiver does not modify the supplemental information requirements or excuse the prospective bidder from full compliance with the supplemental information. Notwithstanding any minor variance, the District may hold any bidder to strict compliance with the supplemental information.

Greene County Schools reserves the right to select the proposal which in its sole judgment best meets the needs, services and costs of the District.

Appendix A: Cost Sheet (see excel worksheet to RFP)

Appendix B: Sites and Locations (see below)

Appendix C: Execution of Proposal (see below)

APPENDIX B: SITES AND LOCATIONS

FY 2027 - Transition Year (July 1, 2027 to June 30, 2028)

GCS Alternative Education Center
3955 Four Way Road
Hookerton, NC 28538

Snow Hill Primary
502 SE 2nd Street
Snow Hill, NC 28580

West Greene Elementary+
303 Kingold Boulevard
Snow Hill, NC 28580
(closing 6/30/2029)

Greene County Schools Tech Center++
402 SE 2nd Street
Snow Hill, NC 28580

Greene County Intermediate
614 Middle School Road
Snow Hill, NC 28580

Greene County Middle
485 Middle School Road
Snow Hill, NC 28580

Greene Central High School
140 School Drive
Snow Hill, NC 28580

+Sharing circuit with Bd of Ed
++Current Head End and sharing with Greene Co PreK.

FY 2028 - adding new entity

Greene County Elementary
Decimal Degrees (DD): 35.4872° N, -77.6715° W
Snow Hill, North Carolina 28580
(expected date of opening July 1, 2028)

GCS Alternative Education Center
3955 Four Way Road
Hookerton, NC 28538
(expected date of closure / move summer 2029)

Snow Hill Primary
502 SE 2nd Street
Snow Hill, NC 28580
(this building will be under construction and will become the new Board of Education head end in FY 2029)

West Greene Elementary+
303 Kingold Boulevard
Snow Hill, NC 28580
(closing 6/30/2029)

Greene County Schools Tech Center++
402 SE 2nd Street
Snow Hill, NC 28580
(expected date of closure / move summer 2029)

Greene County Intermediate
614 Middle School Road
Snow Hill, NC 28580

Greene County MIddle
485 Middle School Road
Snow Hill, NC 28580

Greene Central High School
140 School Drive
Snow Hill, NC 28580

**New Head End once the Snow Hill building is refurbished and includes: Central Services, Tech Center, Board of Ed, and Alt Ed

FY 2029 - Final Network Circuits

Greene County Elementary
Decimal Degrees (DD): 35.4872° N, -77.6715° W
Snow Hill, North Carolina 28580

Board of Education (fka) Snow Hill Primary **
502 SE 2nd Street
Snow Hill, NC 28580
(new head end - expected date of move/opening July 1, 2029)

Greene County Intermediate
614 Middle School Road
Snow Hill, NC 28580

Greene County MIddle
485 Middle School Road
Snow Hill, NC 28580

Greene Central High School
140 School Drive
Snow Hill, NC 28580

**New Head End once the Snow Hill building is refurbished and includes: Central Services, Tech Center, Board of Ed, and Alt Ed

APPENDIX C

GREENE COUNTY SCHOOLS
NAME OF PROPOSAL: GREENE COUNTY SCHOOLS WAN 2027
470 NUMBER: 270000306
EXECUTION OF PROPOSAL FORM

OFFER AND ACCEPTANCE: This solicitation advertises GREENE COUNTY SCHOOLS (GCS) needs for the services and/or goods described, herein. GCS seeks proposals comprising competitive bids offering to sell the services and/or goods described in this solicitation. All proposals and responses received shall be treated as offers to contract. GCS' acceptance of any proposal must be demonstrated by execution of the acceptance found below, and any subsequent Request for Best and Final Offer, if issued.

EXECUTION: In compliance with this supplemental information, and subject to all the conditions herein, the undersigned offers and agrees to furnish any or all services or goods upon which prices are bid, at the price(s) offered herein, within the time specified herein. By executing this bid, I certify that this bid is submitted competitively and without collusion and is not otherwise in violation of state, local or federal procurement and antitrust laws. I furthermore certify that I have read and understand all addenda referencing this supplemental information. Failure to execute/sign bid, using this page, prior to submission shall render the bid invalid.

<table>
<tr><td colspan="2">VENDOR</td><td colspan="2">FEDERAL ID:</td></tr>
<tr><td colspan="2">STREET ADDRESS:</td><td>PO BOX:</td><td>ZIP:</td></tr>
<tr><td colspan="2">CITY & STATE</td><td colspan="2">TELEPHONE NUMBER:</td></tr>
<tr><td colspan="2">TYPE OR PRINT NAME AND TITLE OF PERSON SIGNING:</td><td colspan="2">FAX NUMBER:</td></tr>
<tr><td>AUTHORIZED SIGNATURE:</td><td>DATE:</td><td colspan="2">EMAIL ADDRESS:</td></tr>
</table>