

LENOIR COUNTY PUBLIC SCHOOLS

REQUEST FOR PROPOSALS (RFP) WIDE AREA NETWORK (WAN) SERVICES

Section 1: Introduction

Lenoir County Public Schools, (also referred to as LCPS, school system, Applicant, or District), invites qualified and experienced vendors to submit proposals for the delivery of wide area network (WAN) (Metro-E or equivalent) services to the Applicant. Service is expected to originate at the district hub site located at 2017 West Vernon Ave, Kinston NC 28504 and be delivered to the eligible service locations. All locations, with addresses and demarcation points, are listed in the attached pricing sheet contained in Section 7. The new service is being planned to begin on July 1, 2027, which represents the expiration of the current WAN service.

Section 2: Service Requests

1. Applicant is seeking bids for a fully managed WAN solution. Bids for fiber, fixed wireless (also known as microwave), and any other technology are acceptable provided they meet the solution requirements outlined in Section 3.
 - a. Leased Lit Fiber (with or without Internet Access) is the E-rate Category 1 service option to choose when bidding point to point wide area network (WAN) connections over fiber.
 - b. Transport Only No ISP Service Included (Non-Fiber) is the E-rate Category 1 service option to choose when bidding point to point wide area network (WAN) connections over copper, microwave, or any other non-fiber technology.
 - c. WAN connections do not connect to an Internet access point.
 - d. WAN connections connect individual instructional/non-instructional facilities in the same school district.
2. **Network Design and Construction Routes**
 - a. The District will consider traditional network designs (such as hub and spoke) or alternative proposals. The District's stated decision criteria will be used to determine if an award is made. The District has, in accordance with E-rate guidelines, rated cost of service as the highest weighted factor in its decision criteria.
 - b. Due to current and future bandwidth needs, respondents are encouraged to provide dedicated infrastructure to the District. Fiber solutions are encouraged to utilize the private fiber approach, where there exists no other aggregation or third-party equipment on fiber strands between sites and modulating equipment at each site is dedicated to District and not shared in any way with other customers. If this is not possible, then designs should limit the use of shared infrastructure as much as possible.
 - c. Respondents should clearly illustrate proposed network design and construction routes.
 - d. The District is not advocating or mandating any preconceived network design or

construction route and leaves this decision up to the vendor to present their best solution while recognizing the cited termination locations.

3. **Facility Modifications, Site Transitions, and Future Construction Provisions**

- a. **E. B. Frink Middle School (New Building Transition):** The RFP requires pricing for both the existing E. B. Frink Middle School facility and the new building for E. B. Frink Middle School. During construction and transition, service may temporarily be required at both locations. The contract must stipulate that once the new building is operational and the old building is demolished/decommissioned, service to the old building will be discontinued without early termination charges or penalties.
- b. **Woodington Middle School (Potential Future Construction):** The district is currently in the planning stages for potential future construction of a new Woodington Middle School facility. While construction is not guaranteed, respondents must include all non-recurring costs (NRC), special construction costs, and monthly recurring costs (MRC) required to connect this potential future building to the district WAN so these costs can be incorporated into the contract if the project is funded and proceeds.

Section 3: Solution Specifications

1. **WAN Connectivity**

- a. The District must have dedicated, symmetrical transport bandwidth of 2 Gbps to each location, 10 Gbps aggregate delivered to Central Services via one fiber connection to the existing layer three MDF equipment.
- b. The solution must be scalable up to 10 Gbps to each location, 40 Gbps aggregate to Central Services.
- c. Contract options are requested for 36 month and 60 month terms of service. Vendors shall provide the lowest corresponding price for similar services for similarly situated districts. The district may include **multiple voluntary** one year contract extensions with the mutual consent of both parties after the initial term agreement.
- d. Each respondent is required to complete the included pricing sheet (section 7).
 - i. Special construction, monthly recurring cost, and any additional non-recurring costs are required to be broken out and listed with similar verbiage delineating and non-eligible (E-Rate) costs or services.
 - ii. Respondents are free to propose alternate pricing terms provided they have also included pricing in the requested format.
 - iii. No increased pricing will be allowed during the term of the quoted special construction, NRC, and MRC rate in each pricing cell of the matrix.
- e. If an increase in bandwidth is requested during the contract period, the contract does not renew. Additionally, there should be no charges for the proposed new construction until the district is able to fund and files for the project. New construction will not extend the contract term.

- f. All solutions must adhere to the Service Level Agreement (SLA) terms in Section 4 and the network must be fully operational by July 1, 2027.

Section 4: Service Level Agreement

1. **Proposed services must meet the following specifications:**
 - a. The provider will make all reasonable efforts to ensure 99.99% network availability of each circuit.
 - b. Proposed solutions must specifically meet:
 - i. .25% frame/packet loss commitment
 - ii. 25ms network latency commitment
 - iii. 10ms network jitter commitment
 - c. There is no right of the provider to limit or throttle the capacity of the circuit at any time for any reason.
 - d. Vendor stated commitment is to respond to any outage within two (2) hours and a four (4) hour restoration of service.
2. **Network operations center:** Solution will provide customer support functions including problem tracking, resolution and escalation support management on a 24x7x365 basis. The District has the right and is encouraged to call concerning any problems that may arise relative to its connection with vendor provided services.
3. **Trouble reporting and response:** Upon interruption, degradation or loss of service, Customer may contact Vendor by defined method with a response based on trouble level. Upon contact from the Customer, the Vendor support team will initiate an immediate response to resolve any Customer issue. The District will receive rapid feedback on trouble resolution, including potential resolution time.
4. **Escalation:** In the event that service has not been restored in a timely manner, or the Customer does not feel that adequate attention has been allocated, the Customer can escalate the trouble resolution by request. A list of escalation contacts will be provided when the implementation schedule is completed.
5. **Resolution:** The Customer will be notified immediately once the problem is resolved and will be asked for verbal closure of the incident.
6. **Trouble reporting, escalation and resolution:** A detailed trouble reporting, escalation and resolution plan will be provided to the district.
7. **Measurement:** Time starts from the time the Customer contacts vendor and identifies the problem. Credits for outages of a certain duration or longer will be identified.
8. **Reports:** Upon request, an incident report will be made available to the Customer within five (5) working days of resolution of the trouble.
9. **Link performance per segment:** The service will maintain the proposed link performance throughout the term of the contract.
10. **Historical uptime:** Provide aggregate uptime statistics for your proposed service in the geographic area encompassing Applicant.

Section 5: General Terms for All Proposals

1. **Failure to include any requested information noted as required by the respondent is grounds for disqualification.**
2. **SPAM and ROBOT Bids:** Automated, bulk, or non-specific responses (commonly referred to as spam or robot bids) will not be considered valid bid responses and will be disqualified from consideration. These include, but are not limited to, generic responses not tailored to the RFP, mass submissions without regard to the scope or requirements of the project, and submissions that do not include required documentation or conform to the submission format outlined in this RFP. Vendors must ensure their submissions are complete, responsive to the specific scope of work, and submitted in accordance with the specifications and instructions provided in this RFP. Lenoir County School District reserves the right to disregard any bid that appears to be generated or submitted through automated systems or does not demonstrate a good faith effort to respond to the solicitation in accordance with the stated requirements.
3. **Description of Proposal**
 - a. All sites must be included in the bid, including current sites, new facilities, and potential future site additions outlined in Section 7. Failure to include all sites in a bid option could be considered ground for disqualification.
 - b. Respondents will provide a description of their proposal for all services and solutions.
 - c. Description will include an overview of the proposal, any deviations from the requested architecture, design or requirements, assumptions made, and other detail Applicant may find useful or necessary (or could differentiate the solution from a competing proposal).
4. **Timeline**
 - a. Deadline for questions: November 6, 2026, by 12:00 PM
 - b. Deadline for proposal: November 19, 2026, by Close of Business.
 - c. Public Bid Opening: November 20, 2026, at 9:00 AM. The opening will be held at the Lenoir County Board of Education, 2017 W Vernon Ave, Kinston, NC 28504
 - d. Service start date: July 1, 2027
 - e. For each response, respondents must include a timeline for bringing all sites online.
 - f. Proposals requiring little to no special construction should be able to bring all sites online by the July 1 start of the funding year.
 - g. For solutions requiring special construction, a schedule of bringing sites online must be included with an explanation of how this timeline shifts if the date of the E-rate funding commitment shifts.

A. **Communications**

All questions received, and the corresponding answers, will be posted on the Lenoir County Public Schools' website under Public Notices. No verbal responses will be provided. The deadline for questions about this proposal will be 12:00 p.m. (noon), November 6, 2026. The

District will not respond to questions submitted after this time and date. Response to questions will be posted on the LCPS website under Public Notices (<https://www.lcpsnc.org/page/public-notices>). The vendors will be responsible for checking the website for any posted addendum.

- A. All bid questions must be submitted to erate.procurement@lenoir.k12.nc.us and must include the email subject: "2027 ERATE WAN 001 - Questions"
- B. All bid proposals must abide by the following:
 - The District will only accept a sealed package containing the printed proposals
 - Each package must include 5 printed copies of the proposal
 - Each package must include an electronic version of the proposal on a USB thumb drive.
 - Each package must be delivered by the close of business on November 19th.
 - Each package must be addressed to:

Charles White

Director of Technology

ERATE 2027 WAN PROPOSAL

Lenoir County Public Schools

2017 W Vernon Ave

Kinston, NC 28504

5. Demarcation

- a. All solutions must terminate service or infrastructure in the demarcation point at each address specified in the pricing sheet.
- b. Solutions bringing service to the property line but not to the demarcation point are not acceptable.
- c. Respondents must specify specific demarcation setup included in base fees, e.g. wall mounted CPE and fiber handoff, rack mount patch panel, etc.

6. Network Diagram

- a. For each response, respondents must include a network diagram displaying the paths to be used to serve each endpoint.
- b. Diagrams must show if circuits are routed through any aggregation hubs, equipment, or third-party facilities between hub site and each endpoint.

7. References

- a. For each response, respondent must provide **3 references** from current or recent customers with projects equivalent or larger to the size of Applicant. At least one reference must be an equivalent K-12 School District, preferably in North Carolina.

8. E-rate Program Integrity Assurance (PIA) Review

- a. If their solution is chosen, respondents are required to promptly provide Applicant with any

information being requested as part of PIA review.

- b. For all responses that include special construction, the respondent agrees to, by submitting its bid, produce all construction labor, construction materials, other cost information, and any E-Rate ineligible costs requested during PIA review.
- c. **All responses must agree, in writing, to this section with a yes or no answer. Answering no or failure to answer at all may be grounds for disqualification.**

9. Required Notice to Proceed and Funding Availability

- a. Applicant will follow the purchasing policies of the Applicant Board and requirements and procedures of the FCC's E-rate program as administered by the Universal Service Administrative Company to be eligible for all available funding.
- b. The implementation of any associated contracts resulting from this competitive bid process will be dependent on the district's issuance of a written Notice to Proceed. LCPS and Vendor mutually agree that additional sites may be added to the agreement, and existing sites transitioned or disconnected without penalty, during the term of the agreement, or any subsequent voluntary extension to the original agreement to accommodate the continued growth and facility modifications of Lenoir County Public Schools District.
- c. E-rate funding notification alone will not signify Notice to Proceed. The district will have the right to allow the contract to expire without implementation if appropriate funding (including any state matching funds for special construction projects) does not come available.

Section 6: Evaluation Criteria

1. WAN Connectivity

Points	Criteria
30	E-rate eligible recurring and one-time circuit costs ¹
15	Complete bid submission ²
10	Ability to support requirements of this request ³
5	Proposed contract terms and conditions ⁴
10	Service reliability and dedicated infrastructure ⁵
10	E-rate ineligible recurring or one-time costs ⁶
5	Provider references ⁷
15	Vendor's past relationship with the district ⁸
100	Total Points

2. Criteria Explanation

1. **E-rate eligible costs:** the total cost of ownership for the eligible components of the proposed service. Total cost of ownership takes into account all one-time and recurring costs. Note that E-rate eligible costs refers to the pre-discount cost of the solution, not the post-discount portion of costs that are the responsibility of the Applicant. This criterion must be the highest weighted per E-rate program rules.
2. **Complete bid submission:** Bids concisely address Applicant's requirements, including all standard, new, and potential future site configurations, and do not contain a significant amount of corporate boilerplate marketing information. Incomplete bids may be disqualified.
3. **Ability to support requirements of this request:** proposed solution clearly meets Applicant's requirements, deadlines, and needs.
4. **Proposed contract terms and conditions:** Proposed contract has flexibility and terms desired by Applicant, including provisions for site additions, site relocations, and penalty-free circuit turn-downs upon building demolition/decommissioning.
5. **Service reliability and dedicated infrastructure:** Solution provides dedicated infrastructure for Applicant's service with no shared equipment or routing of traffic through aggregation hubs.
6. **E-rate ineligible costs:** Any costs of the proposed service that are not eligible for E-rate funding. This does not refer to the post-discount portion of eligible costs that are the responsibility of the Applicant.
7. **Provider references:** response included K12 references that were similar in size and scope and preferably one in North Carolina.
8. **Vendor's past relationship with district:** If there was a past, positive relationship with the vendor.

SECTION 7 - PRICING SHEET Requirement

Vendor shall provide pricing for a dedicated point to point 2 Gbps & 10 Gbps single mode fiber.

In addition to any detailed sheets, all vendors shall propose pricing for services as specified using the table below.

FROM: LCPS Central Office, 2017 West Vernon Ave, Kinston, NC 28504

TO: each facility demarcation point below

	TOTAL INSTALLATION CHARGE FOR SERVICE REQUESTED	TOTAL MONTHLY RECURRING CHARGES (36 Month Term)	TOTAL MONTHLY RECURRING CHARGES (60 Month Term)
Lenoir County Public Schools Central Office 2017 W Vernon Ave Kinston, NC 28504			
1. Banks Elementary School 2148 Falling Creek Road, Kinston NC 28504			
2. Contentnea-Savannah K-8 School 3400 Ferrell Road, Kinston NC 28501			
3. La Grange Elementary School 402 West Railroad Street, La Grange NC 28551			
4. Northeast Elementary School 1002 East Highland Avenue, Kinston NC 28501			
5. Northwest Elementary School 1701 Old Well Road, Kinston NC 28504			
6. Moss Hill Elementary School 6040 Highway 55 West, Kinston NC 28504			
7. Pink Hill Elementary School 2666 H.C. Turner Road, Pink Hill NC 28572			

8. Southeast Elementary School 201 S. McDaniel Street, Kinston NC 28501			
9. Southwood Elementary School 1245 Hwy 58 South, Kinston NC 28504			
10a. E. B. Frink Middle School (Existing/Old Facility) 102 N. Martin Luther King Dr, La Grange NC 28551 (Service to old school site will be discontinued without penalty once old building is demolished, sold, or permanently closed by LCPS)			
10b. E. B. Frink Middle School (New Facility Building, scheduled to open Spring 2027) 405 N Charles St, La Grange, NC 28551			
11. Lenoir County Learning Academy 2529 Cedar Dell Lane, Haigler- Overcash Education Center, Kinston NC 28504			
12. Rochelle Middle School 301 North Rochelle Boulevard, Kinston NC 28501			
13a. Woodington Middle School (Existing Facility) 4939 Hwy 258 South, Kinston NC 28504			
13b. Woodington Middle School (Potential Future Construction Site) 4939 Hwy 258 South, Kinston NC 28504 (Planning stage - No charge shall be leveraged until the project is			

approved and funded. Pricing required to add/relocate during contract term if constructed)			
14. Kinston High School 2601 N. Queen St, Kinston NC 28501			
15. Lenoir County Early College 231 Hwy 58 South, Kinston NC 28501			
16. North Lenoir High School 2400 Institute Road, La Grange NC 28551			
17. South Lenoir High School 3355 Old Hwy 11, Deep Run NC 28525			
18. LCPS Transportation Department 1624 Hwy 11/55, Kinston NC 28504			
19. LCPS Maintenance Department 500 Abbott Street, Kinston NC 28504			

Vendors MUST include all Taxes, Fees, Surcharges based upon the current regulatory and/or corporate policy environment. Vendors MUST include ALL Installation charges, Construction Charges, and/or Special Construction charges. Any of the aforementioned cost(s) not included in the pricing will not be paid, and or can result in the disqualification of the response and/or cancellation of any future contract.

ACKNOWLEDGMENT FORM

SOLICITATION DETAILS

RFP Number / Identifier:	2027WAN001
RFP Title:	WIDE AREA NETWORK (WAN) SERVICES
Issuing Entity:	Lenoir County Public Schools
Response Submission Due Date:	November 19, 2026 (COB – See FRP Requirements for Delivery)

SECTION 1: VENDOR INFORMATION

	Vendor Detail
Company Legal Name	
Company Legal Name	
Mailing Address	
City, State, Zip Code	
Primary Contact Person	
Title	
Direct Phone Number	
Email Address	
Service Provider Identification Number (SPIN)	
FCC Registration Number (FRN) <i>(if applicable)</i>	