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THE VIRGIN ISLANDS DEPARTMENT OF
EDUCATION

1834 Kongens Gade
St. Thomas, U.S. Virgin Islands

REQUEST FOR PROPOSALS (RFP) FOR
E-RATE FUNDING YEAR 2027 (July 1, 2027 – June 30, 2029)
TELECOMMUNICATION SERVICES:
WIDE AREA NETWOK (WAN) & LEASED LIT FIBER
INTERNET SERVICES

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A. GENERAL INFORMATION

A. PURPOSE / OVERVIEW

1. **Purpose/Overview:** The purpose of this Request for Proposals (RFP) is to seek qualified service provider(s)/vendor(s) with the knowledge, experience, and expertise to provide Wide Area Network Infrastructure Services and Leased Lit Fiber Internet Access for the Virgin Islands Department of Education (VIDE).

2. **Categories of Services:** This RFP is requesting proposals for Category One Telecommunication services. Respondents may elect to limit their proposals to a single service within this category, or both services**. Proposers may respond to one or more of the requested services. If a Proposer is responding to more than one category of service, a separate proposal and proposed pricing for each service must be developed and submitted, unless a single proposal combines multiple services as a more cost- effective solution.** One or more proposers may be selected to provide the services outlined herein.

B. BACKGROUND

Virgin Islands Department of Education

The Commissioner of Education heads the Virgin Islands Department of Education,
including the Virgin Islands Public School System. The Territory of the United States Virgin Islands is divided into two (2) school districts – the St. Thomas-St. John school district and the St. Croix school district. The two (2) school districts are managed and directed by Insular Superintendents with the day-to-day operations of each school district being managed with district offices on St. Thomas and St. Croix. The following contains additional information concerning the two (2) school districts:

ST. THOMAS/ST. JOHN SCHOOL DISTRICT	Number
Schools	**10**
Elementary Schools	5
Elementary (Kindergarten-8th Grade)	2
Middle Schools	1
High Schools	2
Programs	**3**
Day Adult Program	1
Skill Center	1
Alternative Ed Program	1
Total Schools and Programs	13
Number of Students	**5,292**
ST. CROIX SCHOOL DISTRICT	
Schools	**10**
Elementary Schools	4
Elementary (Kindergarten-8th Grade)	4
High Schools	2

Programs	**3**
Adult Ed	1
Alternative Ed	1
Career and Technical Ed	1
Total Schools and Programs	13
Number of Students	**5005**
BOTH DISTRICTS	
TOTAL NUMBER OF VIDE REGULAR K-12 SCHOOLS	20
TOTAL NUMBER OF PROGRAMS	6
TOTAL NUMBER OF STUDENTS	**10,297**
TOTAL NUMBER OF TEACHERS/ADMINISTRATORS	893

On the island of St. John, one (1) school serves the elementary and middle school student population. The senior high school students from the island of St. John are served by schools on the island of St. Thomas.

The Office of Instructional Technology has been designated and will serve as the VIDE liaison on this project.

C. ADMINISTRATIVE STRUCTURE

Honorable Dionne Wells-Hedrington, Commissioner Nominee heads the Virgin Islands Department of Education. The Department has two (2) school districts, the St. Thomas-St. John School District, and the St. Croix School District that are managed and directed by Insular Superintendents. The official physical and mailing to be used for any correspondence or delivery of paper reports address for the VIDE is as follows:

Virgin Islands Department of
Education 1834 Kongens Gade
St. Thomas, US Virgin Islands 00802-6742

D. E-RATE PROGRAM BACKGROUND AND REQUIREMENTS

History of the Program

The Universal Service Fund was established in 1934 as a part of a telecommunications act enacted to ensure that all citizens have access to "rapid, efficient, nationwide…communications services with adequate facilities at reasonable charges." E-Rate, which stands for "Education Rate" was established by the Snowe-Rockefeller amendment to the Telecommunications Act of 1996 and provides affordable access to telecommunications services for all eligible schools and libraries in the United States. The program provides discounts from 10% to 90% on telecommunications services, Internet access and internal wiring installation and maintenance.

Program Administration

The Schools and Libraries Division (SLD) of the Universal Service Administrative Company

(USAC) administers the E-Rate program. USAC is an independent, not-for-profit corporation that operates under the direction of the Federal Communications Commission (FCC). USAC administers the Universal Service Fund, which was created by the Telecommunications Act of 1996 to ensure that consumers in all states and territories of the United States have access to quality telecommunications and information services at affordable rates. Before each new funding year, the FCC reviews the list of services and equipment eligible for E-rate discounts and adds, deletes and/or modifies items as it sees fit. To review the FCC's Eligible Services List, go to: https://www.usac.org/e-rate/applicant-process/before-you-begin/eligible-services-list/

The Universal Service Administrative Company's E-Rate program has two (2) categories of service for which funds are available include:

Category One:

Category One services can be generally defined as services needed to support broadband connectivity to schools and libraries. Specifically, eligible Category One services are data transmission services and Internet access. This category consists of the services that provide broadband to eligible locations including data links that connect multiple points, services used to connect eligible locations to the Internet, and services that provide basic conduit access to the Internet.

Category Two:

Category Two Services are generally defined as the equipment and services needed for E-Rate Support. Category Two services are inclusive internal connections needed for broadband connectivity within schools and libraries. Support is limited to the internal connections necessary to bring broadband into, and provide it throughout, schools and libraries. These are broadband connections used for educational purposes within, between, or among instructional buildings that comprise a school campus and basic maintenance of these connections, as well as services that manage and operate owned or leased broadband internal connections.

The following table details the categories of services and the eligible components.

Vendor Qualification

Universal Service (E-Rate Program) Requirements

To warrant consideration for an award of contract resulting from this Request for Proposals, vendors must agree to participation in the Universal Service Support Mechanism for Schools and Libraries (commonly known as the "E-rate" Program), as provided for and authorized under the federal Telecommunications Act of 1996 (47 U.S.C. § 254, "Universal Service"). Vendors acknowledge that any contractual relationship resulting from this solicitation of proposals may be partially or entirely dependent upon the successful receipt of Universal Service Fund ("USF") subsidies. To ensure compliance with all applicable USF regulations, program mandates and auditing requirements, vendors must comply with the following:

USF Knowledge

Vendor shall have, at a minimum, a working knowledge of the federal E-rate Program.

Vendor must submit with its proposal a written statement explaining how it acquired that knowledge and list its E-rate Program-related experience.

- **USF Registration**
  Vendor shall submit with its proposal a valid Service Provider Identification Number ("SPIN") and a valid Federal Communications Commission Registration Number ("FCCRN"). Call the SLD at 888-641-8722, or access their web site at for additional information.
- **USF Participation**
  Vendor shall agree to participate in the E-rate Program and to cooperate fully and in all respects with VIDE, the Universal Service Administrative Company ("USAC"), and any agency or organization administering the E-rate Program to ensure that VIDE receives all of the E-rate funding for which it has applied and to which it is entitled in connection with Vendor's services and/or products.
- **USF Documentation**
  Vendor shall provide VIDE's staff and/or any entity legally acting on behalf of the Department, including but not limited to consultants, within a commercially reasonable period of time, all of the information and documentation that the Vendor has, or, that Vendor reasonably can acquire that VIDE may need to prepare its E-rate applications and/or to document transactions eligible for E-rate support.
- **Invoicing Procedures**
  Vendor shall itemize, price, and invoice separately any materials or services that are ineligible for E-rate funding. Vendor must include the following information on all invoices to VIDE for E-rate eligible equipment and/or services:
    - Date of invoice
    - Date(s) of service
    - Funding Request Number ("FRN")

- Vendor's signature on invoice attesting to the accuracy and completeness of all charges
- Detailed description of services performed and materials supplied that matches Government of the Virgin Islands, Virgin Islands Department of Education's (VIDE) contract specifications, Form 470 and Form 471 descriptions of same
- Clear, concise breakdown of amount(s) to be billed to USAC (discounted portion of eligible charges) and amount(s) to be billed to VIDE (non-discounted amount of eligible charges)
- Invoice on Vendor's letterhead or on a Vendor-generated form
- District's Billed Entity Number
- District's Federal Communications Commission Registration Number
- Proper E-rate discount percentage as set forth by the applicable FRN and USAC funding commitment decision letter ("FCDL")

- **Delayed USF Funding Commitment**
  Vendor understands that, due to circumstances beyond VIDE's control, VIDE may not receive an E-rate funding commitment by the beginning of the E-rate funding year, July 1, for the services it intends to purchase from Vendor during that funding year.
  - – Retroactive Invoicing
    When E-rate funding is approved, Vendor shall invoice USAC for the discounted amount VIDE is owed retroactive to July 1st of the funding year or to whenever approved service to VIDE began, whichever date is later.

- **USF Audit and Document Retention Requirement**
  Vendor shall maintain all bids, quotes, records, correspondence, receipts, vouchers, delivery information, memoranda and other data relating to Vendor's services to VIDE. All such records shall be retained for ten (10) years following completion of services and shall be subject to inspection and audit by VIDE or other authorized entities and/or persons. Vendor shall include in all subcontractor agreements for services, provisions requiring subcontractors to maintain the same records and allowing VIDE and other authorized entities and/or persons the same right to inspect and audit those records as set forth herein.

In addition to the foregoing, Vendor will create, implement and enforce an internal E- rate audit process that ensures that Vendor complies with all E-rate program rules and regulations. This process must include the following:

- Separating ineligible project management and other professional services costs, if any, from other charges
- Where labor is involved, maintaining detailed, signed individual timesheets
- Ensuring that ineligible charges are not submitted to USAC
- Invoicing to USAC that is consistent with the contract and VIDE's Form 470 and Form 471
- Ensuring that services or products are not provided to VIDE without District's express written permission or official purchase authorization
- Ensuring that district-approved substitute services or products are

prominently noted on invoices submitted to USAC and VIDE

- Where applicable, non-recurring services provided prior to September 30th and recurring services provided prior to June 30th
- Supporting documentation sufficient to evidence that what was approved per the FCDL and provided to VIDE, was actually provided to VIDE and when
- If E-rate eligible services and/or installation or equipment costs are included as part of a larger contract or service/equipment billing, support for the allocation of E-rate eligible amounts and reconciliation of that total to the total amount billed
- If E-rate eligible services or equipment are allocated to multiple sites, support for the allocation consistent with the amount and locations identified in Form 471
- Documenting that E-rate funded services were provided within the allowable contract period and program year
- Charging proper FRN(s)
- Ensuring that invoices and USAC forms are submitted to VIDE in a timely manner
- Ensuring that USAC forms are filled out completely, accurately and on time
- Ensuring that Forms 472 are signed/dated by vendor's representative in a timely manner
- Maintaining fixed asset list of E-rate-supported equipment provided to VIDE with detailed information for each item (model number, serial number, product description) and made available to VIDE in electronic format

VIDE APPLICABLE DISCOUNT	90%

E. CONTRACT TYPE

The contract awarded under this RFP will be for professional services. No payments in advance or in anticipation of services or supplies to be provided under the contract shall be made by the Government.

Proposers are put on notice that if awarded a contract for professional services, proposer is expected to enter into a written Contract for Professional Services with the Government of the Virgin Islands, Department of Property and Procurement on behalf of the Department Education. The Contract will contain, among other mandatory provisions, provisions regarding the E-Rate Program Background and Requirements and the Scope of Services contained herein, and any other negotiated for and accepted provisions.

F. CONTRACT TERMS

Unless otherwise agreed pursuant to negotiations, the term of each contract awarded under this RFP shall be for a two-year (2) period commencing July 1, 2027 and ending June 30, 2029 with the Government having two (2), one-year renewal options to renew upon mutual agreement of the parties and subject to the availability of funds. The VIDE will notify selected contractor(s) of its intention to exercise any option to renew the contract prior to the expiration of the term. Cost proposals must include costs for option to renew periods. Updated statements of work may be requested for each renewal period.

G. CONTRACT TERM MODIFICATION

The Government reserves the right to extend or abbreviate the contract period if such extension or abbreviation is necessary to make the Contract term coincide with an E-rate "program year" or an extended service end date for an E-rate program year pursuant to a "service delivery deadline extension," as those terms are defined by the FCC and/or USAC.

H. CONTRACT CANCELLATION

If the SLD denies the VIDE's E-rate funding request, the Government reserves the right to cancel and terminate for that reason any contract with vendor(s) entered into pursuant to this RFP. In no event will the Government be held liable for any express or implied guarantees. The Government may also terminate the contract with or without cause upon the thirty (30) days notice to the selected contractor(s).

I. SELECTION OF CONTRACTOR

A contract shall be negotiated with a proposer(s) deemed to be the most qualified and responsive to this solicitation. Such a proposer(s) is one, which has financial, technical, and other resources that indicate an ability to perform the services required by this solicitation. A number of factors may influence the Government's decision in selecting the provider. These factors include, but are not limited to, proposer's knowledge, participation, and qualification in the E-rate program in conjunction with proposer's ability to deliver requested services in a timely manner; reputation, qualifications, experience, familiarity, and specialty in providing similar services; quality of supporting resources; and responsibility status. Proposers that are unable or unwilling to participate in the E-rate program and to discount their invoices will be rated accordingly as this is an E-rate funded project.

J. INCURRED COSTS

The Department is not liable for any cost incurred by the proposer prior to the signing of a contract by all Parties.

K. LATE PROPOSALS

Any Proposal received after the exact time specified for receipt will not be considered.

L. GIFTS FROM CONTRACTOR

The Government's officers, employees, or agents shall neither solicit nor accept gratuities, favors, or anything of monetary value from contractors or potential contractors. To the extent permissible under local laws, rules, or regulations, such standards shall provide for appropriate penalties, sanctions, or other disciplinary actions to be applied for violations of such standards.

M. LICENSES, FEES & TAXES

The selected contractor shall be responsible for paying all applicable taxes and fees, including but not limited to, excise tax, local income tax, and payroll and withholding taxes for its employees. The contractor shall hold the Department harmless for all claims arising from payment of such taxes and fees.

The selected contractor shall obtain and post as required, all licenses, insurances, permits, and certificates as required by federal and local laws, rules and regulations, and policies.

N. PROPOSAL FORMAT

Each proposal must also meet the following requirements:

Part I: Narrative

1) Table of Contents
   This section must contain a table of contents. All major parts of the proposal must be identified by page numbers.

2) Executive Summary/Proposal Overview
   This section must describe the salient features of the proposal. It must contain an overview of the proposer's company background and qualifications, and must condense and highlight the contents of the proposal to provide a broad understanding of the entire proposal. The Executive Summary should include conclusions and generalized recommendations. Pricing information must not be included in the Executive Summary.

3) Required Parts and Documents
   The proposal must include components of Section I. F.

4) Technical Response
   Demonstrate ability and capacity to provide services described in Section II. In this section, proposers should present their vision of how they propose meeting the Government's needs and identify the overall approach to the project, define the scope of their offered services, and how they propose to meet the *Scope of Services* as defined in this RFP.

Service Level Agreement

The Proposer shall present a Service Level Agreement (SLA) for review and acceptance by the VIDE. The SLA must warrant that Support Services will be provided as requested in the Scope of Services. The VIDE will negotiate and establish service level agreements for the services delivered under this RFP. The SLA will define the levels of service expected for the various areas of service delivered, divided into priorities according to importance to the supported systems or functions. The SLA will also provide a warranty for services, including a means for compensation of breach to the SLA.

In addition to specific performance objectives, the SLA will also include commitments to:

- **Response Time.** The Proposer will agree to respond and to resolve all order and maintenance requests within a reasonable time given the priority of the request. Requests in which the response time falls outside the basic coverage will carry-over to the next VIDE business day. The VIDE will work with the Proposer to determine how priority levels will be assigned to service requests. The VIDE also reserves the right to adjust priorities and response and resolution times, as needed:

- **Priority Impact Response**
  Resolution
  - Critical component down 15 minutes as required
  - Critical component degraded 45 minutes to 4 hours
  - Non-critical component 4 hours to 8 hours
  - Other requests, question 8 hours to 12 hours

Proposer Requirements.

The Proposer must submit:

- Detailed resumes for all personnel involved in this service;
- An organizational chart;
- USAC Service Provider Identification Number (SPIN) or evidence of application for a SPIN;
- Federal Communications Commission Registration Number (FCCRN);
- Written statement setting forth the amount of E-rate Program knowledge that the Proposer's organization has, who has it, and how it was acquired, along with a list detailing the Proposer's E-rate Program-related experience. Additionally, address all other requirements indicated under I. General Information, 9. E-rate Program Background and Requirements, C. Vendor Qualification.

References

A minimum of three (3) professional references from the E-Rate programs of similar scope and magnitude, for which the Proposer has provided services similar to the Services required herein within the past two (2) years, including the telephone

number of the contact person, must be provided. The Government may contact these references. **At least one professional reference must be from a school district where the Proposer is currently providing E-Rate eligible services.**

Financial Statements

Copies of audited financial statements or tax returns signed by the preparer for the three (3) previous fiscal years and the most recent quarterly report must be provided. Financial Statements must include auditor's letter of opinion, auditor's notes, balance sheet, and statement of income/loss. Each prime or joint venture partner must submit this information as well. The VIDE reserves the right to accept alternative information and/or documentation submitted by Proposer(s)

Part II: Cost Proposal

The proposal shall provide the proposed compensation for the services to be ***provided as described in Section II.***

Pricing Sheet and General Pricing Instructions. Pricing shall be as follows:

a. Quoted in U.S. dollars ($)
b. Must include labor and transportation costs
c. Shall include all standard freight charges prepaid, unless otherwise stated

O. EVALUATION CRITERIA

The following chart outlines the e-rate evaluation criteria and weight allowances:

I. QUALIFICATION (20) TOTAL POINTS)	**PTS**	**COMMENTS**
(A) FIRM BACKGROUND (3 pts: 1.5 pts each) ____Names, address, email, and telephone numbers ___ Type of service for which individual /firm is qualified		
(B) CORPORATE DOCUMENTS 6 pts: 1 pt. each) _____Business License or State Register for Services being advertised _____Articles of Incorporation (For Corporations or Article of Organization for (LLC's) or Statement of Qualifications (Limited Partnerships*), if applicable* _____Certificate of Good Standing dated July 1, 2022 or later _____Copy of Certificate of Resolution/Memorandum Authorizing Signatory *on company letterhead and signed/attested by secretary or all members* _____Non-Collusion Affidavit _____Copy of Sam.gov registration and DUNS number		

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(C) SUB-CONTRACTOR (5 pts: 2.5 pts each) ____Listing of Sub-contractors retained for this project including phone numbers with copy of written statements of agreement from subcontractors ____Provided the percentage of work that will be retained for each sub-contractor		
(D) STAFFING (6 pts: Personnel-2 pts; Org. Chart-1 pt.; Expertise-3pts) ____Key Personnel ____Organizational Chart ____Expertise		
II. PROJECT APPROACH (24) TOTAL POINTS)	**PTS**	**COMMENTS**
(A) TECHNICAL RESPONSE (20 pts) ____ Narrative description of your approach to this project, your anticipated project schedule and any unusual aspects or problems you foresee with this project; Does the project plan address the criteria identified in the RFP Scope? Is there a project plan against which to measure progress? Was alternative strategies/risk mitigation addressed or provided.		
____**(B) QUALITY OF PROPOSAL (4 pts)** Did the proposal stick to the project requirements? Is the proposal free of spelling, grammar, and other related errors? Client-Focused: Is the proposal customized to the agency needs? Visual factor: Was the proposal well put together?		
III. EXPERIENCE (20 TOTAL POINTS)	**PTS**	**COMMENTS**
(A) RELEVANT EXPERIENCE ON SIMILAR PROJECTS (10 pts) ____ Provided a list of projects performed within the last five (5) years. Include a brief description of the work performed and cost of each project.		
(B) EXISTING PROJECTS (10 pts) ____Indicate the number and value of active projects now being handled by your firm. Include a brief description of the project and percentage completed		
IV. COST 30 TOTAL POINTS)	**PTS**	**COMMENTS**
____ Eligible Costs: (25pts)Does the proposed price compared to the (a) planned budget and to (b) other proposals (when cost is a rating factor)? ___ Ineligible Costs (5 pts)		
V. REFERENCES (6 TOTAL POINTS)	**PTS**	
____1st Reference (2 pt.) ____2nd Reference (2 pt.) ____3rd Reference (2 pt.)		
TOTAL POINTS ***(not to exceed 100 combined)***		

P. SCOPE OF SERVICES

I. INTERNET-WIDE AREA NETWORK SUPPORT AND MAINTENANCE SERVICES

All (WAN) Wide Area Network bandwidth needs in this RFP must be satisfied with a service provider providing bundled or separated internet access over leased lit fiber transport, point-to-point circuits over 100% leased lit fiber-optic, middle-mile backbone to each location listed. The selected provider shall provide 99.999% broadband, high speed wide area network connectivity, maintenance service availability between all VIDE schools and supporting offices. The VIDE is requesting proposals to provide, support, and maintain a reliable, secure, Internet and WAN to connect all VIDE sites listed into a private isolated and dedicated network centrally connected and managed by VIDE's NOC (Network Operations Center) for each district. Full access to this private network traffic monitoring is also needed for VIDE to manage bandwidth allocation to each site through the selected vendor or VIDE's own equipment.

The preferred solution is all leased lit fiber and will be strongly weighted, but will consider where appropriate a mixture, or another alternative to reliable technology. No links (main or backup) should be no less than 100 Mbps, 200 Mbps, 1 Gbps where identified. Network availability should be at a minimum of 99.999% with a latency of no more than 100 milliseconds.

The proposer should provide separate pricing for WAN connectivity to each school campus and VIDE Supporting Offices Main Distribution Frame (MDF) in the following.

All Middle, K-8, Intermediate, Jr. High, and High Schools speeds are: 1Gbps $_____

Elementary Schools speeds are: 200 Mbps $_____

Supporting Office: 100 Mbps $_____

99.999% available broadband high speed Inter-island network connectivity is required to connect all schools and offices on St. Croix, St. John, and St. Thomas to each other with pricing at the intervals above 100 Mbps. Appropriate customized VIDE dedicated, routing, maintenance and support must be included to deliver internet and other voice, video, and data network services from the St. Thomas and St. Croix VIDE's Network Operations Center (NOC) to schools and offices in each district and between the two districts. Internet services will be installed and originate at each NOC and routed to each school and supporting offices

Below is a listing of the WAN services to be delivered to sites with separate pricing for increments listed above.

School and Administrative Site Connectivity

The following are VIDE schools and offices that require service. The list of sites and their addresses may fluctuate over the life of the resulting contract.

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St. Thomas/St. John

	School Site		Administrative Site
1	Bertha C. Boschulte Middle School #9-1 & 12a Bovoni Rd St. Thomas, VI 00802	1	St. Thomas/ St. John Curriculum Center – Tutu Park Mall Location 4900 Tutu Park Mall St. Thomas, VI 00802
2	Lockhart K-8 School 41 Estate Thomas St. Thomas, VI 00802	2	Department of Education VIDE IT Administrative Office (1834 Kongens Gade) 1834 Kongens Gade St. Thomas, VI 00802
3	Charlotte Amalie High School 8 & 9 Estate Thomas St. Thomas, VI 00802	3	State Special Ed – Altona 3730 Altona Frostco Building Suite 103 St. Thomas, VI 00802
4	Jane E. Tuitt Elementary School #19 Levoki Strade St. Thomas, VI 00802	4	Office of Operation at Yacht Haven Grande #5304 Yacht Haven Grande, Suite# B201 And B205 St. Thomas, VI 00802
5	Ulla F. Muller Elementary School #7B Estate Contant St. Thomas, VI 00802	5	Island Block Warehouse/Fixed Asset Administrative Office 47C-1 Kronprindsens Gade St. Thomas, VI 00802
6	Joseph Gomez Elementary School 142 Annas Retreat St. Thomas, VI 00802	6	J. Antonio Jarvis Annex Administrative Office (Special Nutrition) Kongens 1c & 1d Dronningens Gade St. Thomas, VI 00802
7	Joseph Sibilly Elementary School #14, 15, 16 Estate Mafolie St. Thomas, VI 00802	7	St. Thomas School Lunch – Subbase #95 Subbase St. Thomas, VI 00802
8	Joseph Sibilly Annex Bonne Resolution St. Thomas, VI 00802	8	VIDE State/Fiscal Administrative Office-Crown Bay Business Center 161 A Crown Bay, Building B, 2nd Floor Unit 1 And Unit 4-11 St. Thomas, VI 00802
9	Edith L. Williams Alternative Academy #1 Estate Charlotte Amalie St. Thomas, VI 00802	9	St. Thomas Adult Ed - Garden Street 2a Crystal Gade St. Thomas, VI 00802
10	Yvonne E. Milliner-Bowsky Elementary School 15b And 16 Estate Mandahl St. Thomas, VI 00802		
11	Ivanna Eudora Kean High School 1 & 2 Estate Nazareth St. Thomas, VI 00802		
12	Gladys Abraham West (Raphael O Wheatley Skill Center) 68a Estate Lindberg Bay St. Thomas, VI 00802		

13	Guy Benjamin School Center-St. John 1 2 Emmanus St. John, VI 00831		
14	Julius Sprauve K-8 School 15-18 Enighed St. John, VI 00831		

St. Croix

	School Site		**Administrative Site**
1	Alfredo Andrews Elementary School Rural Route #1 Friedensborg St. Croix, VI 00850	1	St. Croix Curriculum Center and Administrative Office #3 Vi Corp St. Croix, VI 00850
2	Arthur Richards K-8 13A Mt. Pleasant St. Croix, VI 00840	2	St. Croix Procurement Warehouse 6179 ANNAS HOPE Christiansted VI 00820-5133 United States St. Croix, VI 00850
3	Juanita Gardine Elementary School 8 Estate Richmond St. Croix, VI 00820	3	St. Croix Department of Ed Headquarters Office - 2133 Hospital Street / School Lunch / STX Special Ed (District Office) 2133 Hospital Street St. Croix, VI 00850
4	St. Croix Alternative Ed (Positive Connection) 36b La Grande Princess St. Croix, VI 00840	4	Stx Special Education (State Office) / Maintenance 11-11D Estate La Grande Princesse, Christiansted, St Croix 00820
5	Eulalie R. Rivera Elementary School Rural Route 1, Estate Grove Place St. Croix, VI 00840	5	Office of Operation (Commissioner's Office) 1C Clifton Hill Kingshill, VI 00850
6	St Croix Adult Ed-Day Adult 3017 Penitentiary St. Croix, VI 00820	6	John H. Woodson Junior High School (Admin Office) 11-B Vi Corp Lands St. Croix, VI 00850
7	St. Croix Career & Technical School / St. Croix Educational Complex 5a And C Vi Corp Estate St. Croix, VI 00840		
8	St. Croix Central High School 5a-B Vicorp Land St. Croix, VI 00820		
9	Pearl B. Larsen K-8 School 7 Estate Saint Peters St. Croix, VI 00820		
10	Claude O. Markoe Elementary School 71-75r Mars Hill St. Croix, VI 00820		

11	Lew Muckle Elementary School 317 Sion Farm St. Croix, VI 00820		
12	Ricardo Richards Elementary School 491 Estate Barron Spot St. Croix, VI 00850		
13	Youth Rehabilitation Center – STX 6179 Annas Hope St. Croix, VI 00820		

Proposer must ensure 100% total service to all sites including measures to minimize reduction and/or loss of service. Proposer must provide VIDE with either independent third-party access or VIDE read only access to their equipment so that deliverables to include all WAN links may be monitored 24/7.

Service Level Agreement

Proposer must commit to the Government in the form of Service Level Agreements ("SLA") that they will provide services and remedies regarding the availability and performance of Contractor's network. Proposer must ensure 100% total service to all sites including measures to minimize reduction and/or loss of service. Service provider will be penalized for service outages for more than an hour as a result. A constant uptime of 99.999% and minimum throughput listed in the chart above per site must be maintained for the entire WAN at all times. Penalties will be awarded for failure to meet these requirements. This will include financial credits toward the VIDE not to exceed 50% of monthly fees. Upon discovery of an outage lasting 30 minutes or longer, the service provider must 1) immediately send an electronic notification within 120 minutes, to an electronic contact number or electronic address provided by VIDE, 2) provide VIDE with an initial report within 72 hours that communicate the approximate outage start and end times, 3) a final written outage and service restoration uptime report within 30 days, 4) must provide the exact cause of the outage with 240 minutes of the outage.

Monthly Service Availability

Proposer must agree to provide a ninety-nine point ninety-nine percent (99.99%) target Monthly Service Availability to all VIDE's sites.

WAN bidding is restricted to common carriers. (Please refer to: https://www.fcc.gov/reports-research/guides/common-carrier-filing-requirements-information-firms-providing-telecommunications-services). Qualified vendors bidding for WAN services must meet the common carrier definition (all common carriers are required under FCC rules to file FCC form 499A – Telecommunication Reporting Worksheet).

II. INTERNET ACCESS

The VIDE is soliciting proposals for the following leased lit fiber Internet services. All leased lit fiber internet service broadband bandwidth needs in this RFP must be

satisfied with an ISP providing 100% leased lit fiber-optic, middle-mile backbone. Each District will receive VIDE only dedicated leased lit fiber Internet Access service at 5 Gbps at each District's Network Operations Center (NOC) and 5 Gbps for the Backbone, located at the Curriculum Center on St. Croix and the Department of Education IT Administrative Office on St. Thomas, which is the center of each District's network. Both NOC's must communicate with each other as part of VIDE's redundancy protocols and inter-islands connection circuit at 1 Gbps. Shared bandwidth service, or any other equivalent or mixture, is unacceptable. The service will consist of two separate and dedicated leased lit fiber Internet Access connections as follows:

Internet services must be independently dedicated routed to all VIDE school and support office.

ST THOMAS/ST JOHN	ST CROIX DISTRICT
Pricing request in increments from 200 Mbps to 5 GBPS Dedicated bandwidth to 1 St. Thomas NOC location (at the DOE IT Administrative Office)	Pricing request in increments from 200 Mbps to 5 GBPS Dedicated bandwidth to 1 St. Croix NOC location (at the Curriculum Center)

Appropriate routing must be included to deliver leased lit fiber internet services from each NOC to schools and administrative offices in each district and between the two districts.

All St. Thomas and St. John schools and sites, must have 100Mbps/200Mbps/1Gbps where identified of reliable, dedicated leased lit fiber Internet service via carrier class licensed equipment with dedicated transport to the Department of Education, St. Thomas Network Operations Center (NOC) located at 1834 Kongens Gade.

All St. Croix schools and sites, must have 100Mbps/200Mbps/1Gbps where identified of reliable, dedicated leased lit fiber Internet service via carrier class licensed equipment with dedicated transport to the Department of Education, St. Croix Network Operations Center (NOC) located at the Curriculum Center at #3 VI Corp Land RR #1 Kingshill St Croix.

Service Level Agreements

For this category, proposer must commit to the Government in the form of Service Level Agreements ("SLA") that they will provide services and remedies regarding the availability and performance of Contractor's network and solution. Proposer must ensure 99.999% total service including measures to minimize reduction and/or loss of service.

Proposer must guarantee 100% total service including the last mile link to existing links in both St. Thomas - St. John NOC and St. Croix NOC. Accordingly, Proposer must warrant in its Proposal that it will install as many links as necessary at each NOC to

provide this level of service. In addition, Proposer must state how many links it will install at each NOC for this purpose. Proposer must ensure 100% total service to all sites including measures to minimize reduction and/or loss of service. Proposer must provide VIDE with either independent third-party access or VIDE read only access to their equipment so that deliverables may be monitored 24/7.

Each Respondent shall include the SLA (Service Level Agreement) for review as part of the proposal warranting that services will be delivered as requested and outlining a process for escalation and remediation of problem conditions. The SLA must include commitments to:

- A specified warranty of service
- Incident resolution procedures
- Clearly defined escalation procedures

Monthly Service Availability

Proposer must agree to provide ninety-nine point ninety-nine percent (99.99%) target Monthly Service Availability with a latency of no more than 100 milliseconds to VIDE's NOCs. Proposer must ensure 100% total service to both sites including measures to minimize reduction and/or loss of service.

Q. NON-PERFORMANCE BY SELECTED CONTRACTOR

In the event of the selected contractor's non-performance under the subsequent contract and/or the violation or breach of the contract terms, the Government shall have the right to pursue all administrative, contractual, and legal remedies against the contractor and shall have the right to seek all sanctions and penalties as may be appropriate. Further, either party shall have the right to terminate the contract with or without cause upon the agreed upon written notice to the other party specifying the date of termination.

R. CONTRACTUAL REQUIREMENTS

All bid proposals and subsequent contract and supporting documents must reflect the legal name of entity. Supporting documents that must be submitted prior to contract execution and within the time established by the Government shall include, but not be limited to, the following:

1. ***Certificate of Resolution***, as to the authorized negotiator and signer of the contract.
2. Current ***Virgin Islands Business License*** issued to the legal name of record of the entity by the Government of the Virgin Islands, Department of Licensing and Consumer Affairs or a copy of current business license issued by state, city or county in which the foreign corporation is operating.
3. **One** current ***Certificate(s)of Good Standing/Existence***, in legal name of the Contractor by the Virgin Islands Office of the Lt. Governor, Division of Corporations and Trademarks; and if the company is not locally formed, an original Certificate of Good Standing, Certificate of Existence, or Certificate of

Status from the state of registration.

4. ***Certificate of Issuance or Renewal of Trade Name*** issued by the Virgin Islands Office of the Lt.
   Governor, Division of Corporations and Trademarks, if applicable.
5. ***Articles of Incorporation or Organization***, as applicable; or documents governing operation.
6. ***Liability Insurance*** indicating proof of coverage of:
   a. ***Commercial General Liability Insurance*** of no less than Two Million Dollars and Zero Cents **($2,000,000.00)** per occurrence.
   b. The Contractor must provide Certificate(s) of Liability Insurance and **Declaration/Endorsement** pages indicating that the Government of the Virgin Islands, Department of Education, is an "additional insured" on the Commercial General Liability Policy.
   c. **Professional Liability Insurance** no less than One Million Dollars and Zero Cents ($1,000,000.00) for any one occurrence.
   d. The Professional Liability Insurance must cover the services to be provided under the contract and the Government must be indicated as a Certificate Holder.
   e. Please note insurance requirements may be modified.
7. Certificate of Government Insurance of Copy of Certificate providing firm/agents are covered by Workers' Compensation Employee's Liability.
8. System for Award Management (SAM) certifying the Contractor's eligibility to receive Contract awards whose services were appropriated with federal funds; www.sam.gov. The selected contractor certifies that it is eligible to receive contract awards using federally appropriated funds and that it has not been suspended or debarred from entering into contracts with any federal agency. The Contractor shall include this provision in each of its subcontracts hereunder and shall furnish its subcontractors with the current "LIST OF PARTIES EXCLUDED FROM FEDERAL PROCUREMENT OR NON PROCUREMENT".

Please note the above-referenced documents are subject to modification at the Government's discretion. Any silence, absence, or omission from the contract specifications concerning any point shall be regarded as meaning that only the best commercial practices are to prevail. All contractual documents including insurance certificates/policies must be kept updated and maintained throughout the term of the contract.

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