Montgomery County Schools

Request for Proposals for Wide Area Network Service

E-rate Form 470 #270002817

Timeline

- **Questions Due Date:** December 18th, 2027
  Questions must be submitted at: **https://forms.gle/qL4Cp9ZfEpC1zz737**.
  E-mails and phone calls will not be accepted. Q&A will be posted in EPC as a 470 RFP document.

- **Proposal Due Date:** January 12th, 2:00 P.M.
  Proposals will not be accepted after this date.

- **Delivery Address:**
  Montgomery County Schools — *Sealed Bid 470 #270002817*
  Attn: Brian Helms
  441 Page Street
  Troy, NC 27371-0427

Two (2) paper copies and two (2) USB flash drives with electronic copies are required. Submitted proposals are subject to Public Document Requests. Vendors may submit a **redacted version** for this purpose; the district will use the redacted version when responding to such requests.

Section 1: Overview

The Montgomery County School district requests proposals for **symmetrical leased lit fiber transport** (without Internet access) to provide Wide Area Network (WAN) services to all district sites listed in Appendix A. Service will originate from the district hub location and connect to all remote sites.

A resilient design supporting Virtual WAN management is preferred. Service is expected to begin **July 1, 2027**, following the expiration of the current WAN service.

The district will consider **3-year and 5-year contracts**, each with four (4) one-year voluntary extensions. Pricing should be submitted for: 10 Gbps all locations.

Pricing must be provided **without Special Construction**. The district reserves full discretion in determining whether an award will result from this RFP.

Current Provider: Conterra Networks

Emergency Mutual Renewal

This contract may be renewed for up to 180 days beyond the stated renewal periods, solely to ensure service continuity in the event of a transition or emergency delay.

Transitional Service Option (MTM)

Vendors may also bid for **month-to-month (MTM)** transitional service, as long as service is live by **July 1, 2027**. Vendors may bid on both multi-year and MTM options.

Section 2: Service Requests

The district seeks a **fully managed WAN solution**. Connections should be point-to-point fiber between instructional and administrative facilities.

Network Design and Construction

- Both traditional (hub-and-spoke) and alternative designs will be considered.
- Cost of service will be the **highest weighted factor** per E-rate rules.
- Designs should prioritize **dedicated infrastructure** with minimal shared equipment.
- Proposals must include detailed **network design and route diagrams**, rationale for design decisions, and **resiliency measures** to ensure single points of failure are mitigated.
- A **construction progress update plan** must be included.

Section 3: Solution Specifications

Bandwidth: 10 Gbps per endpoint, scalable to 40 Gbps; 10 Gbps hub.
Contract Terms: 36- and 60-month options with four (4) one-year extensions.

Pricing Requirements: - Include all **monthly recurring costs (MRC)**, **non-recurring costs (NRC)**, **taxes, and fees**.
- Provide costs in both PDF and unlocked Excel formats.
- North Carolina sales tax (7%) applies.

Vendor Requirements:

- One provider responsible for all sites; subcontractors must be disclosed.
-Include a list of subcontractors, if applicable.
- All solutions must include **all applicable taxes, fees, and equipment**.
- Mid-contract upgrades do **not** reset contract terms.
- Additions, deletions, or downgrades must be addressed via amendment. Associated fees for additions, deletions, and downgrades must be included in proposal.

- Provide aggregate uptime statistics for your proposed service in the geographic area encompassing Applicant.

All solutions must comply with the **Service Level Agreement (SLA)** terms in Section 4.

Section 4: Service Level Agreement (SLA)

Minimum Requirements:

- 99.99% network availability
- ≤0.25% packet loss
- ≤25 ms round-trip latency
- ≤10 ms jitter

Performance Commitments:

- No throttling or capacity limitations.
- Vendor must respond within **2 hours** of outage notification and restore within **4 hours**. - 24/7/365 network operations support required.

Outage Credit Schedule:

Length of Service Outage	Credit is the following percentage of monthly recurring cost
Less than 2 hours	No Credit
Greater than two (2) hours and less than four (4) hours	5%
Greater than four (4) hours and less than eight (8) hours	10%
Greater than eight (8) hours and less than twelve (12) hours	15%
Greater than twelve (12) hours and less than sixteen (16) hours	20%
Greater than sixteen (16) hours and less than twenty-four (24) hours	35%

Greater than twenty-four (24) hours	50%

Reporting & Escalation:

- Vendors must provide a full escalation plan and incident reporting process. Incident reports must be provided within five (5) business days of resolution.
- The Customer will be notified immediately once the problem is resolved and will be asked for verbal closure of the incident.
- Time starts from the time the Customer contacts vendor and identifies the problem.

Section 5: General Terms

- All sites in Appendix A must be included. Missing sites may disqualify the bid.
    - If their solution is chosen, respondents are required to include sites names and addresses on the contract.
    - If their solution is chosen, respondents are required to include sites names and addresses on the monthly invoices.
- Include a **proposal overview**, **assumptions**, **deviations**, and **permit/easement requirements**.
- Reselling and subcontracting
    - Any respondent who intends to resell or subcontract a lit service from a 3rd party must supply proof in writing that said party can provide service at all proposed Applicant locations.
    - If, at any point following the bid submission, any changes from the 3rd party alter the costs or significantly change scope of proposed service then Applicant will not be liable for the cost increase and reserves the right to disqualify the bid and cancel any signed contracts without penalty.
- Network Diagram
    - For each response, respondents must include a network diagram displaying the paths to be used to serve each endpoint.
    - Diagrams must show if circuits are routed through any aggregation hubs, equipment, or third-party facilities between hub site and each endpoint.
        - If this detailed information cannot be supplied, then at a minimum the quantity of each must be supplied in order to provide a picture of potential latency.
- Vendor must hold a **USAC 498 ID (SPIN)** and include it in the proposal.
- Proposals should include a total cost of all services.

Implementation Timeline

All sites must be live by **July 1, 2027**. Vendors must include a **construction timeline** and contingency plan for funding delays.

Demarcation

Service must terminate at the demarcation point in each facility. Property-line handoffs are not acceptable.

References

Provide at least **three (3) K-12 references** (Appendix B).

E-rate Compliance

- Vendor must assist with **Form 471 Bulk Upload** and **PIA Review**.
- Written agreement to this requirement is mandatory (Appendix C Checklist).

Funding Contingency

Contracts are contingent upon **E-rate funding approval** and a written **Notice to Proceed** from the district. Funding approval alone does not authorize commencement.

Section 6: Evaluation Criteria

Weight	Criteria
30%	E-rate eligible recurring and one-time circuit costs
10%	Complete bid submission
10%	Prior experience with applicant
20%	Proposed contract terms and flexibility
15%	Network Reliability and Resiliency
15%	References from comparable projects

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, as set forth in the RFP, and do not contain a significant amount of corporate boilerplate marketing information
3. Quality of previous experiences with the company: Support, services delivered, personnel interactions, billing, etc.
4. Proposed contract terms and conditions: Proposed contract has flexibility and terms desired by Applicant
5. Evaluation of the vendor's proposed network design to ensure high availability, redundancy, and minimal single points of failure. Consideration will be given to uptime statistics, network architecture, and SLA compliance guarantees.
6. Provider references: response included K12 references that were similar in size and scope

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Section 7: Protest Procedure

Bid protests must be received **within fifteen (15) calendar days** of award notification. Protests must include a written statement detailing the reason(s) for protest.

Appendices

- **Appendix A:** Site List (All District Locations)
- **Appendix B:** Vendor References
- **Appendix C:** Compliance Checklist

Appendix A: Sites

	Site	Entity Number	Entity Type	Address	Latitude	Longitude
1	Candor Elementary School	27849	School	414 S Main St, Candor, NC 27229	35.29	-79.747
2	East Middle School	27825	School	1834 Us Highway 220 Alt S, Biscoe, NC 27209	35.3345	-79.769
3	Green Ridge Elementary School	16046870	School	129 McCaskill Rd, Biscoe, NC 27209	35.3398	-79.7826
4	Montgomery Central High School	17022282	School	770 Timberwolf Drive, Troy, NC 27371	35.4002	-79.9622
5	Montgomery County District Office	16033133	NIF	441 Page Street, Troy, NC 27371	35.367784	-79.888943
6	Montgomery County Early College	17014075	School	1011 Page St, Troy, NC 27371	35.369	-79.8711
7	Montgomery Learning Academy	16046851	School	310 S Main St, Troy, NC 27371	35.3559	-79.894
8	Mount Gilead Elementary School	27978	School	100 S School St, Mount Gilead, NC 27306	35.2155	-80.0041
9	Page Street Elementary	225110	School	897 Page Street, Troy, NC 27371	35.367178	-79.879054
10	Star Elementary School	28050	School	302 S Main Street, Star, NC 37356	35.4322	-79.7952
11	Troy Elementary School	28072	School	310 N Russell St, Troy, NC 27371	35.3616	-79.8901
12	West Middle School	27980	School	129 Nc Highway 109 S, Mount Gilead, NC 27306	35.3182	-79.9437

Appendix B

References

School District or Library System	Contact Name	Email Address	Telephone Number

Appendix C

RFP Compliance Checklist

Contract Terms & Bandwidth

☐ 3-year proposal with four 1-year extensions

☐ 5-year proposal with four 1-year extensions

☐10 Gbps at all locations

☐ 40 Gbps at hub

☐ Bandwidth is scalable

Network Design & Documentation

☐Network design illustrated

☐Construction routes are included

☐Network resiliency measures included (mitigation of single points of failure)

☐Aggregate uptime statistics for proposed service in the geographic area provided

☐Network diagram displays paths to each endpoint, including aggregation hubs/equipment/third-party facilities

☐Construction progress update plan included

Pricing & Fees

☐Pricing spreadsheet in Excel format is attached with fee totals

☐Pricing includes monthly recurring costs (MRC)

☐Pricing includes all taxes and fees (including NC sales tax)

☐Pricing includes non-recurring costs (NRC)

☐Understand that costs added to the quote after the bid is submitted are the responsibility of the company and not the Applicant

☐Disconnect fees included

☐Downgrade fees included

☐Associated fees for additions, deletions, and downgrades included

Vendor & Service Requirements

☐Single provider for all sites; subcontractors disclosed

☐Proposal overview, assumptions, deviations, and permit/easement requirements included

☐Emergency mutual renewal clause (up to 180 days for service continuity) acknowledged

☐Month-to-month (MTM) transitional service option addressed (if applicable)

☐Redacted version of proposal provided for public document requests

SLA & Performance

☐Agree to all SLA terms (99.99% availability, ≤0.25% packet loss, ≤25 ms latency, ≤10 ms jitter)

☐No throttling or capacity limitations

☐Aggregate uptime of 99.9% will be provided

☐24/7/365 network operations support

☐Vendor will respond within 2 hours of outage notification and restore within 4 hours

☐Outage credit schedule acknowledged

☐Compliance with all SLA performance metrics confirmed

Reporting & Incident Management

☐Full escalation plan and incident reporting process included

☐Incident reports provided within five (5) business days of resolution

☐Immediate notification of problem resolution and request for verbal closure

Implementation & Timeline

☐All sites will be live by July 1, 2027

☐Construction timeline included

☐Contingency plan for funding delays included

☐Service terminates at demarcation point in each facility (no property-line handoffs)

☐Cut-over dates included

References & Compliance

☐Three (3) K-12 references provided (Appendix B)

☐USAC 498 ID (SPIN) included

☐E-rate Form 471 Bulk Upload and PIA Review assistance agreed (Appendix C)

☐All sites in Appendix A included; missing sites may disqualify bid

☐Proposal includes all site names and addresses

☐ If notified of winning bid, contract will include all site names and addresses

☐Monthly invoices will include all site names and addresses

☐Upon award, Bulk Upload Spreadsheets will be provided

☐Protest deadlines are understood

☐By submitting a proposal, vendor agrees to all requirements of the RFP

☐It is understood that failure to provide all items requested in this RFP are grounds for disqualification