NORTHCOAST CHILDREN'S SERVICES
REQUEST FOR PROPOSALS
FOR
Expansion of Wide Area Network Service to be funded Under E-Rate Year 30 (2027-2028)
Issued November 5, 2026

1 SUMMARY

The purpose of this Request for Proposal (RFP) is to define the Northcoast Children's Services minimum requirements, solicit proposals and gain adequate information by which the Northcoast Children's Services may evaluate the services offered by the Proposer.

Northcoast Children's Services is a private non-profit corporation serving pregnant women and children from birth to kindergarten age. NCS currently operates federally funded Head Start and Early Head Start programs, California State Preschool, General Child Care and Development Programs, and the California Child Care Food Service program. These programs provide services to approximately 1,000 children and their families in Humboldt and Del Norte counties

Northcoast Children's Services, herein after referred to as NCS seeks to expand existing Wide Area Network services to provide connectivity to new Head Start location in Eureka.

NCS discourages lengthy and costly proposals. Proposals should be prepared simply, economically and provide a straightforward, concise description of the Proposer's service design and NCS' abilities to satisfy the requirements of the RFP. Emphasis should be on completeness and clarity of content.

In order to proposals to be valid, it must address all aspects of desired service and be received by the NCS' representative no later than 5:00pm, Friday, December 4, 2026.

2 PROPOSAL EVALUATION

All valid proposals will be evaluated using the following scale:

E-Rate eligible costs recurring and non-recurring	40%
Impact or lack of impact on network functionality	25%
Service Level Agreements	25%
References	10%

3 GENERAL REQUIREMENTS AND INFORMATION

3.1. SITES

3.1.1 Northcoast Children's Services
1266 9th St., Arcata, 95521

3.1.2 Northcoast Children's Myrtle Street Head Start
306 Myrtle Street, Eureka, 95521

3.2 GENERAL INFORMATION

Existing Wide Area Network fiber network provides connectivity between NCS' Main Office, Site 3.1.1 and Head Start Locations at 100mbps. Current Wide Area Network agreement will not expire until June 30, 2028.

3.3 NCS' DESIRED WIDE AREA NETWORK FUNCTIONALITY

- Existing Wide Area Network expanded to include NCS Myrtle Street Head Start 3.1.2, connecting to NCS Main Office, Site 3.1.1.
    - Bandwidth upon installation to be 100mbps.
- Ethernet Service fully compliant with IEE 802.3 Ethernet Standards
    - Proposed service shall comply with IEEE Standards:
        - Full Duplex 802.3x
        - Gigabit Ethernet 802.3z
        - Virtual LAN 802.1Q
        - Transparent Bridging 802.1d
        - Packet Priority 802.1
            - Provide overview of capabilities for rate shaping and/or rate-limiting
        - Multicasting (IGMP with PIM, SM or DM)
        - All Layer 1 and Layer 2 protocols
        - Minimum Layer 3 protocols ((EXP, EIGRP, IGMP, IPSec, OSPF & RIP)
- Services sought by the NCS are to be:
    - Eligible for E-Rate Priority One Telecommunications Services discounts
    - Eligible for California Teleconnect Fund discounts

4 PROPOSER' RESPONSE REQUIREMENTS AND COMMITMENTS

- **Proposer's responses are required in PDF file format and shall be emailed to the NCS's Consultant: rich@aagjconsulting.com**
    - Hard copy responses are not required.

Proposer shall

- Confirm that proposer has completed FCC Form 473 Service Provider Annual Certification Form for Funding Year 2027-2028.
- Provide contractual pricing for proposed expansion of Wide Area Network Service through June 30, 2028 under terms and conditions of existing Wide Area Network agreement.
    - Confirm that services are eligible for E-Rate and California Teleconnect Fund discounts.
- If proposed solution includes E-Rate Eligible Special Construction Costs
    - Based upon NCS's free and reduced lunch percentage, NCS' anticipated E-Rate discount is estimated at 90%
        - E-Rate will pay full amount of approved discount for Special Construction Costs in 2027-2028.
        - NCS requests the ability to pay its 10% share of Special Construction costs over a four-year term.
        - Proposer shall confirm ability of NCS to pay non-discounted portion of Special Construction costs in annual payments over a four-year term.
    - If successful bidder, Proposer agrees to provide the following information to support Special Construction costs:
        - Aerial Build Cost
            - Average Cost per foot for material
            - Average Cost per foot for placement, structure material, structure placement.
        - Direct Buried Build
            - Average Cost per foot for material
            - Average Cost per foot for placement, labor, conduit. Handholes, vaults etc.
    - Any additional information that may be requested during E-Rate Program Integrity Assurance process.
- Submit network design illustration of proposed services to deliver bandwidth and network configuration as outlined by NCS
    - Provide manufacturer's name, model and SKU number for any equipment provided by the proposer to support Managed Wide Area Network.
- Identify implementation plan for Wide Area Network Services
    - Include timeline in business days from receipt of firm order from NCS to implement Wide Area Network Services
    - Identify any external influences which are out of proposer's control which could impact ability to meet stated installation timelines.
    - Provide description of facilities to be installed by provider and handoff at each location, including any rack space or electrical requirements to be provided by NCS.

    - Confirm ability to provide NCS with as built documentation of network components including but not limited to circuit identification numbers and network routing information
- Define support resources available to NCS which will:
    - Identify process and interval to increase bandwidth or modify network
    - Identify process for resolution of service interruptions
        - Provide organization chart with contract information for repair/maintenance organization.
        - Define major and minor service interruptions and mean time to resolution
- Provide
    - Minimum of three references for proposed services.
        - Identify reference contact and provide contact information
    - SPIN numbers for services to be provided.
    - Identify process for obtaining approved E-Rate discounts following receipt of Funding Commitment Decision Letter and submission of Form 486

5 SERVICE LEVEL/MAINTENANCE AGREEMENTS

5.1 SERVICE LEVEL/MAINTENANCE AGREMENTS MUST BE INLCUDED IN PROPOSAL TO BE CONSIDERED A VALID RESPONSE.

- Service Level Agreement should identify support services to be provided, including but not limited to:
    - Performance guarantees
    - Network Monitoring
    - Fault Isolation and Resolution

- Service Level Agreement shall be an industry standard 24/7 agreement to ensure the following objectives are maintained:
    - No other Services Provider's customers will have any physical or logical access to SCOE's traffic/VLAN.
    - Network Availability – 99.00%
    - Packet Delivery – 99.99%
    - Network Latency: As identified and committed to in proposal
    - Mean Time to Repair – 4 Hours – end-to-end, including local loop

6 RFP TERMS

NCS requires RFP submittals no later than 5:00pm, Friday December 4, 2026.Proposals must be valid through the E-Rate Funding Year 2027-2028.

Submit responses as a PDF file, emailed to NCS' Consultant: rich@aagjconsulting.com

Received RFP's will be reviewed, following the close of the submission window.

NCS reserves the right to make an award without further discussion of any proposal submitted. **There shall be no best and final offer procedure**. Therefore, each proposal should be initially submitted on the most favorable terms the vendor can offer.

After the evaluation of proposals and final consideration of all pertinent information available, the NCS shall issue a written notice which shall identify the apparent best evaluated Proposer. The notice shall not create rights, interests or claims of entitlement in the apparent best evaluated Proposer or any vendor.

NCS reserves the right to reject any or all proposals submitted and waive any formality in the proposals received.

The contract, if awarded, will be to the vendor considered to be the best value to NCS. Best value will be considered based upon the proposal evaluation matrix identified in Section 2 of this document. Contract and implementation of successful proposal is contingent upon full E-Rate funding.

7 CONTRACT TERMS

Agreement to be co-terminus with that of existing Wide Area Network Agreement which will expire on June 30, 2028.

Contractual agreement shall restate service provider's commitments as identified in Section 3.5 of this RFP.

NCS requires all contractual agreements to be reviewed by NCS' legal representative and approval of the NCS Board of Directors.

Contract and implementation of successful proposal are contingent upon full E-Rate funding.

8 CONTACT INFORMATION

Direct contact with NCS personnel during RFP process is prohibited and will result in disqualification of potential service providers that ignore this prohibition.

Direct contact between NCS personnel and existing service providers to discuss ongoing projects initiated prior to the release of this RFP does not constitute a violation of the previously stated prohibition.

Submit questions regarding this RFP via email to NCS' Consultant:

Rich Tunheim
Aarrestad-Gjervik Consulting
4785 Saddle Club Lane
Santa Rosa, CA. 95409
rich@aagjconsulting.com

P. 707-228-9357
F. 888-812-8992

Last date to submit questions, Monday, November 9, 2026.

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