Norwalk Catholic School

E-Rate RFP for ISP Services – E-rate (July 1, 2027-June 31, 2030)

1.0 General Information

1.1 Norwalk Catholic School, abbreviated within this document as NCS, is located in Norwalk, Ohio. The facilities include a High School/Junior High, 2 Elementary School buildings, and an Early Childhood Facility 0.9 miles away. There are approximately 800 students in grades P4-12, and approximately 100 employees.

1.2 Existing Technology. Internet Access is fiber at 1Gbps to our ISP via EVERSTREAM fiber connection contracted with our current ISP. All buildings have a mixture of CAT5e and CAT6 cabling internally and 802.11n wireless. All sites currently implement 802.11b and or 802.11abg wireless and 802.3 Ethernet LAN at different varying degrees of speed and coverage. There are 2 Domain Controllers, approximately 90 Desktop computers building-wide, 100% PC, and we have 800 Chromebooks, 10 laptops/tablets, and 74 RUCKUS R600's and R650's that are hosted through the local RUCKUS SmartZone 100 server. The backbone between switches consists of 10Gb fiber connecting the buildings, including the Early Childhood Facility. Our site utilizes a RUCKUS SmartZone 100, and 12 - ICX-7150 series switches with POE. The network also supports Windows PC which supports the campus bell system over IP speakers in every classroom and public space.

1.1 Good Faith Statement. All information provided by Norwalk Catholic School in this RFP is offered in good faith. Individual items are subject to change at any time. Norwalk Catholic School makes no certification that any item is without error. Norwalk Catholic School is not responsible or liable for any use of the information or for any claims asserted there from.

2.0 Proposal Requirements

Vendors are responsible for monitoring this document for RFP addendums, changes, questions, and answers regarding this RFP.

Please submit proposals or responses via email to: Nancy Miller at nmiller@ncsmail.org and please include the words "E-RATE" in the Subject of your email. Or you can submit hard copies of the proposals to the following address:

Norwalk Catholic School
Attn: Nancy Miller
93 E. Main Street
Norwalk, OH 44857

Norwalk Catholic School School will consider all proposals and choose the most cost-effective one for meeting our educational goals and technology plan.

All proposals are due by January 29, 2027 by 4:00 PM EST unless otherwise noted.

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Written Questions will be accepted via email only. No answers to questions via telephone calls will be provided. Send questions to email nmiller@ncsmail.org. The 470 number and title **must** be referenced in your email. Responses will be sent via email to all parties that have indicated an interest in submitting proposals to the respective RFP.

Proposals must show, where it is applicable, things such as: the brand name, model number, costs, quantities, warranties, labor, per diem, shipping, etc., in a detailed itemized list for all items, components, parts, equipment, and services associated for full completion of the project you are bidding on. Proposals must be all-inclusive and represent the full and complete installation of the project that is being bid on. Both E-rate eligible and E-rate ineligible items, if any, must be included as part of the bid. If there are any E-rate ineligible items or services, they must be in a detailed itemized list that is separately priced and clearly distinguishable from the E-rate eligible part of the bid.

If there are any **recurring costs** included in the proposal, then these items and/or services **must be specifically identified** and **labeled** as recurring costs, otherwise, all items or services will be considered non-recurring.

Proposals must state the type of E-rate billing method to be used – Norwalk Catholic School School would prefer the Discount method (i.e., bill Norwalk Catholic School for only Norwalk Catholic School's discounted percentage.) It is Norwalk Catholic School's preference that they be billed on a quarterly or semi-annual basis for any recurring costs.

Proposals presented will be contingent upon full E-rate funding and existing budgetary requirements of the project you are bidding on. If E-rate funding or existing budgetary requirements are not approved for the project you are bidding on, Norwalk Catholic School Schools may choose to void all or part of the proposal.

Proposals requesting Multi-year contracts with the option for voluntary extensions must have this stated in the proposal. Norwalk Catholic School is requesting a **3** year contract with this RFP.

Proposals should include a "Growth Clause" for increased services as needed as a result of Norwalk Catholic School's growth. Growth Services may or may not be requested by Norwalk Catholic School during the contract term. The service provider shall include a "Growth Clause" with maximum charges per month. The "Growth Clause" shall not require a change in contract terms. The "Growth Clause" shall include a price for all existing service types plus any additional services of the same type/speeds/bandwidth, etc., or higher

Vendors submitting a proposal must have a Universal Service Administrative Company (USAC), Schools and Libraries Division (SLD), E-rate approved Service Provider Identification Number (SPIN), and include how many years' experience they have in the E-rate program.

Proposals should explicitly state that upgrades or changes of equipment or service are allowed, if the upgrade or change of equipment or services does not increase the amount of the proposal, and both parties of the contract mutually agree with the upgrades or changes.

References included with proposals are a plus, and will be expected!

All vendors who will be installing network cabling are required at minimum to follow industry standard best practices, including but not limited to TIA/EIA standards for Network Cabling Systems and Telecommunications Building Wiring Standards and shall be licensed in the following classifications: B, C-7 or C-10, and have at least three years of experience in installation of data systems including wireless LAN installations.

Bids not meeting the requirements listed above are subject to disqualification.

3.0 Evaluation Process (where applicable)

3.1 Criteria for Selection

The evaluation of each response to the RFP will be based on its demonstrated competence, compliance, format, and organization. The purpose of the RFP is to identify those suppliers that have the interest, capability, and the strength to supply Norwalk Catholic School School with the services as outlined in the RFP.

Evaluation Criteria

- Price. (price is the most heavily weighted criterion)
- Valid connection to the OARnet library service
- Followed RFP requirements.
- Customer Support.
- Awarded Other Projects.
- Understanding of the Needs and References.
- Overall Presentation of Proposal

3.2 Selection and Notification

Vendors determined by Norwalk Catholic School who possess the capacity to compete for this contract will be selected to move into the negotiation phase of the process. Written notification will be sent to these vendors via email. Those vendors not selected for the negotiation phase will also be notified of their status.

4.0 Request For Proposal

The agreement term shall be for 3 years, beginning July 1, 2027, and ending on June 31, 2030.

Provider shall furnish Customer Internet access services with the following terms and conditions. Charges will be incurred for only those Services for which a rate is shown and/or a charge is itemized. Services will be rendered for the period of the Agreement, unless otherwise stated below. Any additional services will be billed monthly as incurred.

1. Services and Charges

We are seeking proposals for a multi-year contract with the option for voluntary extensions for Internet Service Provider (ISP). The selected ISP shall provide services that will provide a minimum Internet access speed greater than or equal to 1Gbps over fiber. Our current service is at 1Gbps via lit fiber. The selected vendor shall provide all necessary services, equipment and labor for a complete operating full duplex Ethernet hands-off able to support all TCP/IP and Layer 1, 2 and 3 protocols. Point of demarcation is MDF Closet at 91 E. Main Street, Norwalk, OH 44857. Our current provider is CONNECT using SPECTRUM fiber.

- Please provide Quotes for the speeds listed below, as we will be choosing one of them. __1GB ___2GB

Charges will be incurred for only those services for which a rate is shown and/or a charge is itemized. Services will be rendered for the period of the agreement, unless otherwise stated below.

Upgrades

Upgrades during the initial contract or renewal period are allowable pending final acceptance by Norwalk Catholic School and the contracted provider.

Additional Charges

Customer agrees to pay the Provider for any installation costs, if incurred as a result of providing services to the Customer. However they must include these projected costs in the proposal.

2. Provider's Obligations

a. Provider will provide sufficient training of Customer's personnel to permit Customer to perform all functions and procedures associated with the Internet Access connection.
b. Provider will plan and coordinate all activities incidental to the implementation of the Internet access connection.
c. Provider will assume all responsibilities for the physical Internet access system excluding the customer's internal network.

d. Provider shall provide support for its services during the school's normal business hours, defined as 7:30 am EST to 4:30 pm EST, Monday through Friday, exclusive of holidays as established by the Ohio Board of Education.
e. Upon request from the Customer, Provider may provide service and support outside normal business hours. Such service shall be provided at the sole discretion of the Provider and at an additional cost to the Customer agreed upon in writing prior to the service being provided.
f. The provider shall make every effort to maintain a minimum network availability of 98% during regular business hours. Provider shall make every effort to maintain network availability of 90% outside of regular business hours, exclusive of regularly scheduled maintenance and backup.
g. Provider shall complete system maintenance, system upgrades, and system installations affecting system availability outside normal business hours unless any such maintenance, upgrade, or installation is necessary because of an unexpected system failure caused by events beyond Provider's control, or supporting vendors are not available outside normal business hours. Notification of every planned system outage shall be made at least twenty-four (24) hours in advance of the outage. Notice of system maintenance, system upgrades, and system installations affecting system availability is available on Providers web site.
h. If requested by the Norwalk Catholic School in writing, the Provider shall plan and coordinate ordering and installation, at Norwalk Catholic School's cost, of proper equipment, and shall provide the information to Norwalk Catholic School to assist in obtaining necessary forms.

3. Customer's Obligations

a. The Customer will assume all responsibilities for all local area networks (LAN) connected to an Internet access connection. These responsibilities include, but are not limited to, Customer-owned communications equipment/cabling, LAN software, and LAN hardware.
b. The Customer will provide surge suppression for all devices either directly or indirectly connected to the Internet access connection. The surge suppression must meet UL1449 rating.
c. The Customer will make its personnel and records available to the extent necessary to facilitate the planning, training, and implementation process of the Internet access connection.
d. The Customer will provide the Provider with appropriate and sufficient space and electrical power to facilitate the Internet access connection installation.
e. Customer agrees not to resell any Internet access services provided by the Provider.

4. CHARGES AND PAYMENTS

a. Customer agrees to be solely responsible to Provider for all charges billed by Provider for Services provided to customer under the Agreement. Charges for the Services provided under this agreement will be billed to the Customer on or about July 1, October 1, January 1, and April 1 of each contract year.

b. Payment of all invoices sent shall be due within 30 days of the send out date on the Customer's receipt invoice.
c. Provider is responsible for collecting the portion of the service that is e-rate funded.

5. **WARRANTIES AND LIMITATIONS ON LIABILITY AND INDEMNIFICATION**
   a. Provider shall be liable to Customer for failure to provide Services, but only if such failure(s) is due to negligence of the Provider and not excused by either of the following: 1) Provider shall not be liable for any damages incurred as a result of the errors, omissions or negligence of the Customer, its personnel, employees, agents or users. 2) Provider shall not be liable for failure to perform if such failure is caused by acts of God, winds, fires, landslides, floods, riots, or civil disturbances, failure of a utility or utility type service which is essential to the Provider's Service or other event(s) not reasonably within the control of the provider.

6. CONFIDENTIALITY IF INFORMATION
   a. Provider shall exercise ordinary care in preserving and protecting the confidentiality of information and materials furnished by the Customer.
   b. Except as required by law, Provider agrees not to disclose any materials, information, or other data relating to Customer's operations, to other individuals, corporate entities, districts, or governmental agencies, without prior written consent from Customer.
   c. Except as required by law, Customer Agrees not to disclose any information or documentation obtained from the Provider.

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ADDENDUM

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