

West Feliciana Parish School

Request for Proposal

Internet Access



E-Rate Funding Year 25 (2022-2023)

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1.0 General Information

1.1 Scope

The West Feliciana Parish School Board (WPSB) is accepting proposals from qualified E-rate telecommunication service providers who can provide high-speed Internet Service for the electronic transport of Internet content/communications. This Request for Proposal (RFP) is being issued to invite service providers to submit information and pricing. The West Feliciana Parish School Board will, at its discretion, strongly consider the provider submitting the best proposal that complies with this RFP for a potential business agreement.

Proposals will be accepted for:

- 1) Month-to-month services to be provided without a written contract.
- 2) Services to be provided under a multi-year contract with terms not to exceed 5 years (including original contract and extensions):
 - A two-year contract with the possibility of up to three voluntary one-year extensions
 - A three-year contract with the possibility of up to two voluntary one-year extensions
 - A four-year contract with the possibility of one voluntary one-year extension

1.2 Service Provider Qualifications

In order to submit a proposal, the service provider:

- must be either a Tier – 1 or Tier – 2 Internet Backbone Provider. Tier – 1 is defined as “having no upstream provider”. A Tier – 1 provider operates a national or global backbone network, and interconnects with other Tier – 1 providers in a peer-to-peer networking relationship. Tier – 2 is defined as “having one upstream provider”. A Tier -2 provider interconnects directly to at least one Tier- 1 provider, and preferably more than one Tier – 1 provider for redundancy and reliability. If the provider is Tier - 2, list the Tier – 1 providers used.
- must be in the primary business of providing telecommunications and Internet Service
- must be registered as a service provider with the Schools and Libraries Division (SLD), have a Service Provider Identification Number (SPIN), have a current Service Provider Annual Certification Form (SPAC) on file with the SLD, and comply with all SLD service provider requirements
- must be in good standing with the Federal Communications Commission (FCC) and the Universal Service Administrative Company (USAC), Schools and Libraries Division (SLD). Service provider must be a “green light” company and agree that should the status change to “red light” at any time during the RFP process or contact period that they immediately notify the WFPSB in writing.
- must have highly qualified network engineers and technicians on staff, within a 100 mile radius, who can diagnose problems quickly and recommend solutions



- **1.3 Background Information**

Facts about the West Feliciana Parish School District

- K – 12 public school system located in West Feliciana Parish, Louisiana
- 4 school locations (approximately 2,000 students) and 1 administrative office (approximately 20 employees)
- Current Internet bandwidth is 1G, which is shared between all sites, distributed from a centralized location.
- Routing between locations is handled via WFPSB owned fiber.
- West Feliciana Parish owns its Public IP address range
- Approximately 150 classrooms all of which are wired for Internet Access
- Approximately 3,000 devices and GROWING
- WFPSB uses Content Keeper for content filtering
- Bandwidth consumption over the past few years has grown significantly to support technology integrated instruction and online assessments



2.0 Administrative Information

2.1 RFP Contact

The RFP is being issued on behalf of the WFPSB by:

Leslie McClure
Supervisor of Data and Technology
West Feliciana Parish School Board
PO Box 1910
St. Francisville, Louisiana 70775
Mcclurel@wfpsb.org
Phone: (225)635-38911
Fax: (225)635-0108

Note: All prospective service providers should email Leslie McClure stating the provider's intent to submit a proposal. The words, "INTENT TO SUBMIT INTERNET ACCESS PROPOSAL" should be typed in the subject.

2.2 RFP Availability

This RFP is available in electronic form on the West Feliciana Parish School Board's website, [HERE](#), or in printed form by submitting a written request to the RFP Contact.

2.3 Proposer Inquiries

Requests for copies of the RFP and for questions regarding RFP requirements, service provider qualifications, and/or technical requirements must be submitted to the RFP Contact listed above. All questions must be submitted in writing. Email is the preferred method of contact. The words, "Internet Access RFP Information Request" must appear in the subject.

All questions received and the corresponding answer will be posted on the West Feliciana Parish School Board's website, [HERE](#). No verbal responses will be provided. It is the responsibility of the proposer to check the website for questions and corresponding answers.

Check the Calendar of Events for deadlines regarding questions and answers.



2.4 Calendar of Events

Activity	Date
E-rate Form 470 Submitted on SLD Website	January 20, 2022
Deadline for Questions	February 9, 2022, at 4:00 PM
Proposal Due	February 21, 2022, at 12:00 Noon
Evaluation by District Team	February 22 – February 24, 2022
Service Provider Oral Presentations (if needed)	February 25, 2022
Notification of Selection	By March 3, 2022
Contract Signed	Before submitting Form 471
Form 471 Submission Deadline	March 22, 2022
Service Begins	July 1, 2022

Note: Upon proper notice, prior to the scheduled date of receipt of RFPs, West Feliciana Parish School Board reserves the right to amend/change the above schedule of RFP activities.

2.5 Definitions

The words must, shall, or will used throughout this RFP indicate mandatory requirements. The words could, may, or should denote an advisory action and is not mandatory.



3.0 Proposal Information

3.1 Proposal Submission

Three hard copies 5(one original and 2 copies) and one digital copy of a completed proposal must be received by the RFP Contact by 12 Noon on the due date as specified in the Calendar of Events. Failure to meet the proposal submission deadline will result in rejection of the proposal. Fax or email submissions are not acceptable. The WFPSB is not responsible for any delays caused by the proposer's chosen means of proposal delivery.

The proposal should be labeled as follows:

1. Proposal Name: Response to Internet Access RFP for West Feliciana Parish School Board
2. Service Provider's Name:
3. Proposal Submission Date:

It is solely the responsibility of each proposer to assure that their proposal is delivered at the specified place and prior to the deadline for submission. Proposals, which for any reason are not so delivered, will not be considered for purposes of this RFP.

Proposal shall be delivered to Leslie McClure at the following address:

West Feliciana Parish School Board Office
PO Box 1910
St. Francisville, LA 70775
(225) 635-3891

3.2 Proposal Format

Proposals submitted for consideration must follow the format and order of presentation described below. Service Providers are cautioned that proposals which do not follow the format required by this RFP may be subject to rejection without review. Sections following the title page should be tabbed and clearly labeled.

1. Title Page which includes the following:
 - Proposal Name: Response to Internet Access RFP for West Feliciana Parish School Board
 - Service Provider's Name:
 - Proposal Submission Date:
2. Table of Contents
 - Each proposal must be submitted with a table of contents that clearly identifies and denotes the location of each section and sub-section of the proposal. Each page of the response must be clearly and uniquely numbered. Additionally, the table of contents must clearly identify and denote the location of all enclosures and attachments to the proposal.
3. Cover Letter/Executive Summary (submitted on official business letterhead) which includes the following:



- A summary of the proposal including the service provider’s qualifications (including qualifications outlined in Section 1.2), the ability to deliver the service described in the RFP, and the benefits to the WFPSB
- A history of the company, strengths, and stability, including years in business, years provided type of proposed service, existing customer satisfaction, number of customers in Louisiana and areas covered in Louisiana
- A statement certifying that the service provider is submitting the lowest corresponding price(LCP) as per E-rate guidelines – “As an authorized representative of <insert company name>, I certify that I am submitting the lowest corresponding price as per E-rate guidelines for the goods and/or services being proposed to the West Feliciana Parish School Board.”
- The name(s), title(s), address(es), e-mail address(es), and telephone number(s) of the individual(s) who will function as the main contact(s) for the service provider
- Signature of person(s) authorized to legally bind the service provider

4. Required Documents which includes the following:

- A copy of the Service Provider Identification Number (SPIN) filed with the Schools and Libraries Division(SLD)
- A copy of the Service Provider Annual Certification (SPAC) (Form 473) filed with the SLD
- A copy of the Service Provider’s Federal Communications Commission(FCC) Registration Number
- Three letters of reference from customers with environments similar to WFPSB. Reference information must include company name, contact, address, and telephone number
- A list or organizational chart of the management, sales, and local service support team

5. Technical Response

- Provide a response regarding how the proposer will meet each requirement in the space provided as outlined in Part 5 of this RFP. A copy of the Technical Requirements Table can be found in Appendix I.

6. Installation Response

- Provide a response regarding how the proposer will meet each requirement in the space provided as outlined in Part 6 of this RFP. A copy of the Installation Table can be found in Appendix II.



7. Maintenance and Support Response

- Provide a response regarding how the proposer will meet each requirement in the space provided as outlined in Part 7 of this RFP. A copy of the Maintenance and Support Table can be found in Appendix III.

8. Contract Response

- Provide a response regarding how the proposer will meet each requirement in the space provided as outlined in Part 8 of this RFP. A copy of the Contract Table can be found in Appendix IV.
- A copy of a contract that WFPSB would be asked to sign must be included in this section

9. Pricing Response

- Include a thorough description of the goods and/or services being proposed.
- Submit pricing using format as outlined in Section 9.1, Pricing Information.

10. Innovative Concepts/Supporting Documentation

- Present any “innovative concepts”/supporting documentation, if any, not discussed above for consideration.

3.3 RFP Addenda

The West Feliciana Parish School Board reserves the right to change the schedule of events or revise any part of the RFP by issuing an addendum to the RFP no later than 48 hours prior to the scheduled date of receipt of the RFP. Addenda, if any, will be posted [HERE](#). It is the responsibility of the proposer to check the website for addenda to the RFP. If revisions to the RFP are made and are of such a magnitude to warrant, in West Feliciana Parish School Board’s opinion, the postponement of the date for receipt of proposals, an addendum will be issued announcing the new date.

3.4 Waiver of Informalities

The West Feliciana Parish School Board may, at its sole discretion, reject any or all proposals received or waive minor defects, irregularities, or informalities therein.

3.5 Proposal Rejection

Issuance of this RFP in no way constitutes a commitment by the WFPSB to select a provider and/or award a contract. The WFPSB reserves the right to accept or reject, in whole or part, any or all proposals submitted and/or cancel this RFP if it is determined to be in the WFPSB’s best interest. A proposal, which is in any way incomplete, irregular, or conditional, will not be accepted unless approved in advance by the West Feliciana Parish School Board. By submitting a proposal, providers agree that any significant inaccuracy in information given by the provider to the West Feliciana Parish School Board will constitute good and sufficient cause for rejection of the proposal or rejection of the service at the time of delivery.

Engaging into any formal agreements is contingent upon the appropriation of funds by the WFPSB and the Schools and Libraries Division (SLD), and approval by the West Feliciana Parish School Board.



3.6 Withdrawal and Re-submission of Proposal

Once submitted, a proposal may be modified or withdrawn only by appropriate notice to West Feliciana Parish School Board. Such notice will be in writing over the signature of the proposer. A withdrawn proposal may be resubmitted up to the time designated for the receipt of proposals provided it then fully conforms to the general terms and conditions.

3.7 Cost of Preparing Proposals

The WFPSB is not liable for any costs incurred by service providers in responding to this RFP. Costs associated with developing the proposal, preparing for oral presentations, and any other expenses incurred by the proposer in responding to this RFP remains the responsibility of the proposer.

3.8 Ownership of Proposal

All materials submitted in response to this request become the property of the West Feliciana Parish School Board. Selection or rejection of a proposal does not affect this right.

3.9 Errors and Omissions in Proposal

The WFPSB will not be liable for any errors in proposals. The WFPSB reserves the right to make corrections or amendments due to errors identified in proposals by the WFPSB or by the service provider. The WFPSB, at its option, has the right to request clarification or additional information from the service provider.

3.10 RFP Solicitations

This procurement is a request for proposal (RFP) pursuant to La. R.S. 38:2237.

3.11 Confidentiality

Proposals submitted to the West Feliciana Parish School Board for consideration will be held in confidence and not made available to other service providers for review or comparison. The service provider may designate the portions of the proposal that are proprietary in nature, and West Feliciana Parish School Board agrees not to disclose those portions except for purpose of evaluating the proposal.



4.0 Evaluation and Selection

4.1 Evaluation Team

The evaluation of proposals will be accomplished by an evaluation team to be designated by the WFPSB. This team will select the proposal that best meets the interest of the WFPSB, taking into consideration price and other evaluation factors as set forth in this RFP.

4.2 Clarification of Proposals

The WFPSB has the right to request clarifications or additional information from the service provider.

4.3 Oral Presentations

Written and/or oral discussions/presentations for further clarification may be required of some or all proposers. Commitments made by the proposer at the oral presentation, if any, will be documented and considered binding. WFPSB may adjust scoring as a result of the discussion/clarifications provided during the oral presentations.

4.4 Evaluation and Review

Proposals will be objectively evaluated as to compliance by a qualified team. Proposal that do not comply may be subject to disqualification without further consideration. Final scoring will be based on a predefined method and the proposal with the highest score will be selected, pending contract negotiations. Price has the highest point value (per Schools and Libraries Division (SLD) rules for evaluating RFPs for e-rate funding), but will not be the sole criteria when selecting the service provider. Engaging into any formal purchasing agreement is contingent upon the appropriation of funds by the WFPSB and the Schools and Libraries Division (SLD), and approval by the West Feliciana Parish School Board.

4.5 Evaluation Rubric

Criteria	Maximum Points Per Criteria
Price – Eligible Services	30
Technical Merit	25
Maintenance & Support	20
Installation	10
Contract / Contract Terms & Options	5
WFPSB Experience with Service Provider	5
Cost of Ineligible Services	5
Total	100



4.6 Right to Reject Proposals and Negotiate Contract Terms

WFPSB reserves the right to reject any and all proposals submitted in response to this RFP, or to cancel this RFP if it is in the best interest of the WFPSB to do so. The WFPSB may negotiate the terms of the contract, including the award amount, with the selected proposer. If contract negotiations cannot be concluded successfully with the highest scoring proposer, WFPSB may negotiate a contract with the next highest scoring proposer, or terminate the entire acquisition process. (La. R.S. 38:2237(9)).

4.7 Notification of Selection

The West Feliciana Parish School Board will notify all service providers in writing when a service provider has been selected. Contract negotiations with the selected service provider will begin immediately after selection unless month-to-month option is selected.



5.0 Technical Information

5.1 General Information

WFPSB wishes to obtain the most reliable, cost-effective solution possible which meets or exceeds the district’s service requirements. Service Providers are encouraged to learn about the district’s current network configuration and requirements. Service Providers are strongly encouraged to submit multiple proposals with different bandwidth options and/or contract terms. Proposers must use the table format to respond to the technical requirements outlined in section 5.2. See Appendix I for a copy of the table.

5.2 Technical Requirements

Provide a response regarding how the proposer will meet each requirement in the space provided. A copy of the Technical Requirements Table can be found in Appendix I.

5.2.1	Proposer must be either a Tier – 1 or Tier – 2 Internet Backbone Provider. Tier – 1 is defined as “having no upstream provider”. A Tier – 1 provider operates a national or global backbone network, and interconnects with other Tier – 1 providers in a peer-to-peer networking relationship. Tier – 2 is defined as “having one upstream provider”. A Tier -2 provider interconnects directly to at least one Tier- 1 provider, and preferably more than one Tier – 1 provider for redundancy and reliability. If the provider is Tier - 2, list the Tier – 1 providers used.
Comments:	
5.2.2	Proposals must include a minimum electronic transport bandwidth of 1 Gbps. And specify the mode of delivery.
Comments:	
5.2.3	Service Providers are strongly encouraged to propose other bandwidth options available. Address your ability to increase bandwidth to 2 Gbps and beyond (up to 10 Gbps) and the associated cost for the upgrade (including installation, monthly charges, equipment upgrades, etc.). This pricing would be the maximum cost for each proposed bandwidth level if the district elects to upgrade within a contract term.
Comments:	
5.2.4	Address committed information rates verses maximum information rates and burstable bandwidth. Specify maximum burstable bandwidth speed.
Comments:	
5.2.5	Service Providers must commit to carrier-grade reliability and availability, also known as five-nines (99.999%). During school hours (7:00 am – 3:30 pm), there must be an absolute minimum disruption of service, and absolutely no degradation in transport speed or capacity.



Comments:	
5.2.6	Describe the proposed networking technology (packet-switched, circuit-switched, Metro E, etc.).
Comments:	
5.2.7	Since West Feliciana Parish currently does not own its Public IP Address Range, provider must outline addressing options. WFPSB currently has 30 public IP Addresses.
Comments:	
5.2.8	Service Provider must address cost of conversion to their service (equipment and configuration). Clearly outline if additional components (routers, switches, firewall, etc.) must be purchased, or if changes in the network configuration would have to be made for the service to work with the existing network equipment/infrastructure. The service provider should clearly state if the WFPSB is responsible for making the purchase or if the cost is part of the service/installation charge.
Comments:	
5.2.9	Proposals must address measurement mechanisms for common network service metrics. For example, bandwidth utilization, network uptime and downtime, network percent availability, network response time, etc.
Comments:	
5.2.10	WFPSB desires to have real time visibility to the network. Service providers shall list and supply examples of real time statistical and graphical network management reports that can provide network visibility along with weekly and monthly reports.
Comments:	
5.2.11	It is important that the WFPSB remain fully informed of new technological developments in the area of voice and data communications. Discuss the services you provide for voice, video, and data over IP.
Comments:	
5.2.12	After evaluating usage reports, WFPSB may request upgrades during the contract term and/or contract extension. Providers must address the ability/procedure to upgrade services if requested by the WFPSB.
Comments:	



6.0 Installation

Provide a response regarding how the proposer will meet each requirement in the space provided. A copy of the Installation Table can be found in Appendix II.

6.1	<p>Turn-Key Installation: WFPSB is seeking a turn-key installation for the services and essential equipment required for Internet Access as outlined in this document. Service provider must provide for all hardware installations, software installations, and configurations, including but not limited to, equipment, cabling, labor, materials, permits, supplies, tools, and any other goods and services necessary to accomplish the scope of the project. Service Provider must include in its price all costs associated with the installation process. It is WFPSB’s intent that the entire installation be completed for the quoted price. Therefore, any items omitted but reasonably necessary to accomplish this project must be furnished and installed by the service provider at no additional cost to the WFPSB.</p> <p>Describe how your company manages the installation and testing process, including the roles of key project personnel.</p>
Comments:	
6.2	<p>Installation Plan: Submit a proposed timeline assuming that services will begin on July 1, 2022.</p>
Comments:	
6.3	<p>Facility Coordination: The service provider must be responsible for coordinating facility installations with WFPSB Technology Department Staff. The service provider and its representatives must follow all applicable school district regulations while on West Feliciana Parish School Board property, including policies addressing no smoking, no weapons, and drug-free zone. No work shall interfere with school activities or environment unless permission is given by the appropriate authority. All service provider personnel must be identified by the use of identification badges and uniforms or shirts with the provider’s logo clearly visible.</p>
Comments:	
6.4	<p>Work Performance and Standards: Service Provider warrants and represents to the WFPSB that the installation of all contracted services and systems shall be completed in a professional manner and in accordance with the highest standards of the industry.</p>
Comments:	
6.5	<p>Project Management: Service provider must guarantee that all work will be managed by a qualified and designated project manager, who shall: 1) attend all scheduled project status meetings (including responsibility for generating and distributing meeting minutes), 2) be available to WFPSB at all reasonable times, 3) be responsive to WFPSB’s questions, problems and/or concerns, 4) be on-site at scheduled times to inspect work progress, and 5) be on-site during critical phases of work, including network systems testing, cutover and first day in service.</p>



	<p>The designated project manager whose name and phone numbers shall be provided to WFPSB prior to initiation of any on-site work under any contractual agreement, shall: 1) be the service provider’s single point of contact with WFPSB, 2) have overall responsibility for all work until final project acceptance, and 3) have the authority to make necessary decisions and enlist necessary resources to ensure successful completion of all work in the required timeframes.</p> <p>Service provider project manager will be responsible for knowledge-transfer prior to and during cut-over. Project manager will also be responsible for turning over all necessary documentation on the installation. This documentation includes but is not limited to product materials, configurations, and network diagrams.</p>
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Comments:	
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<p>6.6</p>	<p>Subcontractors: Service providers may enter into subcontractor arrangements; however, they should acknowledge in the proposal total responsibility for the entire project. The use of any subcontractor(s) will not relieve the service provider from total responsibility for design, engineering, order, delivery, installation, cutover, maintenance and support services of all hardware, software, equipment and materials proposed. Any subcontractor performing work on the project or services on behalf of the service provider shall be bound by the conditions and provisions of the contract/agreement. Nothing contained in any service provider/WFPSB contract/agreement shall create any contractual or liability between the subcontractor and the WFPSB.</p> <p>If the service provider intends to subcontract for portions of the work, the provider should identify any subcontractor relationships and include specific designations of the tasks to be performed by the subcontractor.</p> <p>Provider shall provide WFPSB notice and a copy of any agreement for which providers subcontract all or part of the services to be provided herein.</p>
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Comments:	
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<p>6.7</p>	<p>Liaison and Coordination: Service Provider must provide a liaison to coordinate functions and activities, in a timely and professional manner with any other involved contractors, subcontractors, and service providers on behalf of the WFPSB during the entire implementation period.</p>
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Comments:	
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<p>6.8</p>	<p>Safety: Service provider shall be solely and completely responsible for the public safety and convenience of all persons and property where work related to this RFP is being performed, during all phases of the work. This requirement shall apply continuously during the term of the contract period and shall not be limited to normal working hours.</p>
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Comments:	
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7.0 Maintenance and Support

Provide a response regarding how the proposer will meet each requirement in the space provided. A copy of the Maintenance and Support Table can be found in Appendix III.

7.1	<p>Maintenance: Provider must commit to fixed network maintenance windows on weekends or early morning weekday hours only. There must be no network disruptions during weekday daylight and evening hours except network emergencies.</p> <p>Provider must commit to email notification of school board personnel for emergency network maintenance outages that are not pre-scheduled, even if this occurs in nights and weekends.</p>
Comments:	
7.2	<p>Service: Discuss your diagnostic and repair capabilities, focusing on your ability to quickly and accurately identify and resolve reported troubles</p>
Comments:	
7.3	<p>Support: Provider must guarantee local technical support within 100 miles.</p>
Comments:	
7.4	<p>Availability of Technical Support: Provide information regarding availability of technical support (on- site and remote).</p>
Comments:	
7.5	<p>Support Staff: Identify the make-up of the technical staff who will be assigned to the WFPSB, citing their experience/certifications with the proposed service.</p>
Comments:	
7.6	<p>Loss of Communications: Explain your response plan for loss of communications including fiber cuts, natural disasters, equipment failures, etc. Give examples of average response times based on past experiences.</p>
Comments:	



8.0 Contract

8.1 Contract Negotiations

Preliminary service provider shall be selected on the basis of the provider receiving the highest score according to the matrix established in Section 4.5, Evaluation Rubric. Upon preliminary service provider selection, contract negotiations shall commence. If the selected provider fails to provide the necessary information for negotiations in a timely manner, does not negotiate in good faith, or cannot perform the contract for the project, WFPSB may elect to terminate negotiations, negotiate with the next most compliant service provider, or terminate the entire acquisition process.

The WFPSB reserves the right to determine, formulate, and include additional terms and conditions during final contract negotiations with the selected service provider. These terms and conditions shall be within the general scope of the RFP.

8.2 Contract Terms

Proposals will be accepted with the following contract terms:

- 1) Services to be provided under a multi-year contract with terms not to exceed 5 years (including original contract and extensions):
 - A two year contract with three voluntary one year extensions
 - A three year contract with two voluntary one year extensions
 - A four year contract with one voluntary one year extension

Note: Month-to-month proposals are also being requested. Service providers are encouraged to submit multiple proposals with different bandwidth options and/or terms.

8.3 Contract Requirements

Provide a response regarding how the proposer will meet each requirement in the space provided. A copy of the Contract Table can be found in Appendix IV.

8.3.1	Any formal agreement/contract entered into as a result of this proposal must contain an annual appropriation dependent upon a diligent good faith effort of the WFPSB to appropriate funds annually for the same. Failure upon such to occur shall result in a termination of the contract at the end of the last year in which said appropriation took place (La. R. S. 38:2237(3)).
Comments:	
8.3.2	All RFP requirements outlined in this document as well as the selected winning provider’s proposal will become contractual obligations if a contract ensues. This includes, but not limited to, all specifications, drawings, addendums/amendments, brochures, and presentations submitted by either party. Failure of the successful proposer to accept these obligations will result in the rejection of the proposal.
Comments:	



8.3.3	A contract resulting from this RFP is scheduled to begin on July 1, 2022.
Comments:	
8.3.4	Contracts should include voluntary extensions. However, the entire contract term (original contract and any voluntary extensions) will not exceed 5 total years. The WFPSB and the service provider will state in writing the willingness to enter into a contract extension agreement.
Comments:	
8.3.5	The contract should provide flexible conditions which allow the WFPSB to negotiate changes in contract structure or pricing in response to significant market changes or technological changes. Service provider shall not raise cost of any proposed bandwidth option for the life of the contract, including any extensions thereof. If price of the originally selected bandwidth option should fall during the life of the contract, the service provider will not charge the district more than Lowest Corresponding Price. If the district wishes to upgrade bandwidth during the life of the contract, the Service Provider must provide the upgrade at a cost not to exceed the pricing provided to similarly situated nonresidential customers using similar services. This may occur any time during the initial contract period or subsequent extensions.
Comments:	
8.3.6	The winning provider must agree that the WFPSB can terminate a contract, if one is signed, regardless of the contract term if the provider does not provide the service as outlined in their proposal with a 99% or better reliability over a 30 day window. WFPSB will reserve the right to terminate any contract signed without penalty, due to non-compliance of any products and/or services listed in the contract. While the WFPSB will provide a 30 day written notice for contract termination, the WFPSB reserves the right to grant the service provider a mutually agreed upon grace period to resolve noncompliance issues. Application of this and additional grace periods will be granted at the discretion of the WFPSB. The WFPSB will not waive its future rights of contract termination should they decide to waive their rights due to any noncompliance issue.
Comments:	
8.3.7	Provider acknowledges that the total yearly appropriation by the WFPSB for the funding of this contract is dependent upon the amount of E-rate funding received on behalf of the WFPSB. The winning provider must agree that the WFPSB can terminate a contract regardless of the contract term if E-rate funding is discontinued or reduced.
Comments:	



9.0 Pricing

9.1 Pricing Information

Pricing must include all elements of the proposed service. Address installation charges, monthly recurring charges, and any other charges to be considered by the WFPSB. Supporting hardware, software, hardware and software installation, configuration, cabling, training, maintenance, labor, permits, documentation, and any other product or services must be included in this cost. “Hidden charges,” charges stated by the provider in any other section of this proposal, will not be considered as part of the proposal.

A best and final offer may be requested from some or all service providers. This will be the only opportunity offered to make changes in the proposal.

Pricing must include all elements of proposed goods and/or service and presented using the template provided on the district website – [HERE](#). The filename is “Category-One-Template.” A paper copy and a digital copy of the template (flash drive) must be submitted with the proposal. This file should be clearly named such that the bandwidth proposed and contract terms are reflected in the filename (Example: CompanyABC_ Internet_500mb_3yr). Instructions for completing the template can be found on the WFPSB website. Do not add additional rows, columns, and/or formulas to this template.

Service Providers must present all pricing of goods and/or services in a descriptive manner such that there will be no doubt as to the intent and scope of the proposal. As required by the SLD, a complete description of the goods and/or services being proposed must be submitted with these costs.

Service Providers are encouraged to submit multiple proposals with different bandwidth options and/or contract terms. Each bandwidth level and/or contract term being proposed must be submitted on a separate template and clearly named as described above.

As required by E-rate rules, the service provider MUST submit the LOWEST CORRESPONDING PRICE (LCP) of all goods and/or services being proposed. More information on LCP can be found on the USAC website, <http://www.usac.org/sl/service-providers/step02/lowest-corresponding-price.aspx>.

9.2 Invoicing

The service provider is expected to comply with all Universal Service rules and bill the SLD and the school board separately for the proper proportions on each invoice when the service begins.

9.3 Clarity of Proposal

It is the responsibility of the proposer to list all goods and services required for the successful implementation of this project. Any additional services and/or equipment necessary for installation and operation of the proposed service not included in the template, but afterwards deemed necessary, will be at the expense of the service provider. Furthermore, claims for compensation for extra work resulting from the lack of knowledge of any existing condition on the part of the service provider will not be allowed.



**APPENDIX I
TECHNICAL RESPONSE**

5.2.1	Proposer must be either a Tier – 1 or Tier – 2 Internet Backbone Provider. Tier – 1 is defined as “having no upstream provider”. A Tier – 1 provider operates a national or global backbone network, and interconnects with other Tier – 1 providers in a peer-to-peer networking relationship. Tier – 2 is defined as “having one upstream provider”. A Tier -2 provider interconnects directly to at least one Tier- 1 provider, and preferably more than one Tier – 1 provider for redundancy and reliability. If the provider is Tier - 2, list the Tier – 1 providers used.
Comments:	
5.2.2	Proposals must include a minimum electronic transport bandwidth of 1Gbps. And mode of delivery.
Comments:	
5.2.3	Service Providers are strongly encouraged to propose other bandwidth options available. Address your ability to increase bandwidth to 2 Gbps and beyond (up to 10 Gbps) and the associated cost for the upgrade (including installation, monthly charges, equipment upgrades, etc.). This pricing would be the maximum cost for each proposed bandwidth level if the district elects to upgrade within a contract term.
Comments:	
5.2.4	Address committed information rates verses maximum information rates and burstable bandwidth. Specify maximum burstable bandwidth speed.
Comments:	
5.2.5	Service Providers must commit to carrier-grade reliability and availability, also known as five-nines (99.999%). During school hours (7:00 am – 3:30 pm), there must be an absolute minimum disruption of service, and absolutely no degradation in transport speed or capacity.
Comments:	
5.2.6	Describe the proposed networking technology (packet-switched, circuit-switched, Metro E, etc.).
Comments:	
5.2.7	Since West Feliciana Parish currently does not own its Public IP Address Range, provider must outline addressing options. WFPSB currently has 30 public IP Addresses.
Comments:	
5.2.8	Service Provider must address cost of conversion to their service (equipment and configuration). Clearly outline if additional components (routers, switches, firewall, etc.) must



	be purchased, or if changes in the network configuration would have to be made for the service to work with the existing network equipment/infrastructure. The service provider should clearly state if the WFPSB is responsible for making the purchase or if the cost is part of the service/installation charge.
Comments:	
5.2.9	Proposals must address measurement mechanisms for common network service metrics. For example, bandwidth utilization, network uptime and downtime, network percent availability, network response time, etc.
Comments:	
5.2.10	WFPSB desires to have real time visibility to the network. Service providers shall list and supply examples of real time statistical and graphical network management reports that can provide network visibility along with weekly and monthly reports.
Comments:	
5.2.11	It is important that the WFPSB remain fully informed of new technological developments in the area of voice and data communications. Discuss the services you provide for voice, video, and data over IP.
Comments:	
5.2.12	After evaluating usage reports, WFPSB may request upgrades during the contract term and/or contract extension. Providers must address the ability/procedure to upgrade services if requested by the WFPSB.
Comments:	



APPENDIX II
INSTALLATION RESPONSE

6.1	<p>Turn-Key Installation: WFPSB is seeking a turn-key installation for the services and essential equipment required for Internet Access as outlined in this document. Service provider must provide for all hardware installations, software installations, and configurations, including but not limited to, equipment, cabling, labor, materials, permits, supplies, tools, and any other goods and services necessary to accomplish the scope of the project. Service Provider must include in its price all costs associated with the installation process. It is WFPSB’s intent that the entire installation be completed for the quoted price. Therefore, any items omitted but reasonably necessary to accomplish this project must be furnished and installed by the service provider at no additional cost to the WFPSB.</p> <p>Describe how your company manages the installation and testing process, including the roles of key project personnel.</p>
Comments:	
6.2	<p>Installation Plan: Submit a proposed timeline assuming that services will begin on July 1, 2022.</p>
Comments:	
6.3	<p>Facility Coordination: The service provider must be responsible for coordinating facility installations with WFPSB Technology Department Staff. The service provider and its representatives must follow all applicable school district regulations while on West Feliciana Parish School Board property, including policies addressing no smoking, no weapons, and drug-free zone. No work shall interfere with school activities or environment unless permission is given by the appropriate authority. All service provider personnel must be identified by the use of identification badges and uniforms or shirts with the provider’s logo clearly visible.</p>
Comments:	
6.4	<p>Work Performance and Standards: Service Provider warrants and represents to the WFPSB that the installation of all contracted services and systems shall be completed in a professional manner and in accordance with the highest standards of the industry.</p>
Comments:	
6.5	<p>Project Management: Service provider must guarantee that all work will be managed by a qualified and designated project manager, who shall: 1) attend all scheduled project status meetings (including responsibility for generating and distributing meeting minutes), 2) be available to WFPSB at all reasonable times, 3) be responsive to WFPSB’s questions, problems and/or concerns, 4) be on-site at scheduled times to inspect work progress, and 5) be on-site during critical phases of work, including network systems testing, cutover and first day in service.</p>



	<p>The designated project manager whose name and phone numbers shall be provided to WFPSB prior to initiation of any on-site work under any contractual agreement, shall: 1) be the service provider’s single point of contact with WFPSB, 2) have overall responsibility for all work until final project acceptance, and 3) have the authority to make necessary decisions and enlist necessary resources to ensure successful completion of all work in the required timeframes.</p> <p>Service provider project manager will be responsible for knowledge-transfer prior to and during cut-over. Project manager will also be responsible for turning over all necessary documentation on the installation. This documentation includes but is not limited to product materials, configurations, and network diagrams.</p>
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Comments:	
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<p>6.6</p>	<p>Subcontractors: Service providers may enter into subcontractor arrangements; however, they should acknowledge in the proposal total responsibility for the entire project. The use of any subcontractor(s) will not relieve the service provider from total responsibility for design, engineering, order, delivery, installation, cutover, maintenance and support services of all hardware, software, equipment and materials proposed. Any subcontractor performing work on the project or services on behalf of the service provider shall be bound by the conditions and provisions of the contract/agreement. Nothing contained in any service provider/WFPSB contract/agreement shall create any contractual or liability between the subcontractor and the WFPSB.</p> <p>If the service provider intends to subcontract for portions of the work, the provider should identify any subcontractor relationships and include specific designations of the tasks to be performed by the subcontractor.</p> <p>If the service provider intends to subcontract for portions of the work, the provider should identify any subcontractor relationships and include specific designations of the tasks to be performed by the subcontractor.</p>
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Comments:	
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<p>6.7</p>	<p>Liaison and Coordination: Service Provider must provide a liaison to coordinate functions and activities, in a timely and professional manner with any other involved contractors, subcontractors, and service providers on behalf of the WFPSB during the entire implementation period.</p>
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Comments:	
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<p>6.8</p>	<p>Safety: Service provider shall be solely and completely responsible for the public safety and convenience of all persons and property where work related to this RFP is being performed, during all phases of the work. This requirement shall apply continuously during the term of the contract period and shall not be limited to normal working hours.</p>
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Comments:	
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APPENDIX III

MAINTENANCE AND SUPPORT RESPONSE

7.1	<p>Maintenance: Provider must commit to fixed network maintenance windows on weekends or early morning weekday hours only. There must be no network disruptions during weekday daylight and evening hours except network emergencies.</p> <p>Provider must commit to email notification of school board personnel for emergency network maintenance outages that are not pre-scheduled, even if this occurs in nights and weekends.</p>
Comments:	
7.2	<p>Service: Discuss your diagnostic and repair capabilities, focusing on your ability to quickly and accurately identify and resolve reported troubles</p>
Comments:	
7.3	<p>Support: Provider must guarantee local technical support within 100 miles.</p>
Comments:	
7.4	<p>Availability of Technical Support: Provide information regarding availability of technical support (on- site and remote).</p>
Comments:	
7.5	<p>Support Staff: Identify the make-up of the technical staff who will be assigned to the WFPSB, citing their experience/certifications with the proposed service.</p>
Comments:	
7.6	<p>Loss of Communications: Explain your response plan for loss of communications including fiber cuts, natural disasters, equipment failures, etc. Give examples of average response times based on past experiences.</p>
Comments:	



APPENDIX IV

CONTRACT RESPONSE

8.3.1	Any formal agreement/contract entered into as a result of this proposal must contain an annual appropriation dependent upon a diligent good faith effort of the WFPSB to appropriate funds annually for the same. Failure upon such to occur shall result in a termination of the contract at the end of the last year in which said appropriation took place (La. R. S. 38:2237(3)).
Comments:	
8.3.2	All RFP requirements outlined in this document as well as the selected winning provider’s proposal will become contractual obligations if a contract ensues. This includes, but not limited to, all specifications, drawings, addendums/amendments, brochures, and presentations submitted by either party. Failure of the successful proposer to accept these obligations will result in the rejection of the proposal.
Comments:	
8.3.3	A contract resulting from this RFP is scheduled to begin on July 1, 2022.
Comments:	
8.3.4	Contracts should include voluntary extensions. However, the entire contract term (original contract and any voluntary extensions) will not exceed 5 total years. The WFPSB and the service provider will state in writing the willingness to enter into a contract extension agreement.
Comments:	
8.3.5	The contract should provide flexible conditions which allow the WFPSB to negotiate changes in contract structure or pricing in response to significant market changes or technological changes. Service provider shall not raise cost of any proposed bandwidth option for the life of the contract, including any extensions thereof. If price of the originally selected bandwidth option should fall during the life of the contract, the service provider will not charge the district more than Lowest Corresponding Price. If the district wishes to upgrade bandwidth during the life of the contract, the Service Provider must provide the upgrade at a cost not to exceed the pricing provided to similarly situate nonresidential customers using similar services. This may occur any time during the initial contract period or subsequent extensions.
Comments:	
8.3.6	The winning provider must agree that the WFPSB can terminate a contract, if one is signed, regardless of the contract term if the provider does not provide the service as outlined in their proposal with a 99% or better reliability over a 30 day window. WFPSB will reserve the right to terminate any contract signed without penalty, due to non-compliance of any products and/or services listed in the contract. While the WFPSB will provide a 30 day written notice for contract termination, the WFPSB reserves the right to grant the service provider a mutually agreed upon



	<p>grace period to resolve noncompliance issues. Application of this and additional grace periods will be granted at the discretion of the WFPSB. The WFPSB will not waive its future rights of contract termination should they decide to waive their rights due to any noncompliance issue.</p>
<p>Comments:</p>	
8.3.7	<p>Provider acknowledges that the total yearly appropriation by the WFPSB for the funding of this contract is dependent upon the amount of E-rate funding received on behalf of the WFPSB. The winning provider must agree that the WFPSB can terminate a contract regardless of the contract term if E-rate funding is discontinued or reduced.</p>
<p>Comments:</p>	

