



# Notice of Request for Proposal

## *Internet Access Services*

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NOTICE IS HEREBY GIVEN to request proposals for Internet Access services from qualified providers according to the requirements of this document. This procurement is governed by E-rate, State and local requirements.

E-rate Category 1 Services - Internet Access ONLY

RFP #OCESD-240018913-ISP

Oroville City Elementary School District,  
hereinafter referred to as the Agency

Address: 275 Yard St  
Oroville CA 95966

Date RFP published: February 6, 2024

Proposals are due by: March 5, 2024

FCC Form 470#: 240018913

# General Information

Proposals will be emailed according to the following:

1. Rachel White - rachel@erateadvisors.com
2. Subject line: Response RFP #-240018913-OCESD-ISP only
3. Attach the proposal and all documents as PDF document(s). The pricing document must be a stand-alone document, separate from all other information.

Failure to include all components above may result in disqualification.

Proposals submitted in response to this RFP shall become the property of the Agency and be considered public documents under applicable state law.

Any proposer failing to submit information in accordance with the procedures set forth herein may be considered non-responsive.

Proposers must include the E-rate Service Provider Certification in each proposal.

The AGENCY is dependent upon E-rate and local funding to acquire the services identified in this RFP. Failure to obtain the requisite E-rate or local funding, in any contractual year, will make the contract resulting from this RFP, voidable at the option of the AGENCY. Each proposal must conform and be responsive to the requirements of this RFP.

The AGENCY reserves the right to waive any informalities or irregularities in received submittals. Also, AGENCY reserves the right to reject any or all submittals and to negotiate contract terms with one or more proposers for one or more work items. The AGENCY retains the sole discretion to determine issues of compliance and to determine whether a proposer is responsive, responsible, and qualified.

# Schedule of Events

EVENT	DATE
Post FCC Form 470 and RFP	February 6, 2024
Deadline to submit questions	February 21, 2024
Deadline to submit proposals	March 5, 2024
Contract begins	July 1, 2024

# Questions

Interested proposers should direct questions in writing to Rachel White at rachel@erateadvisors.com **no later than February 21, 2024**. Answers to questions and any addenda, as needed, will be posted in the E-rate Productivity Center website no later than February 26, 2024.

## E-rate Requirements (page 1 of 2)

1. **E-rate Proficiency:** Agency expects the Proposer to be thoroughly familiar with Proposer's responsibilities as a result of participating as a Service Provider in the E-rate program.
2. **Service Provider Identification Number:** Proposers must possess and provide a valid E-rate Service Provider Identification Number (SPIN).
3. **FCC Registration Number:** Proposers must provide a valid Federal Communications Commission Registration Number (FCCRN) and evidence of "Green Light" status with the Federal Communications Commission (FCC).
4. **FCC Form 473:** The proposer that is awarded the services based on this RFP agrees to submit the Service Provider Annual Certification (SPAC) form in a timely manner every year.
5. **FCC Form 474:** The Agency prefers to pay only its discounted share of the cost of the services, therefore, the Service Provider should have the ability to offer discounted billing and invoice the Universal Service Administrative Company (USAC) using the FCC Form 474.
6. **Invoicing:** Invoicing will begin on or after July 1, 2024 or at completion of the project, depending on the contract.
7. **Lowest Corresponding Price:** Proposal acknowledges that all pricing in the proposal submitted as a result of this RFP is considered the Lowest Corresponding Price (LCP). Any deviation of the LCP must be fully explained in the proposal.
8. **Contingency:** The services/project procured using this RFP may be contingent upon the approval of E-rate funding as requested. Services/Products should not be delivered to the Agency until a Notice to Proceed has been issued by the Agency to the Service Provider.
9. **Right to cancel:** The Agency reserves the right to cancel the services/project regardless of the status of E-rate funding.
10. **Program Integrity Assurance review:** Winning proposer agrees to respond to any inquiries from the Universal Services Administrative Company (USAC) or the FCC within five (5) business days.
11. **Service Substitutions:** Service Substitutions must be approved by USAC prior to installing equipment or starting services.
12. **National Security Risk:** The FCC prohibits the use of Universal Service funding, including E-rate funds, to purchase equipment and services from companies deemed a national security risk. bids that include any of the cited companies on the Federal Communications Commission's webpage at <https://www.fcc.gov/supplychain/coveredlist> will not be considered.

## E-rate Information from Contractor (page 2 of 2)

Service Provider Identification Number (SPIN)	
Contact person and title	
Address	
City, St, Zip	
Phone number	
Email address	
FCC Registration Number	
Number of years participating in the E-rate program	

By submitting a proposal in response to this RFP, Contractor agrees to the following:

1. Provide timely response to any request for information from the District or it's agents. "Timely" is considered to be within five (5) to seven (7) calendar days of the initial request.
2. The Agency is dependent upon E-rate and local funding to acquire the services identified in this RFP. Failure to obtain the requisite E-rate funding, in any contractual year, will make any contract, resulting from this RFP, voidable at the option of the Agency.
3. Contractor agrees to maintain all records associated with this project for a minimum of ten (10) years after the last date of service, in accordance with E-rate requirements.
4. By signing below I indicate that we, the Service Provider listed below, agree to the E-rate Requirements and Terms and Conditions outlined in the preceding information.
5. The Contractor acknowledges that all pricing and technology infrastructure information in its contract shall be considered as public and non-confidential pursuant to CFR Part 54 Section 504 (2)(i)(ii).

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Signature

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Date

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Print or type name

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Title

# Service Level Agreement

1. Proposed services must meet the following specifications:
  - a. The provider will make all reasonable efforts to ensure 99.99% network availability of each circuit.
  - b. .25% frame/packet loss commitment
  - c. 12ms round-trip network latency commitment
  - d. 3ms network jitter commitment
  - e. There is no right of provider to limit or throttle the capacity of the circuit at any time for any reason
  - f. Vendor stated commitment is to respond to any outage within two (2) hours and a four (4) hour restoration of service.
  - g. Liquidated damages policy
2. Network operations center: Solution will provide customer support functions including problem tracking, resolution and escalation support management on a 24x7x365 basis. The Agency has the right and is encouraged to call concerning any problems that may arise relative to its connection with vendor provided services.
3. Trouble reporting and response: Upon interruption, degradation or loss of service, the Agency may contact Service Provider by defined method with a response based on trouble level. Upon contact from the Agency, the Service Provider support team will initiate an immediate response to resolve any Agency issue. The Agency will receive rapid feedback on trouble resolution, including potential resolution time.
4. Escalation: In the event that service has not been restored in a timely manner, or the Customer does not feel that adequate attention has been allocated, the Customer can escalate the trouble resolution by request. A list of escalation contacts will be provided when implementation is completed.
5. Resolution: The Customer will be notified immediately once the problem is resolved and will be asked for verbal closure of the incident.
6. Trouble reporting, escalation and resolution: A detailed trouble reporting, escalation and resolution plan will be provided to the district.
7. Reports: Upon request, an incident report will be made available to the Customer within five (5) working days of resolution of the trouble.
8. Link performance per segment: The service will maintain the proposed link performance throughout the term of the contract.
9. Historical uptime: Provide aggregate uptime statistics for your proposed service in the geographic area encompassing the Agency.

## Scope of Services

It is intended that the Internet Service Provider supply a minimum of the following specification/capabilities:

Minimum speed: 1 Gbps  
Maximum speed: 5 Gbps

Service delivery addresses

Site	Address	Speed
District Office	2795 Yard St Oroville CA 95966	1 Gbps
Wyandotte Academy	2800 Wyandotte Ave Oroville CA 95966	1 Gbps
The Studios @ Central	2656 Mesa Ave Oroville CA 95966	1 Gbps
Ishi Hills Middle	1 Ishi Hills Way Oroville CA 95966	1 Gbps
Oakdale Heights	2255 Las Plumas Ave Oroville CA 95966	1 Gbps
Ophir	210 Oakvale Ave Oroville CA 95966	1 Gbps
Stanford Ave	1801 Stanford Ave Oroville CA 95966	1 Gbps
Sierra Del Oro Inclusive Preschool	2900 Wyandotte Ave Oroville CA 95966	1 Gbps

The access speed of a minimum of 1 Gbps up to a maximum of 5 Gbps full duplex rate. The proposals must include all installation charges and any available firewall services as an option. The proposals must include usable public IP addresses. Wireless solution proposals will NOT be accepted. The District must be allowed to submit changes for reverse DNS.

## **Contract Requirements**

The Agency requests a multi year contract, however, other options will also be considered. Voluntary extensions are permitted if clearly identified in the proposal and resulting contract with two (2) single year options to renew. Contract will begin July 1, 2024.

## **Evaluation Criteria**

RFP proposals will be rated on the following:

- a. Pricing (40%)
- b. Service, Experience, and Knowledge (20%)
- c. Prior Experience with Proposer (20%)
- d. References (10%)
- e. E-Rate Experience of Proposer (10%)

**End of document**