

St. Elizabeth Elementary School
1516 – 33rd Avenue
Oakland, CA 94601
Billed Entity: 109225

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REQUEST FOR PROPOSALS

Background

St. Elizabeth is a small Catholic co-ed elementary and junior high school located in the Fruitvale District in Oakland, CA. St. Elizabeth was built in 1959 and has two floors. Our special needs building (Mother Pia), built in 1999, is approximately 25 feet adjacent to the main building and utilizes the main building's LAN and telephone system. St. Elizabeth's student population is 261 in addition to 16 teachers, 10 staff, and 2 administrators. Currently, St. Elizabeth has been utilizing Comcast's complimentary Internet Service with speeds of 85 mbps download and 5 mbps upload.

Request for Proposal

The purpose of St. Elizabeth's RFP is to obtain E-rate eligible Business Class Internet Service from qualified Service Providers. The Service Provider will provide at least 100 mbps download speed and 50 mbps upload speed. St. Elizabeth realizes that the complimentary Internet service that Comcast provides is no longer meeting the demands of our Internet usage. St. Elizabeth has approximately 40 desktops, 150 iPads, and 40 laptops and at any given time 80 devices could be trying to access the Internet.

SCOPE OF SERVICES

Expectations

The Service Provider shall provide bandwidth 24 hours per day, 365 days per year.

Trouble Reporting: The Service Provider must operate a centralized trouble reporting and maintenance system that is staffed 24 hours a day, seven days a week. The Service Provider shall provide sufficient staff for peak or critical hours. The successful Contractor shall provide St. Elizabeth with a local and toll-free number for trouble reporting. Additionally, the Service Provider shall provide an e-mail address for trouble reporting and status updates.

Installation and Turn-Up: With bid submission, the Service Provider shall provide either an expected delivery date or an expected installation interval for the service(s) being quoted. Such date or expected interval shall include time required for any special circumstances.

Adds/Moves/Changes: the Service Provider shall provide a mechanism for requesting changes to the service after initial set up. Such changes may include but are not limited to routing changes, bandwidth changes and access control list changes. St. Elizabeth anticipates that most changes will be minor configuration adds/moves/changes, and therefore expects that most requests can be completed within 1-5 business days. If the request cannot be completed within that time, the Service Provider shall communicate a firm completion date to St. Elizabeth within 5 business days of the change request.

On-Premise Equipment: If the Service Provider provides on-premise equipment in order to deliver the service, then the Service Provider shall affirm that:

1. The leased on-premise equipment is an integral component of an Internet Access service.
2. The leased on-premise equipment will be provided by the same Service Provider that provides the associated Internet access service.
3. Responsibility for maintaining the equipment rests with the Service Provider.
4. Ownership of the equipment will not transfer to St. Elizabeth in the future.
5. The relevant contract or lease (if awarded) will not include an option for St. Elizabeth to purchase the equipment.
6. The leased equipment shall not be used at St. Elizabeth for any purpose other than receipt of the eligible Internet service of which it is a part.

Deadlines

St. Elizabeth anticipates that the proposal submission, review, and evaluation process for this procurement will take place according to the following schedule:

Event	Dates
Release of RFP to Service Providers	April 7, 2017
Site Visits	Only by appointment
Deadline for submitting proposals	May 5, 2017
Installation dates	July 1, 2017 - July 31, 2017

St. Elizabeth must receive proposals before 5:00 pm on May 5, 2017. Proposals received later than the date and time specified may not be considered. Proposals should be sent by e-mail only.

Evaluation of Proposals

St. Elizabeth will evaluate proposals from qualified vendors using the following criteria:

Price for Eligible Equipment and Services (one-time as well as recurring)	50%
Compatibility with Existing Network and Infrastructure	25%
Prior Experience and Vendor Track Record and References	20%
Management capability/Ease of Use	5%

St. Elizabeth reserves the right to reject any and all proposals, to waive technicalities, and to make any and all purchases to the best interest and advantage of St. Elizabeth. Pricing should be clearly delineated as recurring or non-recurring, and inclusive of any and all fees necessary to begin service, including but not limited to sub-contractor's fees, installation and special construction fees.

Contract Term

The Service Provider Contract will begin July 1, 2017 and last for one to three years with the option to renew the agreement/contract for an additional one to three-year term.

Pricing

Pricing shall be quoted on a one to three year contract initial term and include an option to extend for an additional one to three years. Pricing shall be quoted as a monthly cost and will note any potential discounts.

Non-E-rate Funding Out Clause

If St. Elizabeth does not receive the full amount of requested E-rate funding, it is at St. Elizabeth's discretion to nullify and cancel the contract.

Red Light Rule

Vendors must not be the subject of the FCC's Red Light Rule, which means the Service Provider does not have any obligations outstanding with the FCC, USAC, or any other federal agency.