REQUEST FOR

PROPOSAL

**Wide Area Network and Internet Services Rev 2**

JACKSON COUNTY SCHOOL DISTRICT

REQUEST FOR PROPOSALS

**Wide Area Network and Internet Services REV 2**

The Jackson County School District is accepting proposals for an **UPDATE TO ITS Wide Area Network and Internet Services** until **2:00 PM on March 27, 2017**. The proposals will be opened at

the Jackson County Board of Education at 2:15 PM March 27, 2017.

All proposals submitted after that time will not be considered and will be destroyed following the

bid opening.

Proposals should be labeled ON THE EXTERIOR PACKAGING:

**WIDE AREA NETWORK AND INTERNET SERVICES REV 2**

**THERE WILL BE A MANDATORY VENDOR MEETING AT THE DISTRICT OFFICE ON MARCH 13, 2017 AT 10 AM CST AT THE FOLLOWING ADDRESS:**

Jackson County District Office (Board of Education)

4700 Col Vickrey Rd

Vancleave, MS 39565

Proposals may be submitted to:

Jackson County School District

Attention: Stuart White, Business Manager

4701 Col. Vickrey Rd

PO Box 5308

Vancleave, MS 39565

Telephone: (228) 826-4842

Fax: (228) 826-3871

General Instructions: (USE THIS AS A CHECK LIST)

* Vendor MUST notify the Business Office with an intent to bid (Contact information is on Page 2).
* Proposals are to be submitted in duplicate unless otherwise indicated in the specifications.
* Proposals should be labeled ON THE EXTERIOR PACKAGING:  
  **WIDE AREA NETWORK AND INTERNET SERVICES REV 2**
* Each copy must be bound in a one inch three ring binder with protruding tabs labeled as follows:
  1. Vendor Cover Sheet
  2. Letter of Acknowledgement that ALL QUESTIONS regarding language of the RFP, specifications, requirements, and General Terms and Conditions were asked during the mandatory vendor meeting. In this section, if a question was asked and not answered, please list the question. PLEASE NOTE ALL QUESTIONS MUST BE PRESENTED AT THE VENDOR CONFERENCE.
  3. Completed Response Sheet retrieved from in Appendix (Bandwidths may be rounded up)*.*
  4. References / History
     1. Five (5) References of Current Customers – Include dates of services provided, description of services provided, number of locations for the customer, range of bandwidth of the circuits, Internet bandwidth, collapse point or aggregation point bandwidth, and current working phone number of the contact.
     2. Three (3) Previous Customers who are no longer customers with the same information in item 3 provided.
     3. JCSD may also include history other customers including JCSD with vendor
  5. Specifications: Each specification in the section labeled SPECIFICATIONS below should be answered with AGREED / CANNOT PROVIDE / MODIFIED. After the answer, a brief description of how the vendor meets or modified the specification should be offered. Incomplete responses will result in lower scores for the specification.
  6. Since this is a multi-year award, please provide a review process each year that would allow rate decreases to be passed to the customer. In addition, since our needs may increase over this time, please provide procedures to request increases in bandwidth. Please include timetables to increase the bandwidth required -- Included timetable to increase bandwidth over existing circuit and installing new circuit.
  7. Master Service Agreement: This may be marked up for final review, but please provide an initial contract for us to begin. Please include provisions for upgrading within the 5-year period as well as cost decreases during that time.
* Each of the specification items below shall contain a response affirming and evidentiating the provider’s ability provide.
* Submitted in a sealed opaque envelope utilizing the enclosed label, with the bidder’s name and address in the upper left-hand corner.
* Made out and signed in the corporate, or other, name of bidder. In addition, an authorized person must fully and properly execute the bid.

Proposals received later than the time and date specified will not be considered.

Amendments to or withdrawal of proposals received later than the time and date set for the opening will not be considered.

Bidders or their representatives may be present at the bid opening.

The Jackson County School District may require further information and references on any individual or company placing a bid prior to the awarding of a bid.

The School Board reserves the right to amend and/or cancel the bid invitation prior to the time and date of the bid opening.

The School Board reserves the right to correct an award erroneously made as a result of a clerical error on the part of the Jackson County School District.

Quote for Jackson County School District

**Wide Area Network and Internet Services REV 2**

VENDOR COVER SHEET

Name of Business submitting quote: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ , \_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_

State zip

Name of contact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone number of contact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| **SPECIFICATIONS** |

For

**WIDE AREA NETWORK AND INTERNET SERVICES REV 2**

**Scope of Work:**

*Jackson County School District is seeking competitive bids for the Wide Area Network between the campus sites and the district office. The campuses are listed in the table below (Table 1: Campus Locations). The circuits shall enter the facility via Single Mode Fiber Optic Cabling and hand off to the customer via Multimode Fiber Optic Cabling. If the circuit is 100 Megabits or less, a copper 100BaseT connection will be acceptable. The response sheet is provided at the END of this RFP.*

*Please provide the pricing with the understanding Jackson County School District is seeking a three (3) year contract with options to renew based on customer satisfaction for two (2) additional one (1) year extensions.*

**Introduction**

Jackson County School District consists of three attendance centers: St. Martin, Vancleave, and East Central. St. Martin has two lower elementary schools, one upper elementary, one middle school, and one high school. Vancleave and East Central each have a lower elementary, an upper elementary, a middle school, and a high school. At each of these schools there may be multiple buildings and multiple floors per building. There are a total of 650 classrooms in the district. Below are the names and addresses of the schools:

**District Office:**Jackson County Board of Education  
4700 Col. Vickrey Rd  
Vancleave, MS 39565

( The District Office circuit bandwidth should be equal to the sum or rounded up of all of the WAN connections / The Internet circuit MUST BE delivered on a separate pair of fiber)

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| --- | --- | --- |
| **St. Martin** | **Vancleave** | **East Central** |
| St. Martin North Elementary 11000 Yellowjacket St North Bay, MS 39532  (1 Gigabit) | Vancleave Lower Elementary 12602 Hwy 57 Vancleave, MS 39565  (1 Gigabit) | East Central Middle School 21725 Slider Rd Moss Point, MS 39562  (1 Gigabit) |
| St. Martin East Elementary 7508 Rose Farm Rd Ocean Springs, MS 39564  (1 Gigabit) | Student Services Building  13724 Hwy 57  Vancleave, MS 39565  (1 Gigabit) | East Central High School 5500 Hurley Wade Rd Moss Point, MS 39562  (1 Gigabit) |
| St. Martin Bus Shop  6625 Elgin Road  Ocean Springs, MS 39564  (10 Megabit) | Vancleave Upper Elementary 13901 Hwy 57 Vancleave, MS 39565  (1 Gigabit) |  |
| St. Martin Middle School 10800 Yellowjacket Blvd Ocean Springs, MS 39564  (1 Gigabit) | FabLab Jackson County  10208 Hwy 57  Vancleave, MS 39565  (1 Gigabit) |  |
| St. Martin High School 11300 Yellowjacket Blvd Ocean Springs, MS 39564  (1 Gigabit) | Jackson County Technology Center 12425 Hwy 57 Vancleave, MS 39565  (1 Gigabit) |  |

Table 1: Campus Locations

E-Rate is a funding method by the federal government that makes certain technology more accessible to qualified agencies such as schools and libraries. Jackson County School District has embraced wireless networking and is seeking to expand the bandwidth available to our constituents. This RFP seeks to investigate the value and possibility of increasing our current network capacity.

The Jackson County School District’s desired specifications are listed below. Additional SLAs above and beyond those of the district may be provided. The RFP will be graded on:

1. Vendor Attended Mandatory Vendor Meeting
2. Vendor followed the instructions under General Instruction on Pages 3 and 4.
3. Vendor answered AGREED / CANNOT PROVIDE / MODIFIIED to each of the specifications below with and brief explanation under any agreed or modified specification.
4. The proposals will then be ranked based on their ranked by a rubric that will be announced just prior to the Bid Opening. According to USAC, price will be weighted more heavily than any other single grade in the rubric.
5. The district will have a public bid opening and then meet to discuss the ranking of the received bids. All pricing should be based on a three (3) year contract with two (2) optional one (1) year extensions based on customer satisfaction. The proposed contract should include provisions for increasing bandwidth within the three years.

**Eligible Vendors Must:**

* 1. Have current USAC Service Provider Annual Certification
  2. Have current USAC Service Provider Identification Number
  3. Be able to secure any necessary permits
  4. Provide a 24x7x365 helpdesk and Network Operations Center
  5. Provide repair support extending to site 24x7x365
  6. Provide Location of nearest manned NOC: This area must be manned 24X7X365 by network engineers with certifications in TCP/IP networking and demonstrable abilities Wide Area Network Design and Implementation as well as the ability, authority, and responsibility to reconfigure components throughout the provider’s network to provide service to the customer.
  7. Be able to provide on-site engineers
  8. Be able to provide efficient, effective, and reliable help desk operations
  9. Use the Provided Response sheet to provide pricing (Appendix); Electronic Spreadsheet available upon request.

**Specification**

**(EACH OF THESE POINTS MUST INCLUDE AN ANSWER OF (AGREED, CANNOT PROVIDE, OR MODIFIED. AGREED OR MODIFIED MUST HAVE EXPLANATIONS DEFINING THE OFFERING)**

1. Internet is to be provided to the District Site on a separate circuit than the inter-site WAN circuits; This circuit is to be handed off via single mode fiber to a 10Gb switch port on a Cisco 4500-X
2. Internet bandwidth should be provided at the subscribed bandwidth as a minimum
   1. Please explain options to increase over the life of the contract
   2. After the initial service is in place, please provide the amount of time from the customer authorizing an increase in bandwidth to the bandwidth being provided on-site
      1. Include the time if the bandwidth upgrade is within circuit capabilities (ie, 2 Gpbs to 5 Gbps)
      2. Include the time if the bandwidth upgrade exceeds the limitations of the circuit (ie, 500 Mbps to 2 Gbps, or 5 Gbps to 12 Gbps)
3. Internet security should include the ability to request blocks on certain traffic upstream of the customer’s site in order to effectively mitigate DDOS and other types attacks. We are not asking for firewall specific services – simply the ability to request certain blocks based on irregular traffic.
4. Internet should be delivered to JCSD via a 27 bit publicly addressable network and a 29 bit publicly addressable network
   1. The 27 bit should effectively give JCSD 30 usable addresses on the internet
   2. The 29 bit address should give JCSD 5 public IP addresses to use as an outgoing NAT pool.
5. DNS Services with the ability to update via a portal interface should be supplied. The number of zones served will not exceed 20. The types or number of records within each zone the DNS Server should not be restricted
6. All Bandwidth shall be considered minimum. Bursting is allowed, but only above the bandwidth requested
7. Circuits must meet E-Rate guidelines for Priority One Circuits
8. Termination to Customer Premise Equipment (CPE) shall consist of fiber into the building. For gigabit connections, handoff will be via 50-micron multimode fiber connection into the customer’s layer 3 switch. For 100 Megabit connections, the connection into the customer switch may be copper, but the entrance to the building must be fiber
9. Service provider may place routers or switches prior to CPE for their own purposes
10. All services provided will be based on layer 2 Ethernet connectivity
11. All customer CoS tagging MUST be preserved and honored within the customer’s WAN from access through transport to egress
12. Service provider shall provide monthly reports without request electronically that provide the following statistics from the “Main” site to each of the connections. The “Main” site shall be considered the district office. Service Provider should provide detail into how these metrics are captured and calculated. The desired form is PDF delivery via email rather than a Pull Process.
    1. Downtime
    2. Packet Delivery
    3. Round Trip Latency
    4. Jitter
    5. Bandwidth Utilization
13. Service Provider assumes complete responsibility for the end-to-end communications from the “main” site to any other site.
14. Service provider shall include SLA pertaining to the products proposed ONLY.
    1. Desired SLA:
       1. If the network to any one site is unavailable for 15 minutes or greater continuously, JCSD will not be billed for that day. If the site is the district office, then no sites will be billed for that day.
       2. If the problem is electronics based and happens 3 times during a billable month, the entire month will not be billed. If the site is the district office, then no sites will be billed that month.
       3. Any condition that is deemed chronic (occurring more than 3 times within 6 months) would allow early termination of the contract with no fees. Since we are looking for single vendors, this would include all circuits, not just the affected circuit (ie, a chronic condition on one circuit would allow for early termination of all circuits).
15. Ticket Process
    1. Desired Process:
       1. Outages should be proactively monitored. Site contacts should be notified within 15 minutes of an outage via non-automated voice
          1. A ticket should be auto-generated
          2. A technician should be testing the circuit within 15 minutes of site personnel authorizing intrusive testing
       2. Initiating a call for circuit issues should be answered via a live person immediately. A technician should be made available to speak with the customer and knowledgeable about the incident within 30 minutes.
       3. Customer should have complete authority over when a call shall be escalated to the next level
       4. Entire escalation levels not exceed 6 levels – Final level should be a C-Level employee that has complete authority to procure, authorize, and initiate any resources that could alleviate the problems being experienced
    2. Please list any exceptions to when a customer can escalate a ticket
16. Service provider shall provide a customer portal that allows for the submission of tickets, comments on tickets, etc.
    1. All circuits shall be identified in the portal
17. All tickets should have complete visibility to the end user including customer notes, and unabridged notes from all parties entering information.
18. Outages should result and conclude with a written explanation, detailed engineering – unabridged from internal communications and management notes as to the failure and mitigation
19. Geographical knowledge and access is a great asset. Please provide the address and contact information for the Network Operations Center servicing this area. This area must be manned 24X7X365 by network engineers with certifications in TCP/IP networking and demonstrable abilities in Wide Area Network Design and implementation as well as the ability, authority, and responsibility to reconfigure components throughout the provider’s network to provide service to the customer.
20. Service provider shall provide any required circumstances that would allow the customer to completely be exonerated from the contract. What service level allows for the customer to be absolved from the proposed contract?

Contact:

For any questions regarding specifications, please contact via email: [wanrfp@jcsd.k12.ms.us](mailto:wanrfp@jcsd.k12.ms.us) (David Besancon)

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| **GENERAL TERMS AND CONDITIONS** |

All bids are subject to the General Terms and Conditions, Bid Specifications and Contract Proposal as provided.

Price: Bid prices will include delivery without extra compensation or delivery charges.

Taxes: The Jackson County School District is exempt from the payment of the Excise Taxes imposed by the Federal Government, and the Sales and Use Tax of the State of Mississippi. Such taxes should not be included in the bid price. Exemption certificates will be furnished to the successful bidder.

Award: The School Board reserves the right to make an award which, in her judgment and recommendation from the department, following bid evaluations; best meets the specifications and is deemed in the best interest of The School District.

Price Discrepancies:

In the event there is a discrepancy between the unit price and extended price the unit price will prevail.

In the event there is a discrepancy between the written price and numeric price the written price will prevail.

Laws: All deliveries shall comply in every respect with all applicable laws of the Federal Government and/or the State of Mississippi.

Permits:

It is the responsibility of the successful bidder to obtain all Federal, State and local permits when needed.

Hold Harmless & Indemnification Agreement:

The bidder assumes full responsibility for its negligent acts, errors or omissions and agrees to hold harmless and indemnify The Jackson County School District, its agents and servants, from and against any and all claims, suits, damages, costs, losses and expenses resulting from such negligent acts, errors or omissions while conducting activities associated with this bid.

**Additionally, the bidder acknowledges and agrees that the Jackson County School district in accordance with state law may not offer indemnification. Therefore, any such language on purchasing agreements shall be considered void.**

Payment:

To Prime Contractor: a.) Invoices for items ordered, delivered and accepted shall be submitted by the contractor directly to the payment address shown on the purchase order/contract. All invoices shall show the state contract number and/or purchase order number; social security number (for individual contractors) or the federal employer identification number (for proprietorships, partnerships, and corporations). b.) Any payment terms requiring payment in less than 30 days will be regarded as requiring payment 30 days after invoice or delivery, whichever occurs last. This shall not affect offers of discounts for payment in less than 30 days, however. c.) All goods or services provided under this contract or purchase order, that are to be paid for with public funds, shall be billed by the contractor at the contract price, regardless of which public agency is being billed. d.) The following shall be deemed to be the date of payment: the date of postmark in all cases where payment is made by mail, or the date of offset when offset proceedings have been instituted as authorized. e.) Unreasonable Charges. Under certain emergency procurements and for most time and material purchases, final job costs cannot be accurately determined at the time orders are placed.

Availability of Funds

It is understood and agreed between the parties herein that the agency shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement

Non-Collusive Bid Statement:

The bidder, being fully informed regarding the accuracy of the statements made herein, certifies that:

1. The bid has been arrived at by the bidder independently and has submitted without collusion with, and without any agreement, understanding, or planned common course of action with, any other vendor of materials, supplies, equipment, or services described in the invitation to bid, designed to limit independent bidding or competition, and,
2. The contents of the bid have not been communicated by the bidder or its employees or agents to any person not an employee or agent of the bidder or its surety on any bond furnished with the bid, and will not be communicated to any such person prior to the official opening of the bid.

The bidder further certifies that this statement is executed for the purposes of inducing The Jackson County School District to consider the bid and make an award in accordance therewith.

Non Discrimination Clause:

The Contractor hereby agrees that neither he nor his subcontractors will refuse to hire or employ or to bar or to discharge from employment an individual or to discriminate against him in compensation or in terms, conditions or privilege of employment because of race, color, religious creed age, sex, national origin or ancestry, except in the case of bona fide occupational qualification or need.

Safety Standards:

All contractors and their employees, agents and subcontractors are required to comply with all EPA, NFPA and OSHA safety standards at all times while working on site. The Contractor and employees, agents and subcontractors found to be in non-compliance may be removed from the work site, as well as subject to forfeiture of payment and/or contract termination. The School District reserves the right to inspect the work site at any time for safety compliance.

Debarment:

The Purchasing office reviews any bid being considered to assure that neither the contractor nor any subcontractor being utilized is subject to state or federal debarment based on published debarment lists.

Liability Insurance (If Applicable):

The General Terms and Conditions require the bidder awarded the contract to maintain in force during the performance of the work policies of worker’s compensation insurance, employer’s liability, bodily injury liability and property damage insurance covering the operations of the contractor and the use of all motor vehicles employed by the contractor. A certificate of insurance evidencing this fact that the contractor has secured the required insurance shall be filed with the Jackson County School District at the time of the execution of this contract. **It is further required that the Jackson County School District be named as an additional insured**. This should be shown under the description of operations portion of the certificate of insurance. All certificates should also indicate a notice of cancellation complying with state statute.

Minimum Requirements for Certificate of Insurance

A**.** Commercial General Liability

* + General Aggregate: $ 2,000,000.00
  + Product/Completed Operations Aggregate: $ 1,000,000.00
  + Occurrence Aggregate: $ 1,000,000.00

B**.** Automobile Liability

* Liability Limit: $ 1,000,000.00

C. Excess (Umbrella Liability) Liability

* + The requirement that an umbrella policy be provided will depend on a case-by-case evaluation. Your exposure to catastrophic loss arising from the work or service being performed will determine the limit required.

D. Worker’s Compensation & Employers Liability

* Per Mississippi Statutes

Performance Bond:

Performance Bonds are NOT required for Service Contracts.

Stipulations:

A contract issued as the result of a bid shall not be considered exclusive. The Jackson County School District reserves the right to contract with other vendors for similar services when deemed appropriate.

The Jackson County School District maintains the right to withhold payment for unsatisfactory materials and/or workmanship until such time that the defect is corrected. If the defect is not satisfactorily repaired within 60 days, the Jackson County School District may elect to have the repair made by an alternate vendor and subtract the cost from the contractor's invoice. The Jackson County School District also reserves the right to deduct from the vendor's billing any costs incurred as a result of inferior or unsatisfactory materials and/or workmanship.

The award of each year's contract is contingent upon adoption and approval of budgetary funds for this purpose.

Jackson County School District

4700 Col Vickrey Rd

Vancleave, MS 39564

228-826-1757

TO: All Vendors

FROM: Jackson County School District

SUBJECT: Affirmative Action

The Jackson County School District is an Equal Opportunity Employer, and will not transact business with firms that are not in compliance with all Federal and State Statues and Executive Orders pertaining to non-discrimination.

In order to have your firm listed on our acceptable vendors’ list and thereby be eligible for consideration as a source for goods and services, please complete and return the following Statement of Policy to us.

**S T A T E M E N T O F P O L I C Y**

It is the employment policy of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

that there shall be no discrimination against anyone on the grounds of race, creed, national origin, sex, age, handicapped condition, sexual orientation, marital status, or religion in the hiring, upgrading, demotions, recruitment, termination and selections for training.

In addition, this firm is in full compliance with the letter and intent of the various Equal Employment Opportunities and Civil Rights Statutes noted above.

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Date Signed (Name/Title of Company Officer)

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Telephone Street Address

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

City/State/Zip Code

CONTRACTOR INDEMNIFICATION

The Contractor shall at all times indemnify and save harmless the Jackson County School District (JCSD) and its officers, agents, and/or employees against any and all claims, demands, damages, losses, judgments, costs, worker's compensation payments, litigation expenses and counsel fees arising out of injuries to the person (including death) or damage to property alleged to have been sustained by:

1. officials, officers, agents and/or employees of the JCSD or;
2. the contractor, his subcontractors or material men or;
3. any other person, whose injuries are alleged to have occurred on or near the work or to have been caused in whole or in part by the acts, omissions or neglect of the Contractor or his sub-contractor or material men by reason of his or their use of faulty defective or unsuitable work.

The existence of insurance shall in no way limit the scope of this indemnification. The Contractor further undertakes to reimburse the JCSD for damage to property of the JCSD caused by the Contractor, or his employees, agents, subcontractors or material men or by faulty, defective or unsuitable material or equipment used by him or them.

The Contractor further acknowledges that Jackson County School District cannot and does not offer indemnification. Any such language on purchasing or billing documents of the contractor will be disregarded.

STATE OF MISSISSIPPI:

Signed Contractor

By

Name

Street

City/State/Zip Code

Date

Subscribed and sworn to before me on this

day of 20

Notary Public

Appendix

Vendor Response Sheet

