

## Request for Proposals



# Blaine County School District #61

November 2018

118 West Bullion  
Hailey, ID 83333  
208-578-5000

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## Invitation & Formal Proposal Information

### Blaine County School District #61

**Proposal for:** Network Services for Wide Area Network Connectivity and Internet Service. The intent of these specifications is a complete, workable WAN with Internet service to support to PK-12 instruction and learning for all students and staff of Blaine County School District.

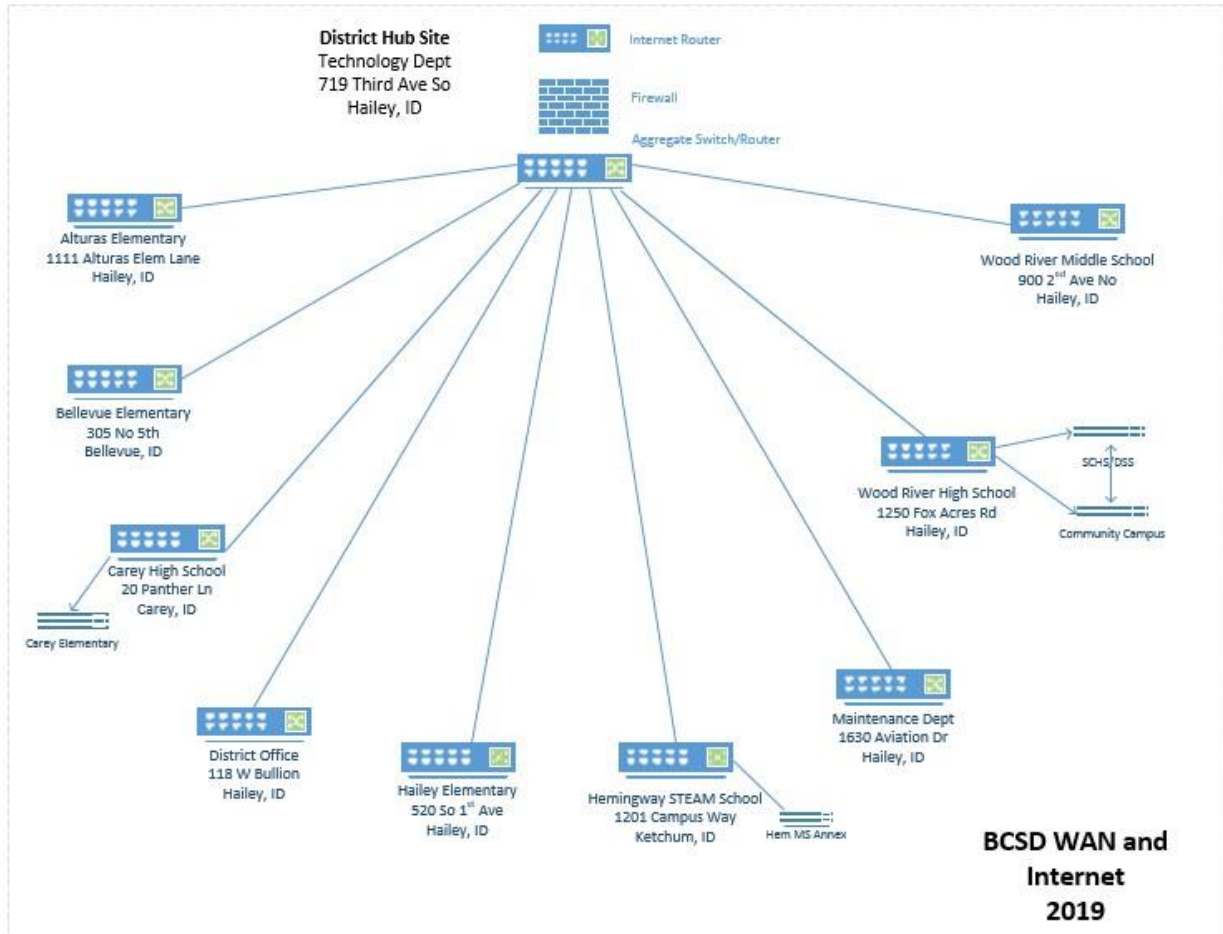
**Proposal Due:** Monday, January 7, 2019 at 10:00 am MST

**Location:** 118 West Bullion  
Hailey, ID 83333  
208-578-5000

**General Scope:** The Blaine County School District (BCSD) is seeking E-rate eligible proposals for WAN and Internet Services. Respondents may propose one or more service options for the following:

<b>Lit Wide Area Network</b>	
<b>Leased Lit Fiber Service</b>	Fully managed, broadband service to ten locations.
<b>Dark Fiber Wide Area Network</b>	
<b>Leased Dark Fiber Service</b>	Dark fiber plant to ten locations including special construction, monthly lease fee, maintenance and 24/7/365 monitoring of fiber and repair of any fiber damage.
<b>Indefeasible Right of Use (IRU) of Fiber Service</b>	Dark fiber IRU solution to ten locations including special construction, IRU fee, maintenance and 24/7/365 monitoring of fiber and repair of any fiber damage.
<b>Network Equipment</b>	Switches with routing capability for nine locations with capacity to 10 Gbps for Wide Area Network connections. Internet service router with ability to scale to 10 Gbps.
<b>Internet Service</b>	High speed, low latency, full duplex Internet service with capacity to grow to 10 Gbps.

NOTE: The services requested in these documents are part of the E-Rate filings for Funding Year 2019 for Blaine County School District #61. Contractor **must** have a current Service Provider Identification Number (SPIN) with USAC affiliated to the E-Rate program.



## 1 TERMS AND CONDITIONS

This is an invitation to submit sealed proposals based on the materials, systems and equipment described in this document. Sealed packages accepted by mail or delivered. Proposals will NOT be accepted by fax or email. Please mark the name the sealed package with the note “RFP – BCSD Network Service.” Sealed bids will be publicly opened on Monday, January 7, 2019 at 10:00 a.m. at the District Office located at 118 W. Bullion St. in Hailey, Idaho.

Attn: Amanda LaChance, Board Clerk  
 Blaine County School District  
 118 West Bullion  
 Hailey, ID 83333

All options may include special construction or one-time E-Rate eligible non- recurring costs as well as E-Rate eligible recurring circuit costs for Category One requests. Vendors should refer to the Eligible Services List published for FY2018.

<https://www.usac.org/sl/applicants/beforeyoubegin/eligible-services-list.aspx>



The proposal will include WAN solutions able to scale to a minimum of the long-term bandwidth of 1 Gbps Internet access per 1000 users per FCC connectivity recommendations.

For Leased Dark Fiber Service and IRU service, respondents are encouraged to also include fiber maintenance and operations and equipment options. Pricing fiber maintenance and operations and equipment options should be separate from fiber lease or IRU charges.

Partnerships and/or subcontractors are acceptable when providing a response to any requirement. Partners and subcontractor's roles should be clearly defined within the response.

All options must include any applicable special construction or one-time E-Rate eligible non-recurring costs as well as E-Rate eligible recurring circuit costs. Based on the Evaluation Criteria and both a short-term and long-term cost-effectiveness analysis, the BCSD will determine which, if any, of the solutions is acceptable. Ineligible E-Rate items must be noted and priced separately.

All bids must be submitted in accordance with the specifications and information contained herein, as well as with any addenda, if required, issued by the purchaser.

It is the intent of the Specifications to provide a complete workable Wide Area Network and Internet Service for the Owner's use. Any item not specifically called for in the Specification, but normally required for a complete system, are to be noted separately in the proposal with associated costs.

Consideration other than cost alone will be used in making the determination of the successful contractor. These factors may include financial stability, network availability, design support, project management, field supervision, training, service and company location.

[Syringa Networks has read Section 1 and fully acknowledges and agrees to comply with the requirements of this section.](#)



## 2 CONTRACTOR QUALIFICATIONS

Personnel trained and certified in the design and installation of the system.

### *Syringa Networks Response:*

#### **Experience**

*As our credentials and network capabilities are reviewed in this RFP response, Blaine County School District will discover that Syringa Networks offers an unmatched collective set of skills, and experience that meet all the needs and requirements of this RFP. The project management, engineering and overall technical skills of our team, along with our experience managing statewide networks for business and government and education position Syringa Networks as a professional level team. We are confident that the partnerships we have created and approach we have outlined will serve Blaine County School District well.*

#### **Long Term Commitment**

*As the mission and vision of Syringa Networks grows, our delivery model and support structure continues to grow and adapt to the expanding requirements of our customers. We understand that this is not a short-term endeavor and we are committed to providing Blaine County School District with excellent service over the life of the contract. Not only is Syringa Networks the incumbent provider with an intimate understanding of Blaine County School District's current networking needs; we are confident that we have designed an approach that will achieve the Blaine County School District's long-term desired outcomes and Syringa Networks is committed to making the investments to ensure long-term success of this project.*

#### **Competitive Advantage**

*Syringa Networks believes our dedication to service, our experience and expertise, our focus on innovation, community and collaborations are the key differentiators that distinguish us from other service providers. Our motto "Our Network, Your Success" and our track record demonstrates that we deliver services and support that make our customers successful. Our long-term history serving customers across Idaho and our vast experience in delivering managed network solutions set us apart and gives us a competitive advantage. We pay keen attention to service, capacity, scalability and support when designing and managing networks which results in real value to our customers. When you engage Syringa Networks you get more than just bandwidth, you get a partner committed to your success.*

#### **Organization and Staffing**

*Syringa Networks will successfully complete and fulfil the requirements of this RFP by leveraging the talents of our team of highly experienced and certified Technicians and Engineers. You will also experience the support of a dedicated Account Team. Syringa Networks core network is Metro Ethernet Forum 2.0 certified as well as key Engineering staff members.*

*As a registered and approved vendor, Syringa Networks has an established SPIN number 1430274247 and capable of providing E-Rate services. Syringa Networks currently partners with Idaho schools and libraries and is experienced delivering telecom services that are eligible for E-Rate discounted services.*



- References from customers within the State of Idaho.

## Customer References

Name: Mike Slotemaker  
Customer: **Norco**  
Position: IT Director  
Address: 2882 North Eagle Road *Meridian*, ID 83646  
Phone Number: 208-578-5413  
Email: [mslotemaker@norco-inc.com](mailto:mslotemaker@norco-inc.com)  
Project: Fiber builds 12 locations, MPLS, WAN, IP, Colo

Name: Mark Sachs  
Customer: **JR Simplot**  
Position: Director of Network Services  
Address: JR Simplot Company Boise, ID  
Phone Number: 208-780-3242  
Email: [mark.sachs@simplot.com](mailto:mark.sachs@simplot.com)  
Project: Fiber builds, Multi locations, MPLS, WAN, Internet.

Name: Nick Hall  
Customer: **DL Evans**  
Position: Network Administrator  
Address: 402 S. Eagle Road, Eagle, ID  
Phone Number: 208-733-2263  
Email: [nhall@dlevans.com](mailto:nhall@dlevans.com)  
Project: Fiber build, MPLS, WAN

Name: Chris Dominick  
Customer: **Primary Health**  
Position: IT Director  
Address: 10482 W Carlton Bay Dr, Garden City, ID  
Phone Number: 208-955-6500  
Email: [chris.dominick@primaryhealth.com](mailto:chris.dominick@primaryhealth.com)  
Project: Fiber Builds, MPLS, WAN, IP, Co-lo

- Personnel knowledgeable in local, state, province and national codes, and regulations. All work shall comply with the latest revision of the codes or regulations. When conflict exists between local or national codes or regulations, the most stringent codes or regulations shall be followed.

[Syringa Networks LLC does business in the State of Idaho and Nationally complying with the latest revision of all codes and regulations.](#)



- Must be able to provide **1**-year manufacturer warranty covering all parts and **1**-year warranty on acceptance of the Owner after completion of the work.

Syringa Networks warranties all equipment and parts proposed in this RFP.

- Must possess current liability insurance certificates.

Syringa Networks has liability insurance certificates and can be presented upon contract award.

- Local Blaine County point of presence (PoP) with secure data center.

Syringa Networks has a local PoP in Hailey, ID.

Syringa Networks has read Section 2 and fully acknowledges and agrees to comply with the requirements of this section.





### 3 INSTRUCTIONS TO THE BIDDER

The currency used for said proposal will be in U. S. dollars.

Prices shall be quoted in U.S. dollars.

Bids shall be valid for 275 days and other factors such as material and labor rate increases during the duration of this project must be taken into account.

The proposal shall include all costs deemed necessary to cover all contingencies essential to the installation of the specified system.

Syringa Networks shall provide BCSD a 100% turn-key solution that covers all contingencies.

Total cost for installation, materials, labor, project management, permit fees, and other miscellaneous items must be itemized individually.

Weather lit WAN, Dark Fiber, or Internet, Syringa Networks will provide BCSD a 100% turn-key solution that includes all related installation and construction cost. These costs include all construction and hardware. Syringa Networks currently has existing fiber infrastructure throughout Blaine County, therefore requires no special construction costs.

The NRC price associated with the Dark IRU option is not “Special Construction Cost”.

A complete materials list, including description, manufacturer, part number, quantity, unit price and total price must also be included.

Hardware needed	Description	Part No.	QTY
Enclosure (cabinet)	Wall Chassis Series 12U with Fan Assembly – As needed or utilize BCSD provided equipment rack space.	W-00439	10
Metro Switch Remote Sites	Cisco Network Convergence System N520 Router	N520-X-4G4Z-A	9
Metro Switch BCSD Hub Data Center & Syringa Networks Hailey CO	Cisco Network Convergence System N540 Router	N54-24Z8Q2C-SYS	2
UPS	APC Smart-UPS 750VA USB & Serial	SUA750XL	10
UPS NMS Card	UPS Network Management Card	AP9617	10
Fiber Patch Panel	Rack Enclosure (IRU) w/o Rails 12-24 Fiber, empty (accepts 2 bulkheads, sold sep.)	5R130-OON	10
Fiber Bulkheads	SM Bulkhead	5F1006 PF	10
Installation estimate	1 Day		10



A statement of estimated labor hours and hourly labor rates must be included.

Syringa Networks estimates 80 hours labor for the deployment of new Cisco NCS routers at each of Blaine County School District's locations and Syringa Networks CO in Hailey. Syringa Networks labor rate is \$150 per hour. These costs are calculated within the proposed pricing for service options offered. Labor hour over or under runs will not impact pricing offered by Syringa Networks in this RFP response.

All products and materials shall be new, clean, free of defects and free of damage and corrosion.

Syringa Networks is incumbent service provider to Blaine County School District. Upon RFP award, Syringa Networks proposes to replace existing Syringa Networks owned network equipment with new Cisco N520/N540 NCS routers, regardless of service option or bandwidth profile purchased and deployed by Blaine County School District. These routers will be new, clean and free of defect, damage or corrosion. Syringa Networks proposes to repurpose the other existing hardware as needed for deployment of the new routers. This repurposing will include inspection and testing of any repurposed items and replacement as-needed and as-determined by Syringa Networks. Cost associated with repurposing or replacing this associated hardware will be at Syringa Network's expense and is included in the proposed pricing.

Where discrepancies are found during the proposal process, the most stringent requirements must be included in the proposal.

Syringa Networks has read, acknowledges and agrees to comply with the requirements of this section.

Any cost encountered, which is not specifically itemized in the proposal, shall not be incurred unless specifically agreed upon, in writing.

Syringa Networks has read, acknowledges and agrees to comply with the requirements of this section.

No additional compensation will be allowed for extra work incurred on the part of the Contractor due to the bidder's failure to notice any existing condition, which may cause the additional labor.

Syringa Networks has read, acknowledges and agrees to comply with the requirements of this section.

Proposal responses shall be concise following the format and numbering of this specification.

Syringa Networks has read, acknowledges and agrees to comply with the requirements of this section.



Bidders must notify the Owner as soon as detected any omissions or errors in the specification so corrective addenda may be issued. Such notification must be received by the Owner prior to the proposal opening.

Syringa Networks has read, acknowledges and agrees to comply with the requirements of this section.

The Blaine County School District reserves the right to consider bids that exceed these requirements.

Syringa Networks has read, acknowledges and agrees to comply with the requirements of this section.

Freight costs must be included on all materials.

Syringa Networks has read, acknowledges and agrees to comply with the requirements of this section.



#### **4 TERM OF AGREEMENT**

Options Include:

Lit Fiber	Five (5) year term with one (1) year renewal option
Leased Dark Fiber	Five (5) or Ten (10) Years
Dark Fiber IRU	Ten (10) or Twenty (20) Years

Syringa Networks has read, acknowledges and agrees to comply with the requirements of this section. This proposal provided all lit bandwidth profiles and dark fiber options required by Blaine County School District.



## 5 QUESTIONS AND INQUIRIES

Any questions regarding the proposal specifications and/or requirements are to be addressed to Teresa McGoffin at [tmcgoffin@blaineschools.org](mailto:tmcgoffin@blaineschools.org). No questions will be answered orally. Questions and answers will be posted to the BCSD Technology Department webpage <https://www.blaineschools.org/domain/76>

Syringa Networks has read, acknowledges and agrees to comply with the requirements of this section. Syringa Networks did not submit any questions regarding this RFP.

## 6 RIGHTS OF THE PURCHASER

The Blaine County School District (Purchaser) reserves the right to accept any proposal or, at its discretion, reject any or all bids for whatever reasons it deems appropriate.

The Purchaser reserves the right to purchase ALL or PART of the materials and hardware needed for the project.

Receipt of a proposal response does not obligate the Purchaser to pay any expenses incurred by the bidder in preparation of the proposal response or obligate the Purchaser in any other respect.

The Purchaser reserves the right to modify the specifications contained in the Request for Proposal anytime during the bidding period.

Only changes issued as an addendum will be binding upon the Purchaser. No verbal instructions or interpretations of requirements shall be accepted.

[Syringa Networks has read, acknowledges and agrees to comply with the requirements of this section.](#)



## **6.1 E-RATE RIGHTS OF PURCHASER**

Purchaser has the right to terminate the contract if services do not receive a Funding Commitment Decision Letter (FCDL) and are not eligible to receive E-Rate reimbursement from USAC and the non-discount portion from the state of Idaho.

Purchaser prefers to receive discounted billing with a SPI invoice rather than a BEAR invoice.

Syringa Networks has read, acknowledges and agrees to comply with the requirements of this section

## 7 SCOPE OF WORK

Blaine County School District #61, hereafter referred to as Applicant, is requesting proposals for delivery of wide area network (WAN) and Internet services to the district. Service is expected to originate at the District hub site (Technology Building at 719 Third Ave So, Hailey, Idaho) and be delivered to the eligible service locations. All locations, with addresses and demarcation points, are listed in the attached pricing sheet. If demarcation sites change during the construction period, the Contractor will work with the Applicant to accommodate the new locations.

The new service is being planned to begin on July 1, 2019 which represents the expiration of the current leased WAN service.

Applicant is seeking proposals for five services. Respondents may submit proposals for one, all, or any combination of the options. Applicant may select one or more services.

**Leased Lit Fiber Service** – Respondent must provide dedicated, symmetrical transport bandwidth of a minimum 1 Gbps over fiber to each location. District hub site will have a minimum of 2 Gbps connection. Proposals are requested for two separate, geographically diverse entrances to the hub site from the Respondent’s local backbone. The District reserves the right to choose either one or two diverse entrances.

Service must be scalable to 10 Gbps in increments of 2 Gbps, 5 Gbps and 10 Gbps. The respondent will provide pricing for 1 and 5 year contract terms for 1, 2, 5 and 10 Gbps bandwidth. Service will be provided from each location on a homerun, dedicated fiber plant terminated at a central location in Hailey, Idaho. Respondent must be the sole service provider and fiber owner for all locations.

**Leased Dark Fiber Service** – Respondent must provide four (4) strands (2 pair) of singlemode, buried fiber from the District hub site to each eligible entity location. Contract options of five (5) or ten (10) years are requested terms of service. No increased pricing will be allowed during the term of the quoted special construction and MRC rate. Fiber maintenance must be included as part of the MRC rate. District hub site will have two separate, geographically diverse entrances from the Respondent’s local backbone. The District reserves the right to choose either one or two diverse entrances.

**Indefeasible Right of Use (IRU) of Fiber Service** – Respondent must provide four (4) strands (2 pair) of single mode, buried fiber from the District hub site to each eligible entity location. Contract options of ten (10) or twenty (20) years are requested terms of service. No increased pricing will be allowed during the term of the quoted special construction and MRC rate. Fiber maintenance must be included as part of the MRC rate. Special construction, IRU fee, and monthly recurring cost for maintenance are required to be broken out and listed separately. District hub site will have two separate, geographically diverse entrances from the Respondent’s local backbone. The District reserves the right to choose either one or two diverse entrances.





**Internet Service** – Respondent will provide no less than 1 Gbps of full-duplex Internet connectivity at the District hub site (headend) of the network with the capability to expand service to 2, 5 and 10 Gbps speeds. Connectivity will be provided via standard Gigabit Ethernet (GE). Respondent shall provide proof of a minimum of two redundant upstream Internet exchange providers within the State of Idaho. Respondent will describe the connection locations, resiliency, redundancy, service levels and a current peering list as of the date of proposal submission.

Chosen vendor will provide proactive network monitoring and provide proactive notifications to in the event of any disruption of service. Monthly bandwidth utilization reports must be available for each site. Vendor will provide at least 48 useable public IP addresses.

ISP shall provide contractually bound SLAs that meet or exceed the following:

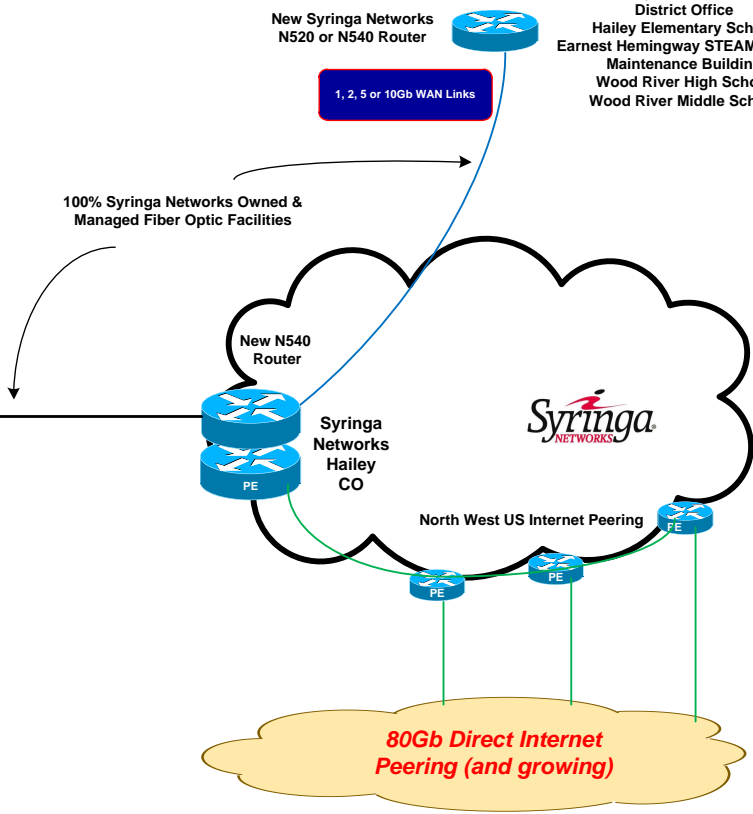
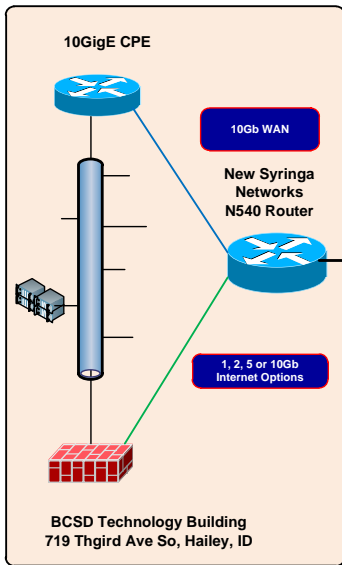
- Maximum average Internet latency for Intra-USA traffic 50ms
- Network / Service Availability equal to or greater than 99.99% uptime
- Average network packet loss of 0.5% or less
- Average backbone jitter of 0.8ms or less

Syringa Networks has read, acknowledges and agrees to comply with the requirements of this section. Syringa Networks proposes to offer lit & internet service in the bandwidth profile options requested in this RFP. Syringa Networks is also proposing to offer both leased and indefeasible right to use (IRU) dark fiber optic strands as requested in this RFP. Syringa Networks will utilize existing fiber optic facilities owned and operated by Syringa Networks in order to provide these services. Therefore, no special construction costs are associated with this RFP response and pricing. Should Blaine County School District awards lit WAN and/or internet services to Syringa Networks, Syringa Networks will replace existing Syringa Networks network equipment currently supporting 1Gb connectivity with new Cisco N520/N540 routers capable of supporting up to 10Gb connectivity to the District. Syringa Networks will upgrade this equipment in order to provide service scalability desired by the District, regardless of bandwidth profiles purchased. Syringa Networks will also replace associated UPS equipment, if replacement deemed necessary by Syringa Networks. With the exception of the dark fiber optic IRU options, Syringa Networks is proposing zero onetime NRC charges for lit WAN, internet and dark fiber optic lease service options. Syringa Networks SLA meets or exceeds the latency, service availability, packet loss & jitter requirements of this RFP.

SLA COMPONENT	GOAL	PERFORMANCE
Network Availability	100%	< 99.99% Uptime Remedy
Frame/Packet Loss	≤ .5%	≤ .5% Objective
Network Latency	≤20ms	≤20ms Objective
Jitter	≤4ms	≤4ms Objective
MTTR	2hr Response with 4hr Repair	4hr Repair - if caused by electronics 8hr Repair - if caused by fiber cut
NOC	24x7x365	Syringa’s NOC is 24x7x365

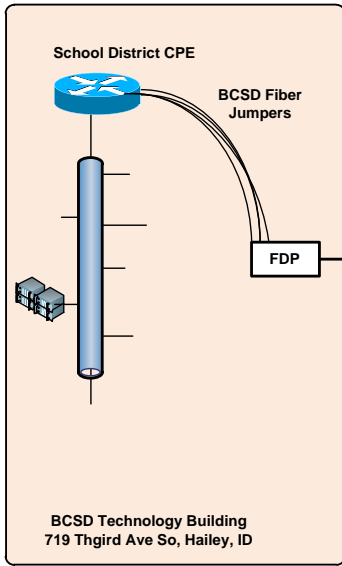


- Alturas Elementary School
- Bellevue Elementary School
- Carey Public School
- District Office
- Hailey Elementary School
- Earnest Hemingway STEAM School
- Maintenance Building
- Wood River High School
- Wood River Middle School



100% Syringa Networks Owned & Managed Fiber Optic Facilities

	PROJECT	DESCRIPTION	DRAWN BY	REVISED	VERSION	Drawing
	Blaine County School District	Lit WAN & Internet RFP Drawing	David Posey	28Dec18	1.0	1 of 2



4 Strands Between Technology Building to every other School District location. Topology Hub/Spoke



- Alturas Elementary School
- Bellevue Elementary School
- Carey Public School
- District Office
- Hailey Elementary School
- Earnest Hemingway STEAM School
- Maintenance Building
- Wood River High School
- Wood River Middle School

	PROJECT	DESCRIPTION	DRAWN BY	REVISED	VERSION	Drawing
	Blaine County School District	Dark Fiber RFP Drawing	David Posey	28Dec18	1.0	2 of 2

**Network Equipment** – Network equipment to provide WAN and Internet service as described.

- a) Applicant requires network equipment with installation and configuration to place circuits into service at 10Gbps once leased dark fiber or IRU fiber service is available.
- b) Network equipment proposals for the following:

Part Number	Description	Part Number	Description
<b>C9300-48U-A</b>	Catalyst 9300 48-port UPOE, Network Advantage	<b>ASR1001-X</b>	Cisco ASR1001-X Chassis, 6 built-in GE, Dual P/S, 8GB DRAM
C9300-NW-A-48	C9300 Network Advantage, 48-port license	SLASR1-IPB	Cisco ASR 1000 IP BASE License
S9300UK9-168	UNIVERSAL	ASR1K-INTERNET	ASR1K-Int Edge/Peering incl. BGP/NAT/ZBFW - tracking only
PWR-C1-1100WAC	1100W AC Config 1 Power Supply	M-ASR1001X-8GB	Cisco ASR1001-X 8GB DRAM
PWR-C1-1100WAC/2	1100W AC Config 1 Secondary Power Supply	NIM-BLANK	Blank faceplate for NIM slot on Cisco ISR 4400
C9300-NM-8X	Catalyst 9300 8 x 10GE Network Module	SASR1K1XUK9-169	Cisco ASR1001-X IOS XE UNIVERSAL
C9300-DNA-A-48	C9300 DNA Advantage, 48-Port Term Licenses	ASR1001-X-PWR-AC	Cisco ASR1001-X AC Power Supply
C9300-DNA-A-48-3Y	C9300 DNA Advantage, 48-Port, 3 Year Term License	CAB-AC	AC Power Cord (North America), C13, NEMA 5-15P, 2.1m
C1-ADD-OPTOUT	Cisco ONE Add-On Session Opt Out (No Fulfillment)	CON-SNT-ASR1001X	SNTC-8X5XNBD Cisco ASR1001-X Chassis, Crypto, 6 built - 36 Month
CON-SNT-C93004UA	SNTC-8X5XNBD Catalyst 9300 48-port UPOE, Network Adva - 36 Month	CON-SNT-SLASR1K	SNTC-8X5XNBD Cisco ASR 1000 IP BASE License - 36 Month

- i. Any proposals for equivalent equipment must include a point-by-point, specific explanation outlining how the proposed equipment offers the same functionality as the example make and model. Additionally, 4 hours of on-site technical training will be included with equivalent equipment. Specifications to include:

**Stackable Enterprise Network Switch**

UADP 2.0 Application-Specific Integrated Circuit (ASIC)  
Cisco Digital Network Architecture (Cisco DNA™) Capable  
Encrypted Traffic Analytics (ETA) Capable  
8x10G uplink module  
Cisco UPOE Capable

**Aggregation Services Router**

6 Ports of 1G SFP  
2 Ports of 10G SFP+  
10G upgradable/capable Ports  
2.5G Throughput, upgradable to 20G

- c) Network equipment proposals will include 3-year manufacturer warranty.
- d) Proposals should include an explanation of how the proposed equipment supports higher bandwidths for future scalability and the ease of upgrading (e.g. a new SFP versus a new line card) Costs for upgrade of equipment to 40 Gbps must be included for comparison purposes.
- e) Each respondent is required to complete the attached pricing sheet with this RFP. If any part of the equipment cost is ineligible for Category 1 funding, this must be identified. Respondents must clarify equipment eligibility with USAC before submitting proposals.
- f) Network equipment may be bid as a stand-alone service by anyone, even if Respondent is not bidding on any fiber service.
- g) Price will be for each unit regardless of the quantity ordered. The Applicant reserves the right to purchase none of the equipment or a quantity between 1 and 9 to be determined.

Syringa Networks is not offering Blaine County School District customer premise equipment (CPE) as part of this RFP response.

## 7.1 PROPOSAL PRICING

- Each respondent is required to complete the attached pricing sheet with this RFP for any and/or all options.
- Special construction, monthly recurring cost, and any additional non-recurring costs are required to be broken out and listed separately.
- Respondents are free to propose alternate pricing terms provided they have also included pricing in the requested format.
- No increased pricing will be allowed during the term of the quoted special construction, NRC, and MRC rate in each pricing cell of the matrix.
- If special construction is required, Applicant expects significant reductions from prevailing market rates for the IRU fee and annual maintenance charges on all newly built segments.
- Fiber maintenance will be quoted as a separate from the IRU fee.
- The fiber owner (not the district) must claim responsibility for repairs in the event of a catastrophic cut or relocate.
- Describe the process for relocates including assumption of costs.
- If maintenance cannot be quoted for entire time span of the IRU, please include alternate time span quote as well as explanation for the shorter time span.
- The provider will make all reasonable efforts to ensure 99.99% network availability of all leased fiber strands.

Syringa Networks has read, acknowledges and agrees to comply with the requirements of this section.

## 7.2 SERVICE REQUIREMENTS

- All solutions must adhere to the following Service Level Agreement (SLA) terms.
- The provider will make all reasonable efforts to ensure 99.99% network availability of each circuit.
  - .05% frame/packet loss commitment
  - 50mS network latency commitment
  - 0.8ms network jitter commitment
- Provider may not limit or throttle the capacity of the circuit at any time for any reason.
- Vendor stated commitment is to respond to any outage within two (2) hours and a four (4) hour restoration of service.

Syringa Networks has read, acknowledges and agrees to comply with the requirements of this section.

### **7.3 MAINTENANCE & OPERATIONS**

- Applicant requires on-going maintenance of the fiber on leased dark fiber and IRU solutions that includes routine maintenance and inspection, as well as unscheduled break/fix maintenance.
- Contracts and price quotes are requested for [36 month and 60 month] terms of service. Each respondent is required to complete the attached pricing sheet with this RFP.
- Maintenance terms and conditions can be found below in section 7.5.

Syringa Networks has read, acknowledges and agrees to comply with the requirements of this section.



## 7.4 SERVICE LEVEL AGREEMENT

- Network operations center: Solution will provide customer support functions including problem tracking, resolution and escalation support management on a 24x7x365 basis. Customer has the right and is encouraged to call concerning any problems that may arise relative to its connection with vendor provided services. Network Operation Center must be located within the State of Idaho.
- Trouble reporting and response: Upon interruption, degradation or loss of service, Customer may contact Vendor by defined method with a response based on trouble level. Upon contact from the Customer, the Vendor support team will initiate an immediate response to resolve any Customer issue. Customer will receive rapid feedback on trouble resolution, including potential resolution time.
- 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 schedule is completed.
- Resolution: The Customer will be notified immediately once the problem is resolved and will be asked for verbal closure of the incident.
- Trouble reporting, escalation and resolution: A detailed trouble reporting, escalation and resolution plan will be provided to the district.
- Measurement: Time starts from the time the Customer contacts vendor and identifies the problem. Credits for outages of a certain duration or longer will be identified.
- Reports: Upon request, an incident report will be made available to the Customer within five (5) working days of resolution of the trouble.
- Link performance per segment: The service will maintain the proposed link performance throughout the term of the contract.
- Historical uptime: Provide aggregate uptime statistics for your proposed service in the geographic area encompassing Applicant.
- Vendor will provide the Applicant with web based, historical bandwidth utilization charts with connectivity data for the term of the chosen agreement.

Syringa Networks has read, acknowledges and agrees to comply with the requirements of this section.

## **7.5 FIBER MAINTENANCE TERMS AND CONDITIONS**

1. Respondent may offer maintenance services either themselves or through 3<sup>rd</sup> party subcontractors. In the case that maintenance is subcontracted out to a 3<sup>rd</sup> party, the respondent must hold and manage the subcontract and is ultimately responsible for the SLA.
2. Respondent shall maintain the applicable fiber seven days per week, twenty-four hours per day.
3. Upon notification from the district of a malfunction relating to the applicable fiber, respondent shall respond to such malfunction within two (2) hours and thereafter proceed to correct the malfunction with reasonable diligence.
4. Respondent should include an overview of maintenance practices including:
  - a. Routine maintenance and inspection
  - b. Scheduled maintenance windows and scheduling practices for planned outages
  - c. Marker and handhold inspection and repair
  - d. Handling of unscheduled outages and customer problem reports
  - e. What service level agreement is included and what alternative service levels may be available at additional cost
  - f. What agreements are in place with applicable utilities and utility contractors for emergency restoration
  - g. Repair of fiber breaks and mean time to repair
  - h. Replacement of damaged fiber and fiber that no longer meets specifications
  - i. Post repair testing
  - j. Policies for customer notification regarding maintenance
  - k. Process for changing procedures, including customer notification practices
  - l. Process for moves, adds, and changes
  - m. Process for responding to locate requests

Syringa Networks has read, acknowledges and agrees to comply with the requirements of this section.

## 7.6 GENERAL TERMS FOR ALL PROPOSALS

Failure to include any requested information noted as required by the respondent is grounds for disqualification.

### 1. Description of Proposal

- a. Respondent's proposal should include all sites for the option(s) bid. If the respondent bids leased dark fiber or leased lit fiber – all sites must be included in the bid. Failure to include all sites in a bid option could be considered ground for disqualification.
- b. Respondent will provide a description of their proposal for all services and solutions.
- c. Description will include an overview of the proposal, any deviations from the requested architecture, design or requirements, assumptions made, and other detail Applicant may find useful or necessary (or could differentiate the solution from a competing proposal).

[Syringa Networks has read, acknowledges and agrees to comply with the requirements of this section.](#)

### 2. Timeline

- a. For each response, respondents must include a timeline for bringing all sites online.
- b. Proposals requiring little to no special construction should be able to bring all sites online by the July 1 start of the funding year (July 1, 2019).
- c. For solutions requiring special construction, a schedule of bringing sites online must be included with an explanation of how this timeline shifts if the date of the E-rate funding commitment shifts.

[Syringa Networks has read, acknowledges and agrees to comply with the requirements of this section.](#)

### 3. Demarcation

- a. All solutions must terminate service or infrastructure in the demarcation point at each address specified in the pricing sheet.
- b. Solutions bringing service to the property line but not to the demarcation point are not acceptable.

Respondent must specify specific demarcation setup included in base fees, e.g. wall mounted CPE and CAT6a handoff, rack mount patch panel, UPS, etc.

[Syringa Networks has read, acknowledges and agrees to comply with the requirements of this section. For lit services, Syringa Networks N520/N540 service ports are considered the service demarcation point. For 1Gb connectivity, Syringa Networks will provide a copper demarcation service port. For lit service with bandwidth profiles greater than 1Gb, service demarcation port will be fiber optic. For dark fiber lease or IRU options, service demarcation will be the Syringa Networks fiber distribution panel deployed at each site.](#)



4. Network Diagram

- a. For each response, respondents must include a network diagram displaying the paths to be used to serve each endpoint. [Please see page 18 & 19.](#)
- b. Diagrams must show if circuits are routed through any aggregation hubs, equipment, or third-party facilities between hub site and each endpoint. [Please see page 18 & 19.](#)

5. References

- a. For each response, respondent must provide 3 references from current or recent customers (preferably K-12) with projects equivalent to the size of Applicant.
- b. If respondent responds to more than one option (e.g. leased lit fiber service as well as leased dark fiber), provide 3 references for each.

[Additional references for Dark Fiber Services.](#)

Name: Dave Tiede  
Customer: **City of Meridian**  
Position: CIO  
Address: 33 E Broadway Ave Meridian, ID 83642  
Phone Number: 208-578-5413  
Email: [dtiede@meridiancity.org](mailto:dtiede@meridiancity.org)  
Project: Dark Fiber builds 12 locations

Name: Cheryl Dearborn  
Customer: **State of Idaho**  
Position: ITS engineer  
Address: 650 W State St Rm100, Boise, ID 83702  
Phone Number: 208-426-5150  
Email: [cheryl.dearborn@its.idaho.gov](mailto:cheryl.dearborn@its.idaho.gov)  
Project: Dark Fiber, Multi locations, MPLS, WAN, Internet.

Name: Dan Dillard  
Customer: **Boise State University**  
Position: Sr. Network / Voice Engineer  
Address: 1910 University Drive, Boise, ID 83725  
Phone Number: 208-426-5150  
Email: [dandillard@boisestate.edu](mailto:dandillard@boisestate.edu)  
Project: Dark Fiber, Multi locations, MPLS, WAN, Internet.



6. E-rate Program Integrity Assurance (PIA) Review

- a. If their solution is chosen, respondents are required to promptly provide Applicant with any information being requested as part of PIA review.
- b. Vendors may assist applicants with preparing funding requests or responding to PIA questions and may speak directly with PIA reviewers.
- c. For all responses that include special construction, the respondent agrees to, by submitting its bid, produce all construction labor, construction materials and other cost information requested during PIA review.
- d. All responses must agree, in writing, to this section with a yes or no answer. Answering no or failure to answer at all is grounds for disqualification.

7. Required Notice to Proceed and Funding Availability

- a. Applicant will follow the purchasing policies of the Applicant Board and requirements and procedures of the FCC's E-rate program as administered by the Universal Service Administrative Company to be eligible for all available funding.
- b. The implementation of any associated contracts resulting from this competitive bid process will be dependent on the district's' issuance of a written Notice to Proceed.
- c. E-rate funding notification alone will not signify Notice to Proceed. The district will have the right to allow the contract to expire without implementation if appropriate funding (including any state matching funds for special construction projects) does not come available.

Syringa Networks has read, acknowledges and agrees to comply with the requirements of this section.

As a registered and approved vendor, Syringa Networks has an established SPIN number 1430274247 and capable of providing E-Rate services. Syringa Networks currently partners with Idaho schools and libraries and is experienced delivering telecom services that are eligible for E-Rate discounted services.

## 8 SCORING CRITERIA

### Option 1, 2, 3, 4

Description	Value
Price of eligible goods and services	40 Points
Ability to support requirements of RFP	20 Points
Prior experience with vendor	15 Points
Service Reliability and dedicated infrastructure	15 Points
Local service and support	10 Points

### Option 5

Description	Value
Price of eligible goods and services	40 Points
E-Rate ineligible costs	20 Points
Prior experience with vendor	15 Points
Service Level for support and troubleshooting	15 Points
Training Program for staff	10 Points

Syringa Networks has read, acknowledges and agrees to scoring criteria of this RFP.