



REQUEST FOR PROPOSALS

E-Rate Funding Year July 1, 2016 – June 30, 2017

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INTRODUCTION

The information in this Request for Proposal (RFP) is provided in conjunction with USAC Schools and Libraries Division Forms 470 and 471, in partial fulfillment of the requirements for the Universal Service Fund (E-Rate) discounts. The E-Rate program provides discounts for certain telecommunications products and services, including voice and data communications, Internet access, and in some cases, internal connections.

Please do not contact Crossroad Academy with general questions about E-Rate, or to offer ineligible services, or services not requested on this RFP. Responders must have a valid Service Provider Identification Number (SPIN) and have a relationship in good standing with the USAC/SLD.

For more information about the E-Rate program please refer to the USAC/SLD website at <http://www.sl.universalservice.org>.

This project is heavily contingent on being awarded E-Rate funds for Category 1 and Category 2 equipment and services. The school targeted for this project has an 85% projected discount rate for the 2016-2017 E-Rate year (except telecommunication services).

This Request for Proposal (RFP) is issued to invite vendors to submit information and/or bids. Issuance of this RFP in no way constitutes a commitment by Crossroad Academy to select a vendor and/or award a contract. The school reserves the right to accept or reject any or all proposals submitted. Acceptance of any proposal with contractual terms is dependent on the school's E-Rate funding and appropriation of funds by the legislature. The selected vendor shall guarantee that the costs quoted are all inclusive. The vendor shall agree that if reduced rates for selected services become available during the life of the contract, new rates may be negotiated under the contract in force.

The school reserves the right to reject any and all proposals and to make any and all purchases to the best interest and advantage of the school; however, price will be the greatest determining factor in vendor selection. In the event the school begins to experience budget restraints, or the E-rate program is cancelled, Crossroad Academy reserves the right to re-negotiate with the selected vendors. This may also include canceling services and /or scaling back on services, equipment, or bandwidth. Crossroad Academy Charter School reserves that the billable services approved for funding shall not begin until July 1, 2016. Crossroad Academy Charter School prefers to use the discounted bills method for payment for services and products, unless otherwise stated in the RFP.

SUMMARY/SCHOOL OVERVIEW

Crossroad Academy Charter School of Business is a public charter PK-11 grade school with a current enrollment of 478 students. The school is located in Quincy, FL. Plans are underway to begin construction of a high school and gymnasium. Construction will begin July 2016 with an anticipated completion date of January 2017.

Crossroad Academy believes in providing every student with equal opportunity in using technology to enhance the learning experience, and that the effective use of technology is a life-long skill. These skills will be used to facilitate continued learning and better prepare our students to be successful in the work force.

The school is committed to incorporating technology into classroom instruction and the curriculum as a learning tool and to improve communications skills at all levels. We are also committed to educating our students and staff in the effective and responsible use of technology.

Additional information about the school is available on the CACS web site at <http://www.mycacs.com>.

Crossroad Academy seeks qualified vendors to provide Telecommunications, Internet Access, Internal Connections and Basic Maintenance of Internal Connections for e-Rate funding year 2016. Contracts must be signed for e-Rate eligible services on or before May 1, 2016.

The school office is located at 470 Strong Road, Quincy, FL 32351. A walk through of the school is scheduled for **April 15, 2016 at 10:00 am**. Contact **Jasmine Sanders at sandersj@gcpsmail.com** to confirm attendance.

Proposal Sections

Crossroad Academy Charter School is requesting proposals for the following sections for services:

Section One: Telecommunications Services

- Hosted VoIP Phone Service
- Cellular Mobile Service
- Internet Access
- Wide Area Network Service

Section Two: Basic Maintenance

- Maintenance and Support of Internal Connections
- Managed Network Services

Crossroad Academy Charter School is requesting proposals for the following sections for the high school that will begin construction in July 2016:

Section Three: New Construction

- Internal Connections

- Networking Equipment

Scope of Work

The purpose of the Request for Proposal (RFP) is to solicit bid proposals from qualified and reputable e- Rate vendors.

CATEGORY 1

Section One: Telecommunication Services

Hosted VoIP

Crossroad Academy currently has VoIP voice services through the Gadsden County School District via telecommunications services provided by the Telephone and Data Systems Telecommunication Company (TDS).

Quote Hosted VOIP telephone service for voice services and quote one-time costs separately from monthly costs. The school has already made a substantial investment in the purchase of Polycom telephone handsets (model Sound point IP 450, 550 & 650) and therefore compatibility with our Polycom handsets will be an additional selection criterion. We are soliciting proposals to continue or replace the current level of service at the following location:

Crossroad Academy Charter School

470 Strong Rd.

Quincy, FL 32351

Number of Handsets: 38

Telephone Service and Telephone Service Components, including, but not limited to:

- Local Telephone Service
- Long Distance Telephone Service

(Please quote in-state, out-of- state, & rounding-up policy).

Crossroad Academy currently uses Polycom Soundpoint IP Phones 450, 550, and 650. Crossroad Academy has no intentions of changing from those handsets; please make that a consideration when responding. We need a feature rich solution which will allow the school to have as much control as possible. Some but not all features needed:

- Browser based Dashboard/Control Panel
- Voicemail
- Conferencing
- Ability to access voicemail outside of the LAN/WAN
- Ability to edit, change or assign extensions on the fly
- Ability to assign designated numbers
- Unified email to phone
- Paging
- Caller ID
- Forwarding to any designated number

- Call Reject
- Call back upon busy
- Auto Attendant
- Custom Call Routing
- Minimum 3000 minutes local and long distance per month per user

Selection Criteria VoIP Services

Costs	30%
Compatibility with Current Handsets	25%
Quality of Proposal (Features)	25%
Previous Vendor Experience	20%

Cellular-Mobile

Crossroad Academy Charter School is requesting proposals to support cellular wireless services, for up to 5 phones with the following features: voice mail, 3-way calling, call waiting, wireless internet access, caller ID and “direct connect” features/options, if available. All plans should include detailed billing. These services need to be under one master billing account. We currently have phone/wireless equipment already in use. We need to maintain the cellular numbers we currently have in service and have the option to increase the number of lines available. Any additional numbers needed must be able to be added to our current services. Unlimited services will be given special consideration. We prefer yearly contractual services, but will consider a multi-year contract. This is not a guarantee or commitment to contract with a different vendor, but is being utilized to find the most advantageous solution for our school.

(Currently, cellular services are provided by Verizon Wireless, which is a State of Florida contracted vendor.)

Selection Criteria Cell-Mobile

Costs	40%
Portability of Existing Numbers	25%
Unlimited Services (Data, Voice, Text)	25%
Length of Contract	10%

Internet Access

Crossroad Academy Charter School is requesting proposals to provide Internet Access up to 1 GB services for the campus. Prices should be quoted @ 100mb increments. The proposal must include services required to deliver full E-rate eligible ISP services to support the current bandwidth (100mb). Student testing is web based and bandwidth quoted should be symmetrical.

Selection Criteria Internet Access

Costs	40%
Bandwidth Capacity	30%
Symmetrical	20%
Response time to outages	10%

Wide Area Network

We currently have a fiber connection to the Gadsden County School District Office that is dedicated to Data Services rated at 1 gig. The current connection is provided by TDS.

Crossroad Academy is requesting a quote for a WAN link to the Gadsden County School District Office. Quote both 1 gig and 10 gig WAN services.

The cost of this service shall be presented as a monthly cost over a 1, 3, or 5 year time period. Pricing must delineate development "one-time" costs as well as recurring monthly costs.

The proposed lease is to include any and all subsequent charges, including but not limited to, tariffs from utility companies for use of poles, licenses and permits to perform work, and other expenses, which may be incurred.

All costs must be provided in an itemized format outlining bandwidth provided. Proposers will be responsible for accurately providing all costs. A minimum of Layer 3 Switching Services are required to provide routing and limiting protocol transmission between eligible sites where needed. SLD regulations require that the telecommunications provider must own this hardware. Qualified Technical Support staff must be assigned to support this project.

The Network proposed should facilitate and support reliable and cost effective connection to the Internet, and be able to handle any routing or equipment issues that are required to connect to the Internet.

In order to assess the vendor's ability to provide WAN services necessary to meet school needs, the response to this RFP must address the "development process". Describe in detail how your WAN solution actually provides the services described. This description should include, but not be limited to:

- Site survey components and findings.
- Transport alternatives considered and explanation of solution(s) selected.
- Anticipated time requirements to obtain permits, certifications, etc.
- Anticipated time to install services solution.
- Use of subcontractors for cable and electronics installation, etc.
- A project management and implementation plan that includes a timeline outlining the completion of the network.
- A network design showing available bandwidth.

The Contractor is responsible for becoming familiar with the conditions at each work site and allowing for them in the proposal. Any permits and inspections required for the proper installation of the specified project shall be furnished and coordinated by the contractor at his sole expense. All network cutover work must be performed after normal school hours or on weekends to avoid disruption to students and staff. All work areas and materials must be secured and a safe environment maintained for students and staff.

The completed installation must be inspected and approved in accordance with all state and local codes and requirements.

All Contractors shall carry Worker's Compensation Insurance, in addition to Public Liability

Insurance. Verification of this insurance must accompany the vendor's proposal. The contractor shall remove from the premises any resultant debris and return the surrounding areas to previous condition.

A Company Profile is required detailing years in business, number of employees, certifications, and service center locations. Provide at least 3 references of similar projects.

- (1) **"End-to-End Services"** – The vendor must provide, install, and configure leased equipment for the school site and the district office that is necessary for the use of these services. For this proposal, the vendor shall provide the school with:
 - (a) A description of the equipment that will be installed to include Make, Model, Electronic Specifications. Manufacturer's spec sheets are preferred.
 - (b) Cost for the installation and configuration of this equipment must be listed as a "onetime, non- recurring cost" in the proposal.
 - (c) Fees for monthly leasing of the equipment must likewise be included in the quote.
- (2) **"Secure Services"** – The school requires that the leased telecommunications lines used in its wide area network be secure. The vendor must document how the leased services being proposed will provide security measures to ensure the integrity of sensitive student and personnel data that will be transported across the wide area network.
- (3) **"Reliable Services"** – The school requires that the leased telecommunication lines used in its wide area network be reliable. The vendor must document how they, as a company, can provide 24/7 reliability. This documentation should also include:
 - (a) A toll free number that is monitored 24/7 for the district network manager to use to report problems.
 - (b) A single contact person who will be responsible for working with the district network manager to resolve all problems.
 - (c) Assurances that the vendor will maintain backups of configurations and spare equipment for reliability.

Installation Requirements

The successful proposer must be able to integrate and support all WAN components between the district office and Crossroad Academy and provide a single handoff to the District from the school.

As required by the School & Libraries Corporation, the Vendor will provide a statement that the following is true:

- The service provider will install equipment on the premises of the eligible sites as a part of their provision of eligible telecommunication services.
- The equipment will be considered part of the provision end-to-end telecommunication services (not as Internal Connections).
- The equipment will be provided by the same service provider that provides the service, and ownership will not transfer to the school in the future.
- The relevant lease does not include an option to purchase the equipment by the school.
- The school has no contractual right to exclusive use of the equipment.
- Up-front, non-recurring charges are less than 67% of total charges.
- The equipment will not be used by the school for any purpose other than receipt of eligible telecommunications services of which it is a part.
- The local area network for data communications of the school is functional without

- dependence on the equipment.
- Responsibility for maintaining the equipment rests with the service provider, not the school.

WAN Service Selection Criteria

Costs	40%
Quality of the Proposal	30%
Compatibility	20%
References	10%

CATEGORY 2

Section Two: Basic Maintenance

Basic Maintenance & Support of Internal Connections for wired and wireless eligible network hardware and Infrastructure

Crossroad Academy Charter School is seeking proposals for a basic maintenance contract on all eligible network infrastructure including wiring, wall jacks, raceways, conduit, wireless access points.

This contract will be based on a per call basis. Vendor should submit a bid for their hourly charge and travel costs. If this is a new contractor to the school, please submit qualifications and job references as listed below.

Basic Maintenance & Support of Internal Connections Selection Criteria

Costs	40%
Quality of the Proposal	30%
Compatibility	20%
References	10%

Managed Network Service

Crossroad Academy Charter School is seeking proposals for managed network services. This service should cover maintenance, configuration changes and troubleshooting of all eligible routers, switches, wireless access points, wireless controller systems, firewalls and uninterruptable power supplies/battery backups.

Managed Network Service

Costs	40%
Quality of the Proposal	30%
Compatibility	20%
References	10%

CATEGORY 2

Section Three: New Construction

Internal Connections

Part of this project covers new construction of the high school and new gymnasium. Cabling will be either Panduit or General. Crossroad Academy will receive either a 24-port or 48 port modular patch panel to handle the new Wireless Access Point ports and drops.

Each classroom and office in each building will receive:

- (2) Cat 6 jacks and (2) Cat 6 3' Panduit patch cords. (1) Cat 6 Panduit jack, (1) 2-port Panduit surface-mount block and (1) 3' Cat 6 Panduit patch cord will be installed at the station location.
- (2) Cat 6 Panduit jack and (2) 3' Cat 6 Panduit patch cord will be installed at the MDF or IDF location for each classroom and office. All new Cat 6 cables must be tested to Cat 6 standards with a Fluke DTX 1800. All new Cat 6 cables must be rated for the environment they enter. Plenum for plenum rated spaces, non-plenum for non-plenum spaces and OSP for underground (Wet rated) spaces.
- Contractor must provide a 2-year workmanship warranty for this installation from the date of substantial completion.

Cabling--Category 6 copper and fiber optic cabling on a per drop basis (65 or more).

Networking Equipment:

Part of this project covers new construction of the high school and new gymnasium. Crossroad Academy Charter School is requesting quotes for the following equipment:

	Service	Qty/Capacity
Crossroad Academy Charter School	Switches, UPS, Cabling, Installation, Training	(3) Summit X460-G2-24p-Base Unit (or equal), (11) Summit X460-G2-48p-Base Unit (or equal), (7) SR SFP+ Module, (9) SFP+ Cable 1M, (9) Summit X460-G2 Fan mod FB (or equal), (9) Summit 1100W AC PSU FB (or equal), (9) Summit Power Cord 13A NEMA 5-15 IEC320-C15, (1) Summit X670-G2-48x-4q-Base Unit (or equal), (2) Summit 550W AC PSU FB (or equal), (1) Summit X670 fan module FB (or equal), (2) Summit Power Cord 10A NEMA 5-15P C13 (or equal), (3) Eaton 5PX1500RTN UPS (or equal), (1) Eaton 5PX2200RTN UPS (or equal), (1) Eaton 5PX3000RTN UPS (or equal), (2) Connect UPS-MS Network Management Card-Use with: 5PX, 5130, 9130, 9135, 9170+, 9PX, and 9E, (7) 2-post rail kit for rack mount UPS

CONTRACT TERMS

Crossroad Academy will consider one year and multi-year contracts. Crossroad Academy reserves the right to exercise voluntary extensions to contracts.

SPECIAL CONDITIONS

Prices to remain firm through SLD approval, execution, and duration of the proposed contract. In the event of a price decrease for service or from the manufacturer, said decrease shall be passed on to the Crossroad Academy and documented with new price sheet sent to Crossroad Academy.

- All equipment/services costs must be new and identified separately.
- The Board of Directors reserves the right to reject any and all bids/proposals, or any or all items of any bid/proposal.
- This RFP will be posted to the Crossroad Academy website (www.mycacs.com). Any additions or corrections will be addressed in the form of addenda posted to the same location on the website.
- All questions regarding this RFP should be directed to sandersj@gcpsmail.com with the subject of "ERATE RFP# 2016."
- Responses to all questions will be posted on the school's website. Responses to all questions will be made by 04/20/2016. It is the responsibility of the prospective

- bidder to check the website for updates or addenda.
- All service providers bidding on this RFP must maintain an office within 50 miles of Crossroad Academy Charter School, in order to provide and maintain a quick response time and support for the school.
 - Manufacturer must warrant all parts and equipment.

PROPOSAL SUBMISSION

Introduction (Cover Letter)

By signing the letter and/or proposals, the Proposer certifies that the signor is authorized to bind the proposal. The proposals must include a brief statement regarding the vendor's understanding of the scope of the work to be performed.

Executive Summary

Provide an executive summary of the Proposer's proposed plan as well as its area(s) of expertise and resource capabilities it believes highlight its firm as superior or unique in addressing the needs of the Crossroad Academy as stated in this RFP.

This section shall also serve to introduce the purpose and scope of the proposal. It shall include a stipulation that the proposal is valid for a time period of one (1) year from the date of submission.

The section shall also include a summary of the proposer's qualifications and ability to meet the State's overall requirements. It shall include a positive statement of compliance with the contract terms. If the proposer cannot comply with any of the contract terms, an explanation of each exception must be supplied.

Qualifications and Experience

Vendors must be authorized resellers of the equipment being proposed and provide at least 3 references.

Must be eligible to participate in the E-Rate Program, have or apply for a service provider identification, agree to obtain or have a current Service Provider Annual Certification Form (SPAC) on file with the SLD, and comply with all SLD service provider requirements.

Since Crossroad Academy mainly relies on E-Rate funding to pay for requested services, vendor must be a "green light" company and agree that should the status change to "red light" at any time during the bid process or contract period that they will immediately notify Crossroad Academy in writing.

Number of Copies

Proposer shall submit one (1) signed original response, three (3) additional hardcopies and one (1) electronic copy.

Original Response - Must contain original signatures and should be clearly marked or

differentiated from the other copies of the proposal. This copy will be retained for incorporation by references in any contract resulting from this RFP.

Electronic Copy – Must contain the same information as the original response and must be presented in PDF format. Failure to provide a readable electronic copy of the response may result in proposal disqualification.

Responses to this RFP should be submitted via email at danielse@gcpsmail.com and in writing (via mail or delivery) and must be received no later than 9:00 a.m., April 27, 2016. Address your response to:

***Crossroad Academy Charter School
Attn: Jasmine Sanders
470 Strong Road
Quincy, FL 32351***

All responses should clearly indicate your currently valid SPIN number and FCC Registration Number (if applicable). Vendors may respond to all or any individual part of the services requested by this RFP.

Descriptions of products and services should provide sufficient detail and be submitted in a form suitable for use on the newly revised Form 471 that includes Item 21 attachment itemized information.

Telecommunications providers must also be eligible telecomm providers (carriers) and again, must also have or agree to obtain a Service Provider Annual Certification (SPAC) on file with USAC/SLD. Proposals from vendors not meeting these criteria will automatically be considered non-responsive.

All questions and answers will be made available to all potential bidders. Proposers are not permitted to communicate with the E-Rate contact, the board, officers or staff of Crossroad Academy regarding this solicitation during the period between the Request for Proposal issue date and the announcement of awards, except through written questions as indicated here. Answers to questions of general interest from qualified vendors may be posted as addenda to this RFP from time to time during the proposal period. Answers to questions will also be posted on the school's website at www.mycacs.com.

Please send all inquiries/questions regarding this RFP via e-mail only to:
sandersj@gcpsmail.com

PROPOSED FEES

Pricing of equipment and installation must be on the same quote. Vendors must bid on equipment and installation together.

If there are any E-Rate ineligible items or services contained in the equipment list, vendors must provide a detailed itemized list the ineligible cost and clearly distinguishable from the E-

Rate eligible part of the bid. For a list of eligible services, see <http://www.usac.org/sl/tools/eligible-services-list.aspx>. Vendor bid submissions that do not clearly describe a fair and reasonable cost allocation where it is apparent that ineligible elements exist will not be accepted for review.

EVALUATION CRITERIA

With respect to the above services for which competitive proposals are being sought, the school will evaluate proposals from qualified vendors, taking into consideration the following factors, but not limited to the extent allowed by regulations of the Florida Education Code and USAC Schools and Libraries Division (USAC/SLD):

- Cost (one time as well as recurring)
- Vendor reputation and track record providing similar services
- Vendor financial stability
- Timely availability
- Timely proposal submission and responsiveness during negotiations
- Realism of estimates and soundness of technical approach
- Quality of the proposal document including adequate detail for Item 21 attachments
- Completeness of solution
- To the extent to which goods and services meet the needs of Crossroad Academy
- Other relevant factors that may impact the ability of Crossroad Academy to acquire and maintain vendor's goods and services

EVALUATION MATRIX

Cost is required to be the primary criteria, but other factors will also be taken into consideration.

Proposals or services, which are ineligible for E-Rate funding or not required to achieve the above functionality, should not be included in your response. Pursuant to USAC regulations, authorized school officials will execute any contracts resulting from this Request for Proposals.

Any contracts awarded as a result of this RFP would be binding upon both parties contingent upon SLD approval of Form 471 at no less than the anticipated E-Rate discount for this billed entity and the receipt of an approved Funding Commitment Decision Letter.

Crossroad Academy reserves the right to accept or reject any or all proposals. Vendors may submit proposals for individual services, as multiple vendors may be awarded.