



## HUMBOLDT COUNTY OFFICE OF EDUCATION DETAILED SPECIFICATIONS

### 1 Introduction

Humboldt County Office of Education (HCOE) has initiated this procurement to acquire an enhanced Wide Area Network (WAN) from qualified service providers (“Proposer(s)”). HCOE has evaluated WAN technology options and believes the best-fit solution is based on Ethernet Handoff delivering 100 Mb to all supported locations in Humboldt County. HCOE recognizes Proposers to this RFP may have service area limitations that prevent one service provider from serving all locations. Although a single service provider is highly desirable HCOE may consider selecting multiple provider options that present the best overall value while meeting its WAN objectives.

#### 1.1 Current Network Environment

HCOE currently uses a mix of service from various providers from 1.5 Mb to 100 Mb. See Exhibit 1 for a listing of the locations requesting services; including phone number, physical address, and requested bandwidth. HCOE intends to leverage the replacement WAN to enhance its price performance for the WAN. All switches will be programmed to QoS prioritized data streams.

#### 1.2 Replacement WAN Environment

HCOE requires a managed service network including the transport and the associated edge electronic devices. HCOE reserves the right to upgrade or downgrade speeds at various locations based on application demands and/or network utilization. Proposers are advised to purpose a solution that will accommodate these changing needs. HCOE also reserves the right to include or exclude specific support and or school locations from the network as determined by ongoing network requirements and facility locations.

Proposer must note that some sites listed do not currently have fiber and may be difficult to provision with fiber. Even though HCOE prefers fiber to all locations, these locations do require a minimum of 100 Mbps service which may be provided over either fiber or copper.

HCOE expects the managed service network to provide and include all hardware, software, physical connections and management up to and including the “Edge Electronics” as depicted inside the blue/red lines on the Exhibit 2 drawing. The service provider will provide an Ethernet handoff to HCOE owned router/switch at each site.

HCOE prefers that installation costs include all one time (non-reoccurring) charges such as equipment commissioning, copper/fiber installation, and any other one-time charges associated with building the network. If the proposer requires installation costs, the proposer must clearly indicate the costs on the pricing spreadsheet.

Proposers are requested to present their proposed solution with a graphic illustration of their network design. Provide separate illustrations for those locations where the technologies or topologies require unique designs.

HCOE plans to fully utilize the network for voice, data and video convergence. While this RFP focuses on the procurement of a data WAN, the underlying WAN infrastructure must be capable of supporting QoS and Weighted Fair Queuing (WFQ) standards over the network to enable packetized multimedia communications. HCOE does expect the WAN to provide WFQ, however the WAN must pass all QoS rules that are sent by the Counties Customer Premise Equipment (CPE).

## **2 Scope**

The explicit purpose of this RFP is to perform the due diligence such that HCOE can acquire the best value telecommunications services to meet its business requirements in the most reliable and cost effective manner and at the same time meet the requirement for E-rate procurement.

## **3 Telecommunications Services**

### **3.1 Service Delivery Addresses**

A listing of all physical addresses designated for WAN connectivity is presented in Exhibit 1.

### **3.2 Services in this RFP**

The lists of existing data network services currently used by HCOE is included in this RFP are further detailed in Exhibit 2. Service functional requirements sought under this RFP are specified in the **(VPF3) Requirements Questionnaire** found on page 12/13.

### **3.3 Requirements for Service**

Proposers to this RFP must be regularly in the business of providing the services proposed, must be licensed and bonded to work in the State of California, and must provide references listing projects of similar size and/or scope. HCOE may procure the services and equipment complimenting those to be provided under this RFP, in compliance with the State of California statutes.

HCOE may at its sole discretion implement service to some or all of the locations in Exhibit 1 and new locations may be added as HCOE builds new schools or changes location for certain programs. HCOE will cooperate with the Proposer to implement service at new or changed locations as these instances occur.

This RFP does not obligate HCOE in any way to procure services for any or all of the locations listed. The intent of HCOE is to implement a high-speed network however; there are technical and financial considerations that may preclude such a network to some of the sites currently managed by HCOE.

### **3.4 Implementation methods**

In the event that HCOE chooses to implement a network solution via this RFP the awarded Proposer shall be solely responsible for the means, methods, techniques, sequences, and procedures of implementation and service and shall

be responsible for ensuring that all work complies with requirements specified in this RFP and approved by HCOE.

All proposals shall include the appropriate terminating equipment on which the service will terminate. The Proposer is expected to install and own a termination cabinet and edge equipment at a specified point of demarcation within the listed facilities. Terminating equipment will remain the property of the Proposer and the cost of these devices including maintenance, upgrades and support for the units will be included in the service pricing.

### **3.5 Project Management**

Proposer must supply the names, position titles, and brief resumes of the key staff to be assigned to the project and will briefly explain their roles or involvement with the work required by this RFP. Proposer must also describe its Project Management process in sufficient detail to convey to HCOE that it is capable to implement its proposed service on time and on budget.

In the event that HCOE chooses to implement a network solution via this RFP the awarded Proposer shall provide competent, qualified personnel to manage the implementation of the services. Proposers will be required to provide a single point of contact for ongoing services related to billing, and management issues for the proposed services.

#### **Project Performance Schedule & Requirements**

The successful Proposer will provide HCOE a detailed project plan within 30 calendar days of a signed contract. All work will be completed and the network shall be fully integrated, tested, and in production no later than August 3, 2017. Proposer's single point of contact (Project Manager) will be readily available during business hours and fully briefed on the current project status.

A detailed project plan will be delivered (using an agreed upon format and method) by the Proposer to the identified County project manager within 30 calendar days of the signing of a contract. At a minimum this will include the following:

1. A complete Work Breakdown Structure showing all tasks, milestones, durations, start dates, end dates, and resources assigned.
2. A list of all activities that require coordination or resources from HCOE or their business/community partners.
3. A Gantt chart showing the project from inception to completion, properly identifying parallel and serial tasks.
4. A list of all external dependencies.
5. A list of all known or potential constraints.
6. A list of all assumptions made by the Proposer.
7. A risk management plan.

The Proposer will send to HCOE Project Manager weekly updates to the project plan and associated documents. Project documentation will provide details on work completed to date, work to be initiated or completed over the next week,

schedule variance, potential risks to the schedule, and general project updates. Weekly meetings and or conference calls will be scheduled to discuss project details as appropriate. If the overall project falls behind schedule a plan will be created and communicated by the Proposer showing how the project will be adjusted to be completed on schedule. Daily conference calls will be initiated at the discretion of HCOE project manager should the project fall behind schedule. An accurate and complete engineering diagram and plans will be submitted to HCOE project manager within 30 calendar days of the signing of a contract.

Once a contract has been signed, no changes shall be made to network or project specifications unless such changes are authorized in the form of a written change order prior to the work being performed. Such change orders will explicitly state any costs or savings resulting from the change, as well as any impact to the project plan or schedule.

### **3.6 Proposer's Legal Requirements**

In the event that HCOE chooses to implement a network solution via this RFP the awarded Proposer shall furnish all necessary materials, equipment, labor, transportation, insurance, and incidentals for the execution and completion of the work. Proposers must comply with all federal, state, and local statutes or ordinances which, which may apply to the proposed work. Proposer will also supply a copy of their standard service contract for review and further negotiation by HCOE Legal and Purchasing staff.

### **3.7 Permits, Licenses, Taxes and Assessment**

In the event that HCOE chooses to implement a network solution via this RFP, the awarded Proposer shall be responsible for all duties assessed by United States Customs, permits, approvals, licenses, sales or other taxes and assessments imposed by any government agency, foreign and domestic, which are applicable to the performance of the awarded Proposer's responsibilities under the agreement.

### **3.8 Ownership of Work Product**

All work products by inclusion but not limitation consisting of responses to this RFP, project plans, technical specifications, and as built drawings which result from an agreement, shall become the exclusive property of HCOE.

### **3.9 Technical and Billing Support**

HCOE requires that technical and billing support is available to answer questions, and resolve billing and support issues. The support need not be local as long as the Proposer guarantees the service level meets County requirements. In the event that HCOE decides to purchase any or all services listed in this RFP, the awarded Proposer will be required to identify and maintain dedicated contact persons readily accessible during normal business hours for HCOE. Their responsibilities will include but not be limited to billing problem resolution, coordination of service orders, facility identification, access arrangements, problem coordination, and support, as necessary to assure effective delivery of the service to HCOE.

**BILLING INFORMATION:**

The successful Proposer is required to provide detailed billing as outlined below. Provide a description of the billing procedures used by your firm. Proposer will include a sample invoice representative of a statement HCOE would receive. The Proposer must provide two printed copies of the bill each month and a method of reporting to identify every charge by the following:

- a. School/Department Name
- b. School/Department Address
- c. Charges for each location
- d. Date range for service
- e. Description of services provided (i.e. bandwidth)
- f. Must be able to identify all charges on the bill by school/department

**ACCOUNT MANAGER:**

The successful Proposer is required to provide a single point of contact for end-to-end trouble service and resolution of billing problems. The Proposer is required to provide notification if this individual is replaced. Indicate the individual who will be HCOE contact and the toll free service number at which to contact them.

**ADDITIONAL INFORMATION:**

Describe any additional technical, administrative, or billing services that may be beneficial to HCOE. Include availability, limitations, and any fees or other costs HCOE would incur if choosing to use these services.

**3.10 Network Performance**

(Trouble Reporting, Tracking, Escalation and Response Time)

Please refer to Proposal Form, **VPF 7 Network Performance and Service Levels**, found on page 16/17, for a complete description of the services levels that are required for this network.

**EXHIBIT 1 – NETWORK SERVICE ADDRESSES**

<b>School</b>	<b>Requested Minimum Bandwidth</b>	<b>Physical Address</b>	<b>Phone</b>
<b>District Office-CSME HUB</b>	1 Gb	901 Myrtle Avenue, Eureka CA 95501	(707) 445-7555
Cutten Resource Center	100 Mb	2120 Campton Road, Eureka, CA 95503	(707) 445-2660
North Coast Learning Academy	100 Mb	2020 Campton Road, Eureka, CA 95503	(707) 442-6200
Lost Coast Learning Center	100 Mb	3400 Erie Street, Room 13L, Eureka CA 95501	(707) 407-0517
Campus House Learning Center	100 Mb	1539 F Street, Arcata, CA 95521	(707) 822-5661
Fortuna Junior Academy	100 Mb	1200 Ross Hill Road #4, Fortuna, CA 95540	(707) 725-7935

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## I. PROPOSAL

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**PURCHASING DEPARTMENT • 901 Myrtle Avenue • Eureka, California 95501 • (707) 445-7000**

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### **REQUEST FOR INFORMATION TO PROVIDE WIDE AREA NETWORK (WAN)**

**Proposal Closing Date: Thursday, February 23, 2017, 2:00 P.M., Pacific Time Zone**

The undersigned offers and agrees to provide WIDE AREA NETWORK to Humboldt County Office of Education, in accordance with Request for Proposal No. WAN2017-18.

**ACKNOWLEDGMENT OF ADDENDUM:** None \_\_\_\_\_ 1. \_\_\_\_\_ 2. \_\_\_\_\_ 3. \_\_\_\_\_

The undersigned further certifies that he/she has read, understands, and agrees to abide by all terms and conditions of this Request for Proposal if awarded the contract for these services.

HCOE will conduct a pre-proposal meeting upon request on Wednesday, February 1, 2017, 2:00 P.M., in the Madrone Conference Room, located at 901 Myrtle Avenue, Eureka CA, 95501. Attendance at this meeting is not mandatory. Proposers may schedule a tour of representative sites by contacting HCOE IT staff at (707) 445-7555.

It is understood the initial contract is for five years. The contract is subject to renewals, if mutually agreed. The contract shall be subject to no less than sixty (60) days notice for no-cause cancellation by the service provider or County Office of Education. Proposed pricing shall remain firm for the first five years. Price increases are allowed only at the time of renewal. The successful Proposer is required to provide 60 days notice of increases. The Humboldt County Office of Education of Education reserves the right to renegotiate contract pricing at time of renewal and may accept price changes or reject them and cancel the contract without penalty.

The contract(s) resulting from this solicitation are subject to E-Rate guidelines. The following information is mandatory to be considered responsive to this RFP.

Service Provider Identification Number (S.P.I.N.) \_\_\_\_\_

E-Rate contact person: Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

Successful vendor(s) are also required to submit E-Rate Service Provider Invoice Form Reimbursement (S.P.I.) forms. Indicate your acceptance of submitting these forms

YES \_\_\_\_\_

NO \_\_\_\_\_

The proposer certifies that it does not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, handicap, financial ability, age or other non-job-related factors as per Superintendent Policy 4030(a) and 42 USC §2000e.

The proposer has read and understands the Affirmative Employment Practices provision to be included in all County contracts and is prepared to comply with said provisions if awarded the contract.

The undersigned hereby certifies to the truth and accuracy of all statements, answers and data contained in this proposal and application, and hereby authorizes The Humboldt County Office of Education of Education to make any necessary examinations or inquiries in order to make a determination as to the qualifications and responsibility of the proposer. The undersigned has examined all parts of this RFP and understands that it is completely discretionary with the Selection Committee whether to accept, reject, or negotiate its proposal submitted pursuant thereto.

FIRM NAME: \_\_\_\_\_ PHONE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ FAX NO: \_\_\_\_\_  
street city state zip

BY: \_\_\_\_\_ TITLE: \_\_\_\_\_  
print/type name

BY: \_\_\_\_\_ DATE: \_\_\_\_\_  
signature

Business Designation: (check one) \_\_\_\_\_ Individual \_\_\_\_\_ Partnership

\_\_\_\_\_ Sole Proprietorship \_\_\_\_\_ Corporation \_\_\_\_\_ Other \_\_\_\_\_

### REQUIRED RESPONSES

Proposers shall include responses to all items that are requested in the RFP. HCOE has the sole responsibility to determine that all RFP requirements have been met and reserves the right to clarify response items with any or all Proposer. Failure to provide all information may result in the response being eliminated from further consideration. Proposers should not include a copy of the RFP as part of their response; the response forms are designed to provide the required response information.

#### *Authorized Signature*

In the case of a corporation, the corporate name shall be subscribed to be the president or other managing officer, and there shall be set forth, under the signatures of such officer, the name of the office he/she holds or the capacity in which he/she acts for such corporation.

The following describes the required format of the proposal submission. The purpose of this section is to ensure the uniformity in proposal responses essential to understanding and evaluating offers. There is no intent to limit the contents of vendor proposals. Any additional information that a vendor deems appropriate should be included and submitted with the proposal. If, for some reason, the Proposer cannot submit the response information in the format using the following forms, the Proposer will then provide all the required information ensuring that said response is tabbed exactly the same as the requested VPF (Vendor Proposal Form) format.

#### **Required Submittals:**

- Signed Proposal Page (pages 7-9)
- Required Responses
- Price Sheets
- Any additional information Proposer feels is helpful to the evaluating committee
- Sample of Standard Service Agreement

Proposals shall include the following information:

#### **1. Executive Summary**

Proposer shall provide an executive summary of its response to explain why Proposer's alternative solution best serves the objectives of The Humboldt County Office of Education of Education.

## **2. Detailed Solution Description**

Proposer shall present a detailed description of its proposed services such as unique routes, technologies, network management, survivability, maps, network diagrams, etc. Proposer must include detail in the proposed solution to identify all “single points of failure” which exist in the proposed solution that could impact the service being proposed to HCOE. Proposer need not present detailed explanations of standards based elements.

## **3. Vendor Response Form (VPF)**

Proposers shall provide a written answer for each question in the RFP Response Form found at the end of this section. Do not skip questions. If using supplemental pages, reference the section number being addressed.

## **4. Price Proposal**

Responses which do not offer pricing on each item or pricing that in total will meet the service requirement may be accepted. If a service or feature is provided at no extra charge, answer "no charge". Proposer must provide pricing information to enable The Humboldt County Office of Education the option to evaluate the alternative based on a five-year term contract with the option to renew on an annual basis after five years. Price proposals are to be provided on the attached spreadsheet entitled WAN\_Price\_Proposal\_2017.xls located on the HCOE website: <http://internet.humboldt.k12.ca.us/bids.html>. Any modification by a Proposer to the pricing spreadsheet, other than insertion of the service prices, may disqualify the response from further consideration.

## **5. Marketing Collateral**

Proposers may provide limited applicable marketing collateral, pro-forma agreements or other documentation Proposer considers useful to the reviewers. Please limit the amount of marketing collateral in the response to that which directly addresses the requirements of this RFP.

## **6. Management Reports**

Proposers shall provide samples of standard management reports that are available to The Humboldt County Office of Education of Education. Additionally provide details of any custom management reports that are available to The Humboldt County Office of Education of Education. The costs associated with these management reports are to be included in the cost of service.

## **7. Implementation**

Humboldt County Office of Education considers adherence to project implementation schedules and reporting significantly important. Proposers are asked to present a high-level project implementation plan including estimated time lines. If selected, Proposer will establish an implementation communication plan, project plan and schedule, and conduct timely coordination meetings and provide ongoing reports to the Humboldt County Office of Education implementation team.

## **8. References**

The Proposer shall provide a minimum of three (3) references (one of which must be within the education community) that receive services comparable to The Humboldt County Office of Education of Education requirements that can verify the Proposer's ability to deliver the

recommended services. Include contact name, telephone number, approximate date of installation, and a brief description of the services provided.

### Vendor Proposal Form (VPF) Response

These pages are provided with this organized structure to simplify and enable efficient and comprehensive evaluation by The Humboldt County Office of Education of Education. Proposer is expected to include all of the Vendor Proposal Response Form pages 12-18 and the Proposal pages 8-10 in the RFP response. Please do not incorporate any other pages from the RFP in your responses.

**Note:** All forms must be presented in Proposer's response.

#### VPF1 References

Provide three references of similar scope. Include reference name, initial service date, address, telephone number, and contact name. These are to be references of the Proposer, not an agent or reseller. In the event sub-Proposers are named in this project, like references are required for each sub-Proposer.

Basic guidelines: References must be for customers with at least twenty (10) locations receiving services similar to the scope and nature of the services called for in this RFP.

#### Reference 1

**Name:** \_\_\_\_\_  
**Address:** \_\_\_\_\_  
**City, State, Zip:** \_\_\_\_\_  
**Contact Name:** \_\_\_\_\_  
**Contact Phone Number:** \_\_\_\_\_  
**Initial Service Date:** \_\_\_\_\_

Provide a brief description of the services provided:

#### Reference 2

**Name:** \_\_\_\_\_  
**Address:** \_\_\_\_\_  
**City, State, Zip:** \_\_\_\_\_  
**Contact Name:** \_\_\_\_\_  
**Contact Phone Number:** \_\_\_\_\_  
**Initial Service Date:** \_\_\_\_\_

Provide a brief description of the services provided:

#### Reference 3

**Name:** \_\_\_\_\_  
**Address:** \_\_\_\_\_  
**City, State, Zip:** \_\_\_\_\_  
**Contact Name:** \_\_\_\_\_  
**Contact Phone Number:** \_\_\_\_\_  
**Initial Service Date:** \_\_\_\_\_

### VPF2 Detailed Solution Description

Provide a brief description of the services provided:

(Proposer’s explanation of its solution best serves the objectives of The Humboldt County Office of Education of Education. Use this section to explain, in detail, how your proposed solution best fits the requirements of the Humboldt County Office of Education. You are encouraged to present maps, drawings or other representative illustrations of your strategic approach.).

Proposer is to explain in detail how your network will transparently pass QOS and Weighted Fair Queuing parameters set by HCOE CPE.

Proposers are also required to explain the core architecture of your network to which includes identifying all “single points of failure” in your core network.

### VPF3 Requirements Questionnaire

Proposer shall complete the “Response” section below and indicate a YES or NO answer whether or not you understand or comply with the RFP requirements. All “No” answers require a full explanation within the response form referencing the applicable section number. Any misrepresented answer to a question or requirement may disqualify Proposer.

Requirement	YES/NO
1. A minimum 100 Mb fiber based connection to all locations and a 1 Gb connection to the data center.	
2. The replacement WAN is expected to support voice and video traffic in packetized (VoIP) transmission protocols. Proposer’s proposed solution will fully support QoS standards for migration of packetized voice and video to the network.	
3. Proposer will provide Web enabled network management tools for use by HCOE to provide real time an historical statistics.	
4. Proposer will install its own termination cabinet as space provides, at a specified point of demarcation within the listed facilities.	
5. HCOE will provide equipment to connect to Proposer’s network edge device termination equipment	
6. The Proposer will perform all network management, maintenance and repair of the network and all equipment between the demarcation points.	
7. The Proposer will be responsible for all permits, network build outs, right-of-way, pole attachments, franchises required for the delivery of its services to access County facilities.	
8. The Proposer will use existing aerial and conduit	

Requirement	YES/NO
pathways where available.	
9. The Proposer will be provided pathway documentation for each intended WAN access point, to the extent it is available. Proposer will conduct on-site assessments of entrance facility requirements and document intended construction and obtain HCOE facilities consent prior to work. Documentation to be provided in printed and Microsoft Visio® electronic format.	
10. Proposer built entrance pathways must comply with all administrative rules and the prescriptive documentation of this requirement will be included in the RFP. Network construction will also comply with all NEC and industry standards. .	
11. Proposer will provide as-built documentation of all entrance facility installations in both electronic and paper formats upon work completion. Documentation to be provided in printed and Microsoft Visio® electronic format.	
12. The Proposer will provide details of the power and space requirements that HCOE will provide in the data center and each location.	
13. The successful Proposer will coordinate all installation activities with the HCOE Project Manager. Work inside buildings will be done after school hours, work outside the building can be done any time as long as proper notification and coordination is done by the Proposer.	

**VPF4 Price Proposal**

Proposer is required to present its proposed costs using the Microsoft Excel® form provided on the HCOE website located at <http://internet.humboldt.k12.ca.us/bids.html> to include in your submission in an electronic version. Prices are to be provided by site for each location that is covered in the proposal.

**VPF5 Network Availability Schedule**

The entire WAN should be operational for all access links by Fall 2017. However, a phased implementation is expected based on highest utilization needs. A schedule of facilities will be developed according to plans and capabilities of the successful Proposer in advance of any service agreement execution.

The Humboldt County Office of Education of Education expects the Proposer to complete all construction and have the network ready to turn over by the dates listed below. Billing for network services will not begin until turnover has been completed and The Humboldt County Office of Education of Education has formally accepted the network at all locations.

Proposer shall complete the “Understand and Comply” column below and indicate whether or not you understand and comply with the RFP requirements. All “No” answers require a full explanation within the response form referencing the applicable section number. Any misrepresented answer to a question or requirement may disqualify Proposer. HCOE realizes that this time line is very aggressive however; network billing may not begin before 2017 E-rate funding is available.

Construction Requirements	YES/NO
1. Proposer complies with 70% network WAN build completed by November 4, 2017.	
2. Proposer complies with 90% network WAN build completed by December 8, 2017.	
3. Proposer complies with 100% network WAN build completed by December 22, 2017	

Network turnover Requirements	YES/NO
4. Proposer complies with 70% network WAN turned over to County by December 15, 2017.	
5. Proposer complies with 90% network WAN turned over to County by December 22, 2017	
6. Proposer complies with 100% network WAN turned over to County by January 12, 2018	

**VPF6 Selected Proposer Responsibility and Competency**

Humboldt County Office of Education will evaluate Proposer’s overall competency to deliver and support the WAN replacement. County Office of Education may request financial responsibility information during the evaluation process. The table below outlines criteria that will be assessed and determined from Proposer’s proposal. Proposer is requested to apply its self-evaluation.

	Response YES/NO
Description	
1. Each Proposer must supply the names, position titles and brief resumes of the key staff to be assigned to the project and will briefly explain their roles or involvement with the work required by this RFP.	
2. If selected, Proposer agrees to establish an implementation communication plan, project plan and schedule, and conduct timely coordination meetings and reports with the HCOE’s implementation team.	
3. If chosen as the successful service provider, Proposer agrees to provide a single point of contact for ongoing services related to billing, and management issues for the proposed services.	
4. The Proposer will be qualified to provide these services under the rules and regulations of E-Rate. Proposer will	

	<b>Response</b>
<b>Description</b>	<b>YES/NO</b>
<p>have all the necessary mechanisms including “SPIN Number” in order to qualify for the E-Rate program.</p>	
<p>5. The Proposer must be regularly in the business of providing the services proposed, must be licensed and bonded to work in the State of California.</p>	
<p>6. The Proposer must be capable to furnish all necessary materials, equipment, labor, transportation, insurance, and incidentals for the execution and completion of the network build. Proposers must comply with all federal, state, and local statutes or ordinances which may apply to the network construction.</p>	
<p>7. The Proposer may also be subject to Prevailing Wages as Labor Code § 1770.</p>	
<p>8. HCOE requires that technical and billing support is available to answer questions and resolve billing and support issues. The support need not be local as long as the Proposer guarantees the service level meets County Office of Education requirements.</p> <p>Provide a description of the billing procedures used by your firm. Include a sample statement representative of a statement HCOE would receive. The Proposer must provide two printed copies of the bill each month and a method of reporting to identify every charge by the following:</p> <p style="padding-left: 40px;">Billing Support requirements include:  The successful Proposer is required to provide detailed billing as outlined below.</p> <ol style="list-style-type: none"> <li>a. School/District Name</li> <li>b. School/District Address</li> <li>c. Charges for each location</li> <li>d. Date range for service</li> <li>e. Description of services provided (i.e. bandwidth)</li> <li>f. Ability to identify all charges on the bill by school/district</li> </ol>	
<p>9. The Humboldt County Office of Education of Education requires that the selected Proposer be a financially reliable, ongoing business with resources and a business model that County can rely upon for the projected agreement term.</p>	

### VPF7 Network Performance and Service Levels

Activity	Description	Required	YES/NO
<b>Network Configuration</b>	The hand-off shall be installed and operating in conformity with generally accepted standards utilized by the service provider industry. The network will also fully comply with all NEC and other applicable industry standards.	100%	
<b>Network Changes</b>	Ensure that network technical changes are assessed for risk to HCOE, and back-out plans are developed.	100%	
<b>Network Uptime</b>	Except for Force Majeure events, service provider shall maintain network facilities operational and online without outage 24x7x365.	99.999%	
<b>Network Maintenance</b>	Provide at least two weeks' notice of any proposed network maintenance or upgrade activity that may interrupt service delivered to the Humboldt County Office of Education.	100%	
	Scheduled down time of any network access link for maintenance shall not exceed 8 hours individually and/or 72 hours for all accumulated links annually.	100%	
	Unscheduled down time of any network access link for maintenance shall not exceed 8 hours individually and/or 24 hours for all accumulated links annually.	100%	
	Service provider shall perform or cause to be performed all operation, administration and maintenance of the network between County owned endpoints.	100%	
	In the event of a notice to service provider of a network transport failure requiring maintenance or repair service, service provider will respond <u>verbally</u> within 2 hours hour mean time	100%	
	In the event of a notice to service provider of a network transport failure requiring maintenance or repair service, service provider will respond <u>on-site</u> within 4 hours hour mean time	99.9%	
<b>Financial Penalties</b>	Except for Force Majeure events, in the event the outage is not repaired and restored to service within one business day, service provider will issue a credit to HCOE according to the schedule below. Automatic credits will be issued by service provider once this SLA is exceeded.	100%	
	<b>restoration exceeds :</b>	<b>Credit Amount</b>	
	1 business day	25% of monthly lease	
	2 business days	50% of monthly lease	

Activity	Description		Required	YES/NO
	3 business days	100% of monthly lease		
	For <u>scheduled down time</u> of any network access link for maintenance shall not exceed 8 hours individually and/or 24 hours for all accumulated links annually.		100%	
	<b>restoration exceeds :</b>	<b>Credit Amount</b>		
	8 hours for an individual access link or all accumulated links	<b>10% of monthly lease for all circuits</b>		
	For <u>unscheduled down time</u> of any network access link for maintenance shall not exceed 8 hours individually and/or 72 hours for all accumulated links annually.		100%	
	<b>restoration exceeds :</b>	<b>Credit Amount</b>		
	8 hours for an individual access link or 24 hours for all accumulated links	<b>10% of monthly lease for all circuits</b>	100%	
<b>Network Changes</b>	Proposer will ensure that network technical changes are assessed for risk to HCOE, and back-out plans are developed.		100%	
<b>Disaster Recovery</b>	In conjunction with The Humboldt County Office of Education of Education, develop, maintain and annually test disaster recovery plan for WAN Services.		100%	
	In the event of disruption of service due to Force Majeure or other emergency, service provider shall cause service to be restored as quickly as reasonably practicable.		100%	
<b>Network engineering</b>	Provide proactive interface support with network planning, engineering staff and County staff.		100%	
<b>Problem Resolution</b>	Interface with other County Offices of Education and Proposer support groups to provide problem resolution.		100%	
<b>Technology Advancements</b>	Keep County Office of Education management aware of any new capability, functionality, and reliability or availability enhancements to the Network.		100%	