**Instructions to applicant (District):** replace all [highlighted] text with language specific to your district. If there is any non-highlighted text that does not match your existing network or requirements, change or delete it. This document is meant to be a template for you to customize to meet your needs, ESH encourages you to modify the sections to make it your own.

**Additional note:** This “Scope of Services” is one of several sections of your overall RFP. This language should be inserted into your district’s “boilerplate” RFP template. It is highly encouraged to include a question period and one or more site survey-walkthroughs as part of the timeline in the previous boilerplate sections. It is highly suggested to allow for more than a 30 day window for the RFP, especially for more complex bids. USAC is recommending a 60-90 day response window in applicant training.

**Example** Timeline:

DATE: Release of Request For Proposal to vendors and public notice in [local newspaper].

DATE: Site walk-through of hub location from 2-4pm (non-Mandatory). Meet at [location]. Notify District in advance if you will need to survey any non-hub school buildings, otherwise survey will include hub facility only.

DATE: Questions must be submitted on or before this date to [email address]

DATE: RFP responses are due.

Recommended legal provisions (questions to ask your lawyer). The district boilerplate language should address all of these:

* ability to accept no bid - example language: “The [Applicant] has the right to reject any and all proposals”
* ability to adjust timeline and/or ask additional questions of bidders based on initial responses with understanding that this is a cardinal change in E-rate terms and therefore the minimum 28 day window must be restarted.
* requirement for insurance coverages for any potential liability in the case of a self provisioned fiber contract

Evaluation rubrics:

There are three rubrics included at the end of the RFP. Please choose the weights and categories depending on the district’s requirements. If comparing different categories of service (lit vs dark or lit vs self-provisioned), compare all proposals within a category to choose a “winner” per category. At the very end, compare options by taking the sum of all “winning” proposals for each category proposal and comparing that to the lit service using the lit service rubric. If a provider bid their service and operations as a bundled service, do not unbundle them.

***Do not include any text above this line in RFP language. Include only “Scope of Services” language below.***

***\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\****

SCOPE OF SERVICES

[Applicant] wishes to compare leased lit fiber and leased dark fiber. The current Wide Area Network Services are provided via[enter current technology] but enhanced bandwidth fiber services are now required to support rapidly growing bandwidth needs and to meet the State Education Technology Directors Association standard recognized in the FCC Second E-rate Modernization order as the benchmark standard for bandwidth for school districts (or the Americal Library Association Standard for library bandwidth):

* Service is expected to be delivered to the district hub, the (Name of building) at [Enter the street address of the district hub]
* Service is expected to be delivered to the eligible service locations from the district hub at the following locations:
* Eligible Entity 1, the (Name of building) at [Enter the street address of the district hub]
* Eligible Entity 2, the (Name of building) at [Enter the street address of the district hub]
* Eligible Entity 3, the (Name of building) at [Enter the street address of the district hub]
* Eligible Entity 4, the (Name of building) at [Enter the street address of the district hub]
* Eligible Entity 5, the (Name of building) at [Enter the street address of the district hub]
* Eligible Entity X, the (Name of building) at [Enter the street address of the district hub]

At the specified sites, respondent must run infrastructure or service to an existing network closet designated by [Applicant], identified by “Location on campus” field on the “Addresses” worksheet of attached pricing spreadsheet or by site walk-through.

The new service is being planned to begin on July 1, 2017, which represents the expiration of the current leased IA service.

The [Applicant] is seeking five options for bids. In the applicants case, the **Transport-NO ISP Services included option on the FCC Form 470 represents any service wired or wireless over a third party owned network. So the term Transport represents the first 4 options in this list.**  Respondents may bid one, two, three, four or all five options.

1. The first option is a fully managed, leased lit fiber transport service from the hub to the specified eligible applicant sites. One-time special construction can be bid separately from the vendors proposed monthly recurring cost for the fully managed leased lit service.
2. The second option is for a leased dark fiber solution that includes special construction, the monthly lease fee, maintenance, and operations. One-time special construction costs should be bid separately from the monthly lease fee. Maintenance and operations fees can be included in the monthly lease fee.

In E-rate terminology, **Special construction** refers to the upfront, non-recurring costs associated with the installation of new fiber to or between eligible entities. Applicants may seek funding for special construction charges in connection with leased lit fiber, leased dark fiber, and self-provisioning. Special construction charges eligible for Category One support consist of three components:

1. construction of network facilities;
2. design and engineering; and
3. project management .

***Note:***The term “special construction” does not include Network Equipment necessary to light fiber, nor the services necessary to maintain the fiber. Charges for Network Equipment and fiber maintenance are eligible for Category One support as separate services, but not as special construction.

All options can include special construction or one-time E-rate eligible non-recurring costs as well as E-rate eligible recurring circuit costs. Based on the bids and both a short term and long term cost effectiveness analysis, [Applicant] will determine which, if any, of the lit service, leased dark fiber, Leased Dark fiber (IRU), district self-provisioned fiber construction or some combination of solutions is acceptable. The specifications related to each solution option are as follows.

**Lit Service:**

The [Applicant] must have dedicated Lit Transport Bandwidth throughput (upload and download) of [100 Mbps, 200M, 300M, 500M, and 1G] with Service Level Agreement (SLA) guarantees to all specified sites. The solution must be scalable from [100 Mbps, 200M, 300M, 500M, and 1G]. **All respondents must be capable of providing telecommunication services under the Universal Service Support Mechanism.**

[[Applicant] will accept wireless proposals for [site names of sites with less than 100 students] only. ]

[The [Applicant] also requires firewall and/or content filtering services. These services can be delivered via an on premise CPE, or as a centralized service. Firewall services are eligible for E-rate reimbursement but content filtering are not.]

### *Lit Service Price Proposal*

The “Lit Pricing Sheet” worksheet includes pricing for symmetrical service from the hub to each eligible entity location [100 Mbps, 200M, 300M, 500M, and 1G]. Price quotes are requested for [12 month, 36 month and 60 month] terms of service. Prices should be all inclusive. All inclusive in this case means, including all **special construction or non-recurring costs (NRC)** (see description in later section) required by the vendor to commence service and all **monthly recurring costs (MRC)** should be included in the requisite columns of the pricing sheets. No increased pricing will be allowed during the term of the quoted special construction/NRC and MRC rate in each pricing cell of the spreadsheet.

Firewall and/or Content Filtering recurring and nonrecurring costs must be noted in the “Lit Pricing Sheet” and be cost-allocated as E-rate eligible and not E-rate eligible.

### *Additional Description*

### Each lit service response must also include description of proposal, SLA, timeline, network diagram, demarcation, references, and Connect America Fund status as described in later sections.

**Service Level Agreement**

* Respondent will provide a description of the proposed services and service levels provided with the lit fiber, dark fiber, and operations responses. The respondent will provide a proposed Service Level Agreement (SLA) with the RFP response. The proposal must include a description of the following services and how these services will be measured.
  + Fiber Network Availability: the provider will make all reasonable efforts to ensure 99.999% network availability of each circuit.
  + Lit and Operations proposals only: Frame/packet loss .25% commitment
  + Lit and Operations proposals only: 25 ms Network Latency Commitment
  + Lit and Operations proposals only: 10 ms Network Jitter Commitment
  + There is no right of provider to limit or throttle the capacity of the circuit at any time for any reason

**Leased Dark Fiber**

As an alternative, respondents can quote a leased dark fiber network solution from the specified hub to the eligible service locations. The price quote should be for a lease of 2 strands of fiber from the hub to each eligible entity location.

### *Leased Dark Fiber Price Proposal*

Each respondent is required to complete the pricing matrix appended as the “Leased Dark Fiber” worksheet in the spreadsheet accompanying this RFP. Respondents are encouraged to separate special construction charges as defined by E-rate eligibility rules. Preference will be given to proposals that offer pricing with most of the costs being paid up-front and minimal MRC and annual maintenance costs.

### *Additional Description*

Each leased dark fiber response must also include description of proposal, description of maintenance, SLA, timeline, network diagram, demarcation, references, and Connect America Fund status as described in later sections. Operations and Internet Services can be bid “bundled” with a leased dark fiber bid, or as a stand-alone bids and must be described as such.

**General Terms for Leased Dark Fiber**

The following are general terms that apply to leased dark fiber builds. Respondents may offer maintenance and operations services, and network equipment purchase (if applicable), installation, and operations either themselves or through 3rd party subcontractors. In the case that respondents use external 3rd party service providers or contractors to deliver some or part of the solution, these should be clearly indicated in the response.

*Maintenance*

The [Applicant] requires on-going maintenance of the fiber on all Leased Dark Fiber solutions. Maintenance responses are required as follows:

* All dark fiber responses (leased dark fiber) require maintenance as part of the response, even if maintenance is subcontracted out to a third party. In the case of the third party maintenance, the respondent must hold and manage the subcontract and is ultimately responsible for the SLA. For a leased dark fiber solution, it is assumed that the Fiber Network is part of a more comprehensive fiber infrastructure of the service provider. The respondent will include only the portion of maintenance that is required to support the [Applicant] fiber segments versus overall network maintenance. If the fiber serves multiple customers, the cost of maintenance should be shared among all the recipients.
* 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.
* As part of the maintenance contract for an IRU, the fiber owner (not the district) must claim responsibility for repairs in the event of a catastrophic cut or relocate.
* As part of the maintenance contract for an IRU describe the process for relocates including assumption of costs.

Respondent shall maintain the applicable fiber seven days per week, twenty-four hours per day. 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.

When pricing maintenance, the respondent should include an overview of fiber maintenance practices including:

* Routine maintenance and inspection,
* Scheduled maintenance windows and scheduling practices for planned outages,
* Marker and handhole inspection and repair,
* Handling of unscheduled outages and customer problem reports
* What service level agreement is included, and what alternative service levels may be available at additional cost,
* What agreements are in place with applicable utilities and utility contractors for emergency restoration,
* Repair of fiber breaks,
* Post repair testing,
* Mean time to repair,
* Replacement of damaged fiber,
* Replacement of fiber which no longer meets specifications,
* Policies for customer notification regarding maintenance,
* Process for changing procedures, including customer notification practices,
* Process for moves adds and changes,
* Process for responding to locate requests.

*Equipment, Installation, and Operations*

The [Applicant] requests that the respondent provide a quote for an annual operations cost to oversee the technical support of the circuit once the leased dark fiber, leased dark fiber (IRU) or self-provisioned fiber is available for service. Include price details in the “Operations” worksheet of the spreadsheet attached for equipment necessary to place the circuit into service at different bandwidth levels, managing each fiber run between the hub and the eligible entity location, installation and configuration of equipment at both the district hub and each eligible entity location, and annual cost to operate the equipment/circuits. Operations on leased dark fiber, leased dark fiber (IRU), or self-provisioned fiber may be bid as a stand-alone service, however, “bundled” holistic solutions will be are preferred, as outlined in the evaluation criteria.

The annual operations cost should include provision of:

* Procurement of necessary hardware to light the fiber path(s)
* Manage initial inquiry and contracts needed to place equipment and cross connect to the Internet provider at the co-location facility
* Installation and configuration of equipment to put circuits into service
* Network monitoring on a 24x7x365 basis
* Creation and communication of service tickets to [Applicant] escalation list
* Incident response with timing standards that are in accordance to a Respondent provided service level agreement that meets general industry standards
* Other industry standard provisions of broadband service technical support
* Re-provisioning of equipment necessary to put circuits back into service after an outage