



Clackamas Education Service District

**REQUEST FOR PROPOSALS**

**INTERNET SERVICE PROVIDER (ISP) SERVICES**

February 10, 2012

**PART I**

**INTRODUCTION**

**ANNOUNCEMENT**

The Clackamas Education Service District ("CESD") is a public education agency that serves its ten component school districts, plus library districts, cities, counties, community colleges, private universities and other public agencies state-wide by providing ISP and other related technology-based services.

Clackamas Education Service District hereby invites proposals from any qualified contractor to provide Internet Services (ISP).

Written proposals will be accepted until Monday March 12, 2012 at 2:00 p.m., at the front desk of Clackamas Education Service District, 13455 SE 97<sup>th</sup> Ave, Clackamas, OR 97015. All proposals shall be identified as **Call for Proposals – IINTERNET SERVICE PROVIDER (ISP) SERVICES** on the outside of an opaque envelope. Please submit two copies of the proposal and include a copy of your liability insurance policy.

Requests for specific requirements and/or any questions should be directed to Joe Austin, Chief Information Officer at 503-594-4075 or to [JAustin@clackesd.k12.or.us](mailto:JAustin@clackesd.k12.or.us).

**End of PART I**

## PART II

### INSTRUCTIONS

#### 1. SCHEDULE OF EVENTS

February 13, 2012	ERATE 470 Filed
February 13, 2012	RFP Posted on CESD Web Site
March 12, 2012	Proposals due by 2:00 p.m.
March 12-13, 2012	Review of Proposals
March 14, 2012	Intent to Award
March 19, 2012	Contracts signed and Purchase Order Issued

#### 2. RESPONDENT'S REPRESENTATION

By making this proposal, each respondent represents that he/she has read and understands the Call for Proposal document and has familiarized himself/herself with the locale, site, and conditions under which this work is to be performed.

#### 3. INTERPRETATION OF PROPOSAL DOCUMENTS

In contemplating the submission of a proposal, any person who finds discrepancies in or omissions from the proposal documents, or is in doubt as to the true meaning of any part of the proposal documents, is asked to request in writing an interpretation thereof, no later than 4:00 p.m., February 17, 2012. The District will issue any interpretation or correction as an Addendum. Only a written interpretation or correction by Addendum shall be binding.

#### 4. PROTEST OF TERMS OR CONDITIONS OF CONTRACT DOCUMENTS

Protests of any of the terms or conditions (procedural or substantive) of this proposal document or any of the Contract Documents shall be in writing and delivered to Tim Witcher at Clackamas ESD at the address listed in Part I - General Instructions - no later than 4:00 p.m., March 12, 2012.

#### 5. PROPOSAL EVALUATION AND AWARD PROCESS

Evaluation Committee – The District will establish an Evaluation Committee. The Evaluation Committee will evaluate proposals under a numerical scoring system as outlined below.

- Information Available to Evaluation Committee – the District will first review the proposals for compliance with the District's requirements. The Evaluation Committee shall receive copies of the proposals, blank scoring sheets, and the District's compliance review.
- Evaluation Criteria/Interviews – At the discretion of the District, the evaluations may also be based on interviews to help clarify proposals and evaluate the four criteria. The District may choose to interview only certain respondents and need not interview all.

- Scoring/Weighting System – Criteria will be scored on a scale of 1-10 as follows:

10 – exceptional;  
9 – excellent;  
8 – very good;  
7 – good;  
6 to 5 – average;  
4 to 3 – below average;  
2 to 1 – marginal;  
0 – unacceptable response or no response

- Evaluation Committee members shall assign the qualifications scores in accordance with how well, in their opinion, the respondent has demonstrated that it meets the criteria set forth in Item 1 of Part III. The price scores shall be determined by the method set forth in Part III.
- In the event that a respondent to whom a contract is awarded refuses or is unable to enter into or to perform the contract, the District reserves the right to withdraw the award and to re-award the contract to the respondent submitting the next highest qualified proposal. For this reason, the award of a contract to any respondent shall not constitute a rejection of any other proposal, and no respondent may withdraw his proposal after the hour set for the opening thereof or before award of the contract, unless award of the contract is delayed for a period exceeding FORTY-FIVE (45) DAYS.

## 6. DISCLOSURE

Proposals will not be made a part of the public record until AFTER the evaluation process is completed and Notice of Intent to Award the Contract has been issued.

## 7. RESERVATIONS

In addition to all other rights granted to them under Oregon law, The Board of Directors of the Clackamas Education Service District expressly reserves the following rights:

- To reject any or all proposals as permitted by Oregon statutes or administrative rules and to waive informalities in proposals if it is in the best interest of the public to do so.
- To waive any or all irregularities in the proposals submitted.
- To require a performance bond from a dealer when it appears to be in the best interest of the District.
- In the event that two or more proposals shall be for the same amount for the same item, the contract award will be governed by service, parts availability, etc.
- To require dealers to provide data regarding purchases made as a result of these proposals.

- To cancel the contract upon written notice at any time if the District, in its sole judgment, determines that the provider is not meeting the needs of the District.

## **8. PROTEST OF AWARD DECISION**

All protests of Clackamas ESD's award decision must be submitted in writing to Tim Witcher, Chief Financial Officer, 13455 SE 97<sup>th</sup> Avenue, Clackamas, Oregon, within four (4) days of the issuance of the Notice of Intent to Award. The protest must state clearly the bases for the protest and any legal authority in support thereof. At the request of the respondent, a hearing will be conducted before the superintendent and others as appointed by the superintendent within two (2) working days of submission of the written protest. At such hearing, the protester and other interested parties will have the opportunity to appear and make an oral presentation of the bases for protest. The superintendent will either uphold or deny the protest. If the protest is denied, CESD will proceed to award the contract as planned. If protester wishes to file legal action, protester has available to it the rules and remedies provided under Oregon law.

## **9. TERMS AND CONDITIONS**

The District will not be responsible for any costs incurred by respondents while submitting proposals. All respondents to this solicitation do so solely at their own expense.

## **10. LEGAL FEES**

If suit or action is instituted in connection with any controversy arising out of this Proposal or the contract relating thereto, the prevailing party shall be entitled to recover, in addition to costs, such sum as the Court may adjudge reasonable as attorney's fees, including such attorney's fees on appeal to the Court of Appeals and/or Supreme Court.

## **11. QUESTIONS**

Questions regarding these specifications should be directed to Joe Austin, Chief Information Officer, 503-675-4075, [JAustin@clackesd.k12.or.us](mailto:JAustin@clackesd.k12.or.us).

**End of PART II**

### PART III

#### 1. BID FORMS AND EVALUATION CRITERIA

- Proposals are required to complete and submit bid forms (PART's V, VI, & VII).
- Proposals must address all questions in "Your Proposal" (Part IV).
- Individual item scores cannot exceed the points available.
- The total score will be the added sum of all items.
- No proposal shall receive more than 100 points.
- Proposals will be evaluated on the following item categories:

Option #1 – 1 Gbps (Gigabit per second)	Max. Points Available	Option #2 – 500 Mbps (Megabit per second)	Max. Points Available
<u>Price</u> – Weighting of this item:	35	<u>Price</u> – Weighting of this item.	35
<u>Experience</u> – Weighting of this item.	20	<u>Experience</u> – Weighting of this item.	20
<u>Geographic Route Diversity</u> – Weighting of this item.	30	<u>Geographic Route Diversity</u> – Weighting of this item.	30
<u>Scalability</u> – Weighting on this item.	15	<u>Scalability</u> – Weighting on this item.	15

End of PART III

## PART IV

### 1. CLACKAMAS EDUCATION SERVICE DISTRICT

Clackamas Education Service District serves teachers and students in 10 school districts in Clackamas County (County) – a geographic area of 1,879 square miles. As one of Oregon's 19 ESDs, Clackamas ESD works to provide the County's school districts with a wide variety of educational programs and services, many of which are too costly or too limited in demand for a single location.

The Network and Information Services (NIS) program provides many regional services that support the needs of local schools, district offices, and the District. NIS include access to the Oregon K-12 institutions and the Internet, network design, configuration maintenance of router, switch, and firewall, and the Internet Protocol (IP) addressing, domain name server, network security, network monitoring, traffic shaping, problem resolution, video conferencing, streaming media support and network capacity analysis. Other services include computer server administration, email servers, and disaster recovery of all computer support of the following services: Financial Systems, Student Systems, and ESD Internal Services.

### 2. STATEMENT OF WORK

The contract length for the services listed below will be for a minimum of two (2) years ending 6/30/2014 with one (1) optional one year extension. ISP\_services will begin on or before October 1, 2012.

- Clackamas ESD seeks pricing for multi-year contracts from Internet Service Providers (ISP) for delivery of Internet Services to the Clackamas ESD Data Center located at 13455 SE 97<sup>th</sup> Avenue, Clackamas OR 97015.
- The requested service shall be a minimum 500 Megabit per second (Mbps) Ethernet internet transit and must be scalable to 1 Gigabit (Gbps). The ISP shall BGP peer native IPv4 and IPv6 and provide full BGP route table views. Preference will be given to providers with low-latency interconnects to other Tier 1 and Tier 2 providers.
- Preference will be given to providers that utilize physical and logical routes that *do not* exclusively interconnect, pass through, or otherwise transit the Pittock Building (921 SW Washington St., Portland, Oregon, 97205) or downtown Portland, Oregon prior to leaving the Portland Metro Area. Logical diagrams showing route path are required (see Part IV, Section 3).
- The ISP will guarantee network availability of 99.99% per fiscal year excluding scheduled maintenance. Scheduled maintenance is downtime for which the ISP will provide seven (7) business days advance written notice. If unscheduled downtime exceeds .01% within the fiscal year, the ISP will provide reasonable and appropriate accommodations to Clackamas ESD.
- The ISP network operations center must be accessible by either a local or toll-free telephone number 24x7x365. As it pertains to the local loop to be responsive, the ISP must have an adequate number of local service technicians to ensure adequate response time and availability for problem resolution.

### 3. YOUR PROPOSAL

Please describe how you would provide the requested services and include answers to the specified questions below in your formal response:

#### Section 1: PRICE

Each response to the outlined services above should be submitted by filling in the fields in the attached quote sheets. Each response includes a field for notes that can be used for brief clarification and of any associated reference materials.

- Proposals must be all-inclusive and represent the full and complete installation of the services requested both E-rate eligible and non-E-rate ineligible items.
- Proposals must state any one-time or non-recurring charges as a separate line item.
- Proposals must state the type of E-rate billing method to be used – CESD prefers the Discount method (i.e., bill CESD for only CESD's discount percentage).

#### Section 2: EXPERIENCE

- Provide a brief overview of your organization or business, including number of year in continuous operation.
- Describe your experience in providing ISP services to public and private customers.
- Provide a summary of the previous 18 months of outage history affecting service delivery proposed (include both planned and unplanned outages). The summary must include the following information at a minimum:
  - Outage type: planned or unplanned
  - Time of outage (GMT)
  - Duration of outage (hh:mm:ss)
  - Known cause (if any)
- Describe your support operation, availability, and location and staffing levels of nearest available engineers to Portland, Oregon.
- Document any additional experience you feel would assist the Evaluation Committee in evaluating your work experience.
- Three (3) references are required for services similar in scope and client. All references shall be recent (within the past 18 months) and be verifiable. Referenced clients should be able to attest to the vendor's knowledge, quality of work, timeliness, diligence, and flexibility. Each reference shall include the following: Client's name, address, contact person, title, telephone number, email address, and a brief description of services provided.

### Section 3: GEOGRAPHIC ROUTE DIVERSITY

Submitting logical and geographic route maps are *required* for the proposed route paths. Maps need not violate any physical security restrictions but must disclose reasonably specific information regarding direction of cabling and major interconnect points.

- Provide logical geographic route map(s) of the following:
  - Path(s) proposed
  - Path(s) out of Portland, Oregon Metro Region
  - Path(s) across North America (including Hawaii)
  - Path(s) Internationally
- Provide a general physical geographic route map(s) of the following:
  - Path(s) proposed

### Section 4: SCALABILITY

- Provide the range of speeds available for Internet connectivity.
- Describe the availability of BGP full route tables for both IPv4 & IPv6.
- Describe the status of your IPv6 deployment to the client level.
- Provide a summary list of interconnects for Tier 1 & Tier 2 providers in interconnect location proposed.

End of PART IV

PART V

BID for ISP SERVICES

Name of Agency and/or Business: \_\_\_\_\_

Date: \_\_\_\_\_

Physical Link	Option #1		Option #2	
		Price		Price
Clackamas ESD Data Center 13455 SE 97 <sup>th</sup> Avenue Clackamas, OR 97015-8662	1 Gbps		500 Mbps	

Include any additional comments here:

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End of PART V

**PART VI**  
**REFERENCES**

**Reference #1**

Client's Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Contact Person: \_\_\_\_\_ Title: \_\_\_\_\_  
Telephone #: \_\_\_\_\_ E-mail Address: \_\_\_\_\_

Brief Description of Services Provided:

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

**Reference #2**

Client's Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Contact Person: \_\_\_\_\_ Title: \_\_\_\_\_  
Telephone #: \_\_\_\_\_ E-mail Address: \_\_\_\_\_

Brief Description of Services Provided:

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

**Reference #3**

Client's Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Contact Person: \_\_\_\_\_ Title: \_\_\_\_\_  
Telephone #: \_\_\_\_\_ E-mail Address: \_\_\_\_\_

Brief Description of Services Provided:

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

**End of PART VI**

**PART VII**  
**SIGNATURE FORM**

No addendums are currently available at the time of this printing.

Vendor's Federal/State of Oregon Taxpayer Identification # \_\_\_\_\_

\_\_\_\_\_  
Name of Agency or Business

\_\_\_\_\_  
Signature of Agency/Business Rep.

\_\_\_\_\_  
Street Address

\_\_\_\_\_  
Name of Signatory

\_\_\_\_\_  
Mailing Address

\_\_\_\_\_  
Date Signed

\_\_\_\_\_  
City, State, and Zip Code

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Email Address

By signing this document, individual acknowledges he/she is authorized by vendor to submit proposal and contractually bind the respondent for any services awarded by Clackamas Education Service District from proposal document.

**End of PART VII**

**End of Signature Form**

**END OF DOCUMENT**