

# Evaluator Form

RFP1305W – Idaho High School Wireless Managed Service Project

**IDAHO STATE DEPARTMENT OF EDUCATION**

June 24, 2013

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**Offeror Name:** \_\_\_\_\_

**3.8.0.0 (ME) Cost Proposal:**

Provide your fully burdened "Cost per installation" on Attachment 2, Cost Schedule A.

This includes the following Cost Schedules:

- Cost Schedule A – Solution Cost (Options A and B)
- Cost Schedule B – Optional Additional Items

**3.8.1**

Use the format established in Attachment 2 to respond to the Cost Proposal of this RFP, and identify it as Attachment 2 - Cost Proposal and Billing Procedure. Altering the format may cause the Cost Proposal to be found non-responsive.

**3.8.2**

The Offeror must complete, at a minimum, BOTH Option A and Option B, contained on Cost Schedule A "Solution Cost," in Attachment 2.

**3.8.3**

All significant elements of the Offeror's proposal must be itemized.

**3.8.4**

It is the SDE's intent to maximize its reimbursement from the federal E- rate program. As such, Offeror should develop its proposal in a way to maximize the discounts for funding available through the federal E-rate program. The Successful Offeror shall assist the SDE in identifying eligible costs and in making application for such discounts. The amount in the Cost Proposal shall be inclusive of all E-Rate monies. SDE reserves the right to retain any E-rate funds received and apply those funds to the resulting contract, effectively reducing the contract amount by any E-rate reimbursements (See Section 4.13, below).

**3.8.5**

Offeror's Cost must be fully burdened to include all expenses associated with providing its proposed solution in response to this RFP (FOB Destination applicable school site, unpacking Devices, removal of packaging materials from site): the service should be complete with all hardware and components of the solution while maintaining and upgrading the system as necessary, managing the deployment, asset tracking, help desk support, providing training, deploying and managing the wireless infrastructure, providing professional development at multiple levels, and project management as described in this RFP. The fully burdened, firm fixed cost includes all operating and personnel costs such as (but not limited to) overhead, salaries, administrative expenses, profit, supplies, routine upgrades, maintenance, tech support, replacement, travel and travel costs, training, install, any and all tax liability (including any applicable property taxes) incurred as a result of providing the services and equipment under this RFP.

**3.8.6**

Use the format established in Attachment 2 as Cost Schedule B to respond with cost proposals for additional optional items. Optional items offered on Cost Schedule B will not be evaluated. Optional items shall be offered to school districts on a firm/fixed price basis as set forth in Cost Schedule B and on terms as favorable or better than those set forth in this RFP, including but not limited to the warranty terms in Attachment 3, Contract Terms and Conditions; provided, however, that should the successful Offeror contract with any party at a fee schedule lower than the fee schedule set out in Cost Schedule B for similar items or services, the successful Offeror shall within ten (10) business days of the successful Offeror having executed such contract with such lower fee schedule, (1) notify the SDE in writing of the fee reduction and (2) enter into a written amendment to the Contract with the SDE that includes an amended Cost Schedule B to this Agreement, to reduce the fee schedule to match such lower fee schedule. For the purposes of this provision, similar items or services shall mean a commercial wireless application with a square footage and estimated number of users equal to or in excess of the

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smallest school opting to use this Contract.

**3.8.7**

Offerors are advised that submission of additional information in support of the Cost Schedules is strongly preferred by the SDE to the extent that such information will assist in evaluating the reasonableness and rationale supporting the costs.

**3.8.8**

While the SDE seeks to best outline options for local control through Cost Schedule B only Cost Schedule A will be considered when evaluating and awarding cost points for this RFP.

Comments:

Assigning points: Points are awarded according to the quality of the response with respect to each criterion using the following scale.

0	1 Marginal	5 Average/Moderate	10 Excellent
Offeror has failed to respond to an evaluated requirement; or has simply restated the requirement.	Offeror has addressed the criterion but has not established its capability to perform the requirement; or has otherwise demonstrated only minimum compliance.	The offeror demonstrates acceptable qualifications and experience to meet this criterion and sufficient detail to establish expertise, proficiency, or capability. Evaluators are generally confident that the offeror has adequate experience or will produce satisfactory results.	Offeror exceeds qualifications and expertise. Demonstrates lengthy experience on successful large or complex projects.

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**3.9.1.0 (ME) Financial Statements**

Financial Statements: Provide a current D&B Comprehensive Insight Plus credit report or current Experian ProfilePlus report, and the appropriate NAICS code or SIC code (<http://www.census.gov/cgi-bin/sssd/naics/naicsrch?chart=2012>).

- The Offeror should identify with particularity any information on the Credit Report that it considers “Trade Secret” or “Confidential,” as described in Section 3.11, below. The information will be held in confidence to the extent that the law allows.
- Credit reports must be for the exact organization submitting the proposal in order to be scored. The credit report cannot be combined or consolidated with the information from any other entity. Proposals which do not meet this requirement will receive a score of zero (no points) for this Section (3.9.1).
- The SDE will evaluate the credit information provided to answer the following question:
  - How well does management control expenses and manage resources?

**Consider:**

- *Did the offeror provide the credit report and did they mark anything as confidential or as trade secret?*
- *Does the offeror provide information that allows the evaluator to understand how management controls expenses and manages resources?*

Comments:

Assigning points: Points are awarded according to the quality of the response with respect to each criterion using the following scale.

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Offeror has failed to respond to an evaluated requirement; or has simply restated the requirement.	Offeror has addressed the criterion but has not established its capability to perform the requirement; or has otherwise demonstrated only minimum compliance.	The offeror demonstrates acceptable qualifications and experience to meet this criterion and sufficient detail to establish expertise, proficiency, or capability. Evaluators are generally confident that the offeror has adequate experience or will produce satisfactory results.	Offeror exceeds qualifications and expertise. Demonstrates lengthy experience on successful large or complex projects.

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**Offeror Name:** \_\_\_\_\_

**3.9.2.0 (ME) Office Location (Boise)**

Office Location: The Successful Offeror must establish a staffed, physical point of presence in Boise, Idaho within 30 calendar days after contract award. Also describe other presence the Offeror has within the State of Idaho and outside of Idaho. Explain how you will comply with this requirement.

**Consider:**

- *Does the offeror currently have offices in Idaho, specifically Boise?*
- *Does the offeror describe how and what type of office they will be setting up?*
- *Does the offeror clearly state who will be occupying the office in Boise?*

Comments:

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Offeror has failed to respond to an evaluated requirement; or has simply restated the requirement.	Offeror has addressed the criterion but has not established its capability to perform the requirement; or has otherwise demonstrated only minimum compliance.	The offeror demonstrates acceptable qualifications and experience to meet this criterion and sufficient detail to establish expertise, proficiency, or capability. Evaluators are generally confident that the offeror has adequate experience or will produce satisfactory results.	Offeror exceeds qualifications and expertise. Demonstrates lengthy experience on successful large or complex projects.

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**3.9.4.1 (ME) Qualifications**

Qualifications of Personnel: An in-state experienced, qualified, and effective project team will be identified and provided by each Offeror. Provide resumes for all employees who will be managing and/or directly providing services under the contract. For positions that are not filled, a position description (including requisite qualifications/experience) shall be provided. Each offeror must also complete and submit the form attached as **Appendix G**, for its senior staff who would be assigned to this Project, in order to demonstrate its staff’s experience with projects similar to this one. At a minimum, the Successful Offeror will maintain a dedicated in-state management team for the length of the project made up of Key Employees as described in Section 12 of Attachment 3 “Contract Terms & Conditions”

*\*also evaluate and score qualifications of subcontractors, if proposed (3.9.4.4).*

**Consider:**

- *Assignment of Key Personnel to the Idaho project?*
- *Professional certifications (applicability; # of personnel certified)?*
- *Experience working together as a team (longevity with Offeror)?*
- *Past projects similar in size and scope (i.e. academic environment)?*

Comments:

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**3.9.4.2 (ME) Corporate Culture**

In order for the SDE to feel confident with the Successful Offeror it is important that we understand the Offeror’s corporate culture. A project of this scale and complexity will require the Successful Offeror to be nimble, knowledgeable, available and empowered. It is critical that the Successful Offeror’s Idaho-based team have the authority to identify problems or issues and address them quickly and creatively. Describe to what extent the Offeror’s Idaho-based Client Relationship Manager (CRM) will be empowered to authorize and execute change orders, make decisions, engage additional resources and execute on creative solutions to unusual or unforeseen problems.

**Consider:**

- *Examples provided by Offeror*
- *Provision of specific metrics and thresholds (i.e. \$ amounts, % of change)*
- *Evidence of decision making process and authority*

Comments:

Assigning points: Points are awarded according to the quality of the response with respect to each criterion using the following scale.

0	1 Marginal	5 Average/Moderate	10 Excellent
Offeror has failed to respond to an evaluated requirement; or has simply restated the requirement.	Offeror has addressed the criterion but has not established its capability to perform the requirement; or has otherwise demonstrated only minimum compliance.	The offeror has an acceptable capability or solution to meet this criterion and has described its approach in sufficient detail to establish expertise, proficiency, or capability. Evaluators are generally confident that an offeror has adequate experience or will produce satisfactory results.	Offeror exceeds requirements and expectations. Demonstrates lengthy experience on successful large or complex projects, provides specific examples, metrics and thresholds.

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**3.9.4.5 (ME) Subcontractors**

If subcontractors will be used to fulfill the roles described in Section 3.9.4.1, you must provide the information required in Section 3.9.4.1 (resumes, Attachment 5, etc.) for all subcontractors/subcontractor personnel. If subcontractors are included in your proposal, this Section 3.9.4.5 will be evaluated and scored as part of your response in Section 3.9.4.1.

**Consider:**

- *The level of effort displayed in, and completeness of the proposal package*
- *Does Offeror demonstrate an understanding of the spirit and the intent of the initiative?*
- *Has Offeror provided an outline for deliberate interaction with SDE and others?*

Comments:

Assigning points: Points are awarded according to the quality of the response with respect to each criterion using the following scale.

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Offeror has failed to respond to an evaluated requirement; or has simply restated the requirement.	Offeror has addressed the criterion but has not established its willingness to perform the requirement; or has otherwise demonstrated only minimum compliance.	Evaluators are generally confident that offeror has adequately shown its willingness to produce satisfactory results.	Offeror exceeds requirements and expectations. Demonstrates willingness and provides evidence of its commitment.

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**3.9.4.6 (ME) Collaboration**

Describe the extent to which Offeror is willing to collaborate with the Idaho Department of Education in the implementation of this managed service.

**Consider:**

- *The level of effort displayed in, and completeness of the proposal package*
- *Has Offeror provided an outline for deliberate interaction with SDE and others?*
- *How does the Offeror’s solution address working with the district personnel.*

Comments:

Assigning points: Points are awarded according to the quality of the response with respect to each criterion using the following scale.

0	1 Marginal	5 Average/Moderate	10 Excellent
Offeror has failed to respond to an evaluated requirement; or has simply restated the requirement.	Offeror has addressed the criterion but has not established its willingness to perform the requirement; or has otherwise demonstrated only minimum compliance.	Evaluators are generally confident that offeror has adequately shown its willingness to produce satisfactory results.	Offeror exceeds requirements and expectations. Demonstrates willingness and provides evidence of its commitment.

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**3.9.5.1 (ME) References**

Provide three complete reference questionnaires, as instructed on Attachment 8, Reference Questionnaire. References must be submitted on the attached form, and must be received at the SDE directly from the reference, prior to the Closing Date and Time.

**Consider:**

*The Reference type :*

- *Has Offeror provided an outline for deliberate interaction with SDE and others?*

Comments:

Assigning points: Points are awarded according to the quality of the response with respect to each criterion using the following scale.

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Offeror has failed to respond to an evaluated requirement; or has simply restated the requirement.	Offeror has addressed the criterion but has not established its willingness to perform the requirement; or has otherwise demonstrated only minimum compliance.	Evaluators are generally confident that offeror has adequately shown its willingness to produce satisfactory results.	Offeror exceeds requirements and expectations. Demonstrates willingness and provides evidence of its commitment.

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**3.9.5.2 (ME) Experience**

Complete and return **Attachment 4**, "Offeror Experience with Similar Projects."

**Consider:**

- *Projects of similar size and scope*
- *Evidence of statewide deployments*
- *Specific evidence of working with school districts*
- *Completeness of solution*
- *Consider if any staff listed on previous projects are referenced in Idaho's staffing plan*

Comments:

Assigning points: Points are awarded according to the quality of the response with respect to each criterion using the following scale.

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Offeror has failed to respond to an evaluated requirement; or has simply restated the requirement.	Offeror has addressed the criterion but has not established its capability to perform the requirement; or has otherwise demonstrated only minimum competence.	The offeror has an acceptable capability or solution to meet this criterion and has described its approach in sufficient detail to establish expertise, proficiency and capability. Evaluators are generally confident that an offeror has adequate experience or will produce satisfactory results.	Offeror exceeds requirements and expectations. Demonstrates lengthy experience on successful large or complex projects.

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**4.5.1.0 (ME) Connectivity**

The devices utilized by the individual schools, whether it is a “Bring Your Own Device” (BYOD) model or a classroom supplied device, each student and educator must be able to connect to the wireless network, the school’s pre-existing local network, and the Internet either directly through the Idaho Education Network (IEN) or the local ISP wirelessly and through a wired connection (Ethernet) within the school, and must not conflict or degrade existing connectivity alternatives.

Describe how your solution meets or exceeds this requirement, including how the proposed solution evaluates, monitors and maintains the existing connectivity at existing or better status.

**Consider:**

- *Does the Offeror provide a comprehensive approach to common endpoint devices (laptops, tablets, netbooks, etc.)?*
- *Does the Offeror provide a plan to mitigate the risk of performance degradation?*
- *Does the Offeror provide a method for establishing a performance benchmark?*
- *How does the plan provided by the Offeror meet minimum industry standards (section 4.87)?*

Comments:

Assigning points: Points are awarded according to the quality of the response with respect to each criterion using the following scale.

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Offeror has failed to respond to an evaluated requirement; or has simply restated the requirement.	Offeror has addressed the criterion but has not established its willingness to perform the requirement; or has otherwise demonstrated only minimum compliance.	Evaluators are generally confident that offeror has adequately shown its willingness to produce satisfactory results.	Offeror exceeds requirements and expectations. Demonstrates willingness and provides evidence of its commitment.

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**4.7.0.0 (ME) Network Connectivity and Infrastructure**

The wireless network infrastructure shall connect from the proposed solution Hardware at one end to the IEN demarcation at the other end. Between the two ends, the Offeror’s solution must include switches as needed, the placement of access points, server capacity for applications/files, and any other components necessary to complete the solution. To minimize the need to perform local electrical upgrades, Power-over-Ethernet (POE) is preferred. Existing network hardware, servers and infrastructure may be utilized by the Offeror’s solution at the Offeror’s discretion. The in-school infrastructure shall be accessible wirelessly and remotely. All participating schools have 3 Mbps-equivalent or better Internet connections provided by the IEN or an ISP of the local school unit’s choice. The Offeror shall provide all servers, services and resources in order to update and maintain the solution dependent hardware.

Describe how your solution meets or exceeds this requirement.

**Consider:**

- Does the Offeror provide a solution that facilitates the required network connectivity?
- Does the Offerors solution provide for necessary power requirements, including use of POE?
- Does the Offerors solution have a plan to incorporate existing equipment?
- Does the Offerors solution facilitate Remote Administration as required?
- Does the Offerors solution outline a satisfactory update schedule for equipment?

Comments:

Assigning points: Points are awarded according to the quality of the response with respect to each criterion using the following scale.

0	1 Marginal	5 Average/Moderate	10 Excellent
Offeror has failed to respond to an evaluated requirement; or has simply restated the requirement.	Offeror has addressed the criterion but has not established its willingness to perform the requirement; or has otherwise demonstrated only minimum compliance.	Evaluators are generally confident that offeror has adequately shown its willingness to produce satisfactory results.	Offeror exceeds requirements and expectations. Demonstrates willingness and provides evidence of its commitment.

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**4.7.1.0 (ME) Building Readiness**

Each local school unit that opts to participate in the Project shall be responsible to ensure minimum building readiness for the installation of the successful Offeror’s solution. The local school shall address structural issues, construction/renovation and abatement. The Offeror’s solution shall include all costs for network and infrastructure wiring needs. The solution shall be designed to minimize necessary costs of building preparation.

Describe any building readiness limitations that may impact the proposed solution.

**Consider:**

*Does the Offerors solution include:*

- *Strategies and affiliated costs for all necessary network, infrastructure wiring, and building readiness needs?*

Comments:

Assigning points: Points are awarded according to the quality of the response with respect to each criterion using the following scale.

0	1 Marginal	5 Average/Moderate	10 Excellent
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#### **4.7.2.1 (ME) Wireless Coverage**

The Offeror's solution must ensure coverage such that there is sufficient capacity to connect all necessary devices to the school's network from any instructional and administrative area of the school. Students and educators will experience transparent roaming connectivity to the school's wireless LAN as they move among the various rooms and areas in the school building. The solution must include access to all high school instructional areas as well as all administrative areas including, at a minimum, academic classrooms for all content areas, frequently used study areas, media centers, assembly spaces, the library and administrative offices. The solution must provide for a site survey to be performed in order to optimize each school's coverage area.

The solution must also provide access to school network resources via the wireless network and its services, including access to shared applications, files and printers.

The wireless solution must provide complete mobility for both district-owned and district-sanctioned hardware. While at a school, wireless users must be able to experience transparent roaming connectivity to the wireless network throughout the school. The wireless users should be able to travel between schools and seamlessly connect when moving from school to school (ex. same SSID so that reconfiguration is not needed when moving between schools) and districts.

The wireless users must also be able to travel between schools in the same district, and seamlessly connect and stay connected while the user remains at the new school.

The wireless solution will provide the ability for districts to view reports, get real-time statistics, and engage in limited management of the service via a single interface.

A school or school district may elect to expand wireless coverage to additional areas or facilities at its own expense using the successful Offeror's optional expanded managed service offering or offerings. The successful Offeror must identify a cost to accomplish this and the cost must be proportional based on similar square footage, student count, staff count, age of building, existing connectivity and technical infrastructure. In order to meet these requirements, the solution must, at a minimum:

- Provide 802.11X coverage (at a minimum a/b/g/n/ and ac/ad when available). We expect the newest standards at the time of award with periodic upgrades to the most current standards on a rotational basis once every 60 months or sooner as deemed necessary by Offeror;
- Provide both 2.4 Ghz and 5 Ghz wireless service;
- Provide a minimum of -70dbm as measured on the 2.4Ghz spectrum to all areas where service is required, per the specifications listed above;
- Provide bi-directional band steering to ensure optimal distribution of clients on both the 2.4 Ghz and 5Ghz spectrum;
- Provide multiple user profiles and access levels within a single wireless SSID, as such topologies will be required by certain schools;
- At a minimum, provide quarterly per district and per school wireless utilization reporting, including total connected users, users per spectrum, and users per SSID;
- Provide a graphical layout of signal strength throughout the network at each school



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Describe how your solution meets or exceeds these requirements.

**Consider:**

Does the Offerors solution:

- Provide sufficient capacity for the number of users estimated per location?
- Facilitate seamless roaming, transparent to the end user as required?
- Delineate a comprehensive site survey as required?
- Incorporate access to servers, files, applications, and other resources as required?
- Create a single user interface for each district to engage in limited management and provide necessary reporting and statistics?
- Plan for 802.11x (n being most current) with upgrade paths to ac & ad?
- Establish full spectrum access on both 2.4 GHz and 5.0 GHz frequency ranges?
- Guarantee for -70 dBm of coverage on the 2.4 GHz spectrum as required?
- Include bi-directional band steering on both frequency bands?
- Establish multiple user profiles and user access levels are required?
- Enable quarterly utilization reporting as required?
- Illustrate the graphical layout of signal strength as required?

Comments:

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**4.7.2.2 (ME) Wireless Access**

The devices will access the Offeror’s wireless solution, which will include the network, switch, servers, and access points and associated hardware to provide a robust network environment for student and educator network connection requirements. The Offeror will provide and deploy a POE switch or switches, sized for the school’s needs, based on site analysis approved by the SDE. This includes access to the school environment via the wireless network and its services, including access to shared applications and files. If servers are in the proposal, they are presumed to be located at the school, but the Offeror may propose an alternate server location if a justification is provided that describes a better solution.

Describe your solution’s capabilities as well as its limitations (e.g., interference susceptibility, distance and object penetration); including which wireless industry standards (e.g. 802.11b, 802.11g, 802.11n, 802.11ac, and 802.11ad as it becomes available etc.).

The wireless solution shall provide complete mobility for devices. While at a school, the user(s) of device(s) must be able to experience transparent roaming connectivity to the wireless network throughout the school. If the device is brought to another school in the same district, then the device must seamlessly connect and stay connected while the user remains at the school.

The wireless solution will provide the ability for districts to view, and print statistics, and manage all access points and controllers from a single interface.

Describe how your solution meets or exceeds this requirement.

**Consider:**

*Does the Offerors solution:*

- *Provide for necessary power, switching, and other infrastructure needs?*
- *Incorporate access to servers, files, applications, and other resources as required?*
- *Establish server metrics and physical locations as required?*
- *Clearly delineate solution capabilities?*
- *Unambiguously outline potential solution limitations?*
- *Facilitate seamless roaming, transparent to the end user as required?*
- *Create a single user interface for each district to engage in limited management and provide necessary reporting and statistics?*

**Comments:**

Assigning points: Points are awarded according to the quality of the response with respect to each criterion using the following scale.

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**4.7.2.3 (ME) Wireless Bandwidth**

The Offeror shall provide an effective wireless solution with sufficient, measureable and necessary bandwidth. The solution must not only include sufficient and measureable aggregate bandwidth but must also be capable of being customized for varying needs within a school. For example, a concentration of physical classrooms within a school may require additional access points, faster speeds or both within that area.

Describe how your solution meets or exceeds this requirement.

**Consider:**

*Does the Offerors solution:*

- *plan for sufficient bandwidth for existing users?*
- *plan for future growth and additional bandwidth requirements?*
- *provide a method for measuring the use of and potential growth of bandwidth requirements?*
- *the ability to customize the management of bandwidth resources?*

Comments:

Assigning points: Points are awarded according to the quality of the response with respect to each criterion using the following scale.

0	1 Marginal	5 Average/Moderate	10 Excellent
Offeror has failed to respond to an evaluated requirement; or has simply restated the requirement.	Offeror has addressed the criterion but has not established its willingness to perform the requirement; or has otherwise demonstrated only minimum compliance.	Evaluators are generally confident that offeror has adequately shown its willingness to produce satisfactory results.	Offeror exceeds requirements and expectations. Demonstrates willingness and provides evidence of its commitment.

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**4.7.2.4 (ME) Internet Access**

Access to the Internet for Idaho schools is to be provided via each school’s connection to the IEN or other ISP (Note: the vast majority of schools are connected via IEN). The Offeror will ensure its solution integrates with the school’s connection, IEN or other, and the Offeror will work with each school and the IEN, or other ISP if the IEN is not currently providing bandwidth, to identify bandwidth and network infrastructure as described in the RFP.

Describe how your solution meets this requirement.

**Consider:**

*Does the Offerors solution:*

- *Incorporate a plan to integrate with each school’s connection to the Internet?*
- *Include a strategy to identify bandwidth, infrastructure, and other resource needs as required?*

Comments:

Assigning points: Points are awarded according to the quality of the response with respect to each criterion using the following scale.

0	1 Marginal	5 Average/Moderate	10 Excellent
Offeror has failed to respond to an evaluated requirement; or has simply restated the requirement.	Offeror has addressed the criterion but has not established its willingness to perform the requirement; or has otherwise demonstrated only minimum compliance.	Evaluators are generally confident that offeror has adequately shown its willingness to produce satisfactory results.	Offeror exceeds requirements and expectations. Demonstrates willingness and provides evidence of its commitment.

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**4.7.2.5 (ME) Content Filtering and Logging**

Internet content filtering, as required by the Children’s Internet Protection Act (CIPA), must be included as part of the solution. The filtering solution must be configurable in order to account for differing local district policies on acceptable Internet content and age appropriateness. Content filtering is an integral component of the requested managed wireless service, and as such, must include:

- The ability for each district to manage its own filtering policies, including the decision to block specific categories of content and to maintain its own whitelist and blacklist overrides.
- The ability to provide per district utilization and filtering reports, including top websites visited, top categories visited, top websites blocked, top search terms, and top authenticated users.
- The ability to audit all changes to content filtering policies.

All SDE-level and district-level reporting and management for both content filtering and managed wireless shall be available via the same on-line application, which authenticated district staff and SDE personnel must be able to securely access from any Internet-connected web browser and efficiently perform the content filtering functions following the training provided by the successful Offeror.

Describe how your solution meets this requirement.

**Consider:**

*Does the Offerors solution:*

- *Provide for content filtering in line with the Children’s Internet Protection Act (CIPA)?*
- *A configurable and locally managed content filtering solution?*
- *Establish customizable management, policy control, and whitelist/blacklist overrides?*
- *Scalable reporting as required?*
- *The ability to audit policy changes as required?*
- *Allow access to authorized district and SDE staff from any web browser application as established?*

Comments:

Assigning points: Points are awarded according to the quality of the response with respect to each criterion using the following scale.

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**4.7.2.7 (ME) Growth**

Suitable architecture must be provided to allow for growth in the wireless network infrastructure if additional grades in the school begin to utilize the infrastructure or the population of the school utilizing the infrastructure grows.

Describe how you will meet this requirement.

**Consider:**

*Does the Offerors solution plan for strategic growth and extended scope over the next 60 months?*

Comments:

Assigning points: Points are awarded according to the quality of the response with respect to each criterion using the following scale.

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**4.8.0.0 (ME) Performance and Quality**

In order to provide high quality 802.11a/b/n/ab wireless access that will work with multiple devices of different wireless sensitivity, including laptops and tablets of different manufacture, the wireless solution should provide RF signal strength of at least -70dBm or better as measured in the 2.4 Ghz spectrum in all locations where wireless service is to be provided. Signal strength will be measured by an industry-standard Wi-Fi measurement tool, such as the Fluke AirCheck or similar device.

The Offerors solution must provide a minimum -70dBm signal strength in all areas where service is to be provided. The Offerors solution must allow a multitude of different wireless devices for students and educators to roam with transparent connectivity from different areas of the school or building without losing connectivity and without needing to re-authenticate to different wireless access points.

Furthermore, minimum wireless signal strength of -70 dBm will allow almost all modern wireless devices to negotiate a connection with sufficient bandwidth to stream video, participate in Web 2.0 interactive applications and generally have an excellent online educational experience, given that the site has sufficient Internet access.

The successful Offerors wireless network performance will be tested using an endpoint device that meets the following minimum requirements:

- Windows 7 Professional, SP1
- 2GB RAM
- Wireless N Network Card
- 250GB HDD

**Consider:**

*Does the Offerors solution:*

- *meet the coverage requirements?*
- *facilitate seamless roaming, transparent to the end user as required?*

Comments:

Assigning points: Points are awarded according to the quality of the response with respect to each criterion using the following scale.

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Offeror has failed to respond to an evaluated requirement; or has simply restated the requirement.	Offeror has addressed the criterion but has not established its willingness to perform the requirement; or has otherwise demonstrated only minimum compliance.	Evaluators are generally confident that offeror has adequately shown its willingness to produce satisfactory results.	Offeror exceeds requirements and expectations. Demonstrates willingness and provides evidence of its commitment.

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**4.8.1.0 (ME) Uptime**

The Offeror will ensure that all functions of its solution are reliable and available to the schools, educators and students as set forth in the RFP. Uptime shall be as follows:

PERIOD OF PRIME USAGE	UPTIME PERCENTAGE
7:00 AM 5:00 PM, Local Site Time, Monday-Friday, excluding holidays	99%
All other times	95%

No scheduled downtime will be allowed for the solution except (1) for scheduled preventative maintenance, or (2) with the approval of the local school coordinator for issues affecting only the local school, or (3) with the approval of the SDE for system-wide outages. Uptime shall be measured from 12:01 am to 11:59 pm. in a calendar day.

Describe how your solution meets or exceeds this requirement.

**Consider:**

- *Does the Offerors solution meet the system uptime requirements?*

Comments:

Assigning points: Points are awarded according to the quality of the response with respect to each criterion using the following scale.

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### 4.8.2.0 (ME) Response Time

The solution must provide services to all students and educators concurrently on the wireless network with quality response time that does not hinder or impede effective instruction and learning in the classroom. This requirement includes the ability for students to browse the Internet, download files and use streaming video without unreasonable delay.

Describe how your solution meets or exceeds this requirement.

**Consider:**

- *Does the Offerors solution meet the response time requirements?*

Comments:

Assigning points: Points are awarded according to the quality of the response with respect to each criterion using the following scale.

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**4.8.3.0 (ME) Business Continuity/Disaster Recovery**

Provide a proposed disaster recovery/business continuity plan to cover replacement of the provided hardware and other solution elements in the event of theft or loss through a catastrophic event. Upon approval by the SDE the Successful Offeror will implement the final plan in coordination with the SDE, to ensure that the affected school's provided infrastructure/solution is restored by the start of next school day at 7 AM, local time.

**Consider:**

- *Does the Offerors solution provide for a workable BC/DR strategy?*

Comments:

Assigning points: Points are awarded according to the quality of the response with respect to each criterion using the following scale.

0	1 Marginal	5 Average/Moderate	10 Excellent
Offeror has failed to respond to an evaluated requirement; or has simply restated the requirement.	Offeror has addressed the criterion but has not established its willingness to perform the requirement; or has otherwise demonstrated only minimum compliance.	Evaluators are generally confident that offeror has adequately shown its willingness to produce satisfactory results.	Offeror exceeds requirements and expectations. Demonstrates willingness and provides evidence of its commitment.

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**4.8.6.0 (ME) Performance Metrics and Reporting**

The Offeror must track and record operational Performance and Quality metrics necessary to ensure the successful management of the project. Such performance metrics will be reported monthly, by school as necessary, to the SDE Program Manager. The reporting will include such items as incidents, device and system failure, available connections metrics, connection failures rates, types, downtime, repair turnaround times, trends, remediation needed, unresolved issues, recommended improvements and other factors necessary to ensure a successful project. Reporting should also include information that is required to enforce compliance to standards.

Describe how you will meet this requirement and provide recommended metrics for consideration by the SDE and a sample report using the recommended metrics. The successful Offeror will provide the metrics selected by the SDE in a report format approved by the SDE.

**Consider:**

*Does the Offerors solution:*

- *Provide regular and ongoing reported performance metrics as required?*
- *Provide regular and ongoing reports detailing level of compliance with policies and standards?*

Comments:

Assigning points: Points are awarded according to the quality of the response with respect to each criterion using the following scale.

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Offeror has failed to respond to an evaluated requirement; or has simply restated the requirement.	Offeror has addressed the criterion but has not established its willingness to perform the requirement; or has otherwise demonstrated only minimum compliance.	Evaluators are generally confident that offeror has adequately shown its willingness to produce satisfactory results.	Offeror exceeds requirements and expectations. Demonstrates willingness and provides evidence of its commitment.

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### 4.8.8.0 (ME) Authorization Control

Security must allow access to authorized users only and strictly to those resources, files, applications, and services that they are authorized to use. Security will be definable by an administrator, both on an individual user basis and by class of user (educators, students, parents, administrators, etc.). Identification of a user must be unique to each individual.

Operating systems and the application software must have the ability to be restricted or locked down in an appropriate way so as to prevent inadvertent or deliberate changes in key settings and thereby reduces support requirements.

Describe how your solution meets or exceeds this requirement.

**Consider:**

*Does the Offerors solution:*

- *Prevent unauthorized access to servers, access points, switches, and other related equipment?*
- *Allow for local administration of proper access by district / SDE staff?*
- *Plan for customized and adjustable levels of security based on individuals, groups, or locations?*
- *Facilitate a unique identifier for each user and/or device on the wireless network?*

Comments:

Assigning points: Points are awarded according to the quality of the response with respect to each criterion using the following scale.

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Offeror has failed to respond to an evaluated requirement; or has simply restated the requirement.	Offeror has addressed the criterion but has not established its willingness to perform the requirement; or has otherwise demonstrated only minimum compliance.	Evaluators are generally confident that offeror has adequately shown its willingness to produce satisfactory results.	Offeror exceeds requirements and expectations. Demonstrates willingness and provides evidence of its commitment.

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#### **4.9.1.0 (ME) Technical Training**

The Offeror will provide an appropriate level of technical training on the solution, its local support requirements, and its applications for technical support personnel. Note that the State has no authority to require school personnel to participate in training; however, it is projected that the vast majority of personnel would do so on a voluntary basis.

This training would include basic use of the solution in a network environment, the monitoring and logging and use and access of server(s) if provided by the Offeror. Training must be done in the context of how to best access digital assets in an educational setting as it pertains to attaching digital assets to the wireless managed network. The Offeror's training needs to be contextually relevant and not just a "skills" class. In addition, the Offeror shall include specific training on troubleshooting and maintenance for technical support personnel.

The Successful Offeror will set up a helpdesk to not only provide support to the district technicians who will generally require a person with a more senior skill set with whom to work.

Describe the staffing levels you will include to provide continuous training and support; as well as a description of positions of the staff, their titles, responsibilities, and why this staffing level is adequate for continuous support.

Separately and specifically address your first year program that will make available sufficient training for technicians to deploy the solution prior to the start of school year 2013-2014. Describe your plan to make training times and locations convenient to the participating personnel and how you will provide school personnel multiple options to sign-up for training in their region.

Describe your proposed solution to accomplish the training requirements described above, including a preliminary training plan, content and method, recommended duration, recommended location(s), materials included, instructor to participant ratio, and qualifications of each instructor. Also describe how you will ensure school technicians are provided adequate support and training, as well as how you will provide continuous training during the contract as personnel change. Provide information on how school technicians may contact you with additional questions and needs, the contact method, response times, and escalation procedures. The successful Offeror will submit a final training plan and curricula to the SDE for approval. Upon approval, the successful Offeror shall implement the plan.

#### **Consider:**

*Does the Offerors solution:*

- *Provide adequate initial and ongoing training for district / SDE staff regarding networking, logging, monitoring, filtering, and security aspects of Offerors solution?*
- *Outline the creation and staff maintenance of a Offerors helpdesk providing support for district / SDE staff?*
- *Provide a methodology regarding the contact, response, and escalation procedures of the Offerors helpdesk solution?*
- *Provide adequate opportunity for regional training of district / SDE staff?*
- *Outline a comprehensive training plan, curricula, and implementation schedule for training?*

Comments:

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**4.10.1 (ME) Support**

Included in its solution, the Offeror will provide ongoing support to the participating schools for the duration of the Project. Since the cost is to cover the full costs of deploying and supporting the solution, each Offeror must factor a full support package into its price. The components of such a full support package must include those components necessary to assure the performance and quality specifications are met continuously and that the solution is sufficiently supported at all times. The support package must be comprehensive. Examples of supported items should include, but are not limited to: repairs, preventative maintenance, licensing (if applicable) and any other items that are included in the solution.

This support will include Help Desk or Support Center service available via toll-free phone service or similar service, and will include staffing, tools and processes to meet the schools’ support requirements. This also includes a system of dispatching, tracking, priority setting, reporting and escalation which ensure timely and satisfactory response and resolution. The Offeror may also employ other communication systems for delivery of just-in-time support such as Internet audio chat, text chat, web forums, etc. School users of the Help Desk will be technical staff. The Offeror will describe its Help Desk offering as well as its ongoing technical support provided for its proposed solution.

The Offeror will fully describe the process and plan that will be utilized whenever a break/fix event occurs within the school’s wireless service environment. This will cover the entire process of repairing or replacing any component utilized in the managed wireless solution infrastructures. The infrastructure will be defined as switches, servers, LAN devices, remote access devices, wireless components or any other equipment provided by the Offeror.

Each Offeror must address, at a minimum, the items above, as well as the requirements of Section 4.7, in fully describing its proposed support program to demonstrate that its approach will provide solid, effective support for the users of the solution.

**Consider:**

*Does the Offerors solution:*

- *Include a comprehensive full support package for the proposed solution?*
- *Provide a detailed list of maintenance, troubleshooting, replacement, repair, licensing, and any other associated support requirement listed in the Offerors proposed solution?*

Comments:

Assigning points: Points are awarded according to the quality of the response with respect to each criterion using the following scale.

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**4.11.0 (ME) Project Management and Implementation**

The Offeror must ensure a successful implementation for each of the participating high schools. This includes necessary site surveys, validation testing, installation and configuration of all hardware, training, support program implementation and any other necessary aspects of the solution.

The Successful Offeror will be required to submit a detailed Project Plan to SDE for approval, no later than 30 calendar days after contract award. The SDE may require modifications to the Project Plan prior to approval. The Project Plan must include all aspects of the project and its deliverables, including coordination with the SDE and the schools, site-specific construction requirements, communications and reporting, timetable, Validation Testing Plans, Deployment Plans, Training Plans, and the Service and Support Plans. The Project Plan will be revised and updated on a regular basis to reflect the current status of the project. Any adjustments to Scope, Baselines, or other significant aspects of the Project are subject to the review and approval of the SDE.

**Consider:**

*Does the Offerors solution:*

- *Provide a strategic implementation schedule?*
- *Provision for site surveys, validation testing, installation, configuration, training, support implementation and other items as may be required?*
- *Describe an agreement to provide a detailed project plan to SDE as stated in the RFP?*

Comments:

Assigning points: Points are awarded according to the quality of the response with respect to each criterion using the following scale.

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Offeror has failed to respond to an evaluated requirement; or has simply restated the requirement.	Offeror has addressed the criterion but has not established its willingness to perform the requirement; or has otherwise demonstrated only minimum compliance.	Evaluators are generally confident that offeror has adequately shown its willingness to produce satisfactory results.	Offeror exceeds requirements and expectations. Demonstrates willingness and provides evidence of its commitment.

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### 4.11.10 (ME) Change Control

A change control process will be defined. The Offeror must ensure that system and site changes are implemented effectively, reasonably, are documented and scheduled — and must ensure appropriate communication with those affected by the changes, both before and after the changes are executed.

Address this requirement in your Proposed Project Plan.

**Consider:**

*Does the Offerors solution:*

- *Define the change control process?*
- *Provide a method for ensuring that change requests are evaluated, implemented, documented, and communicated?*

Comments:

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**4.11.12 (ME) Identification of Risks and Constraints**

Based on the Scope of Work detailed in this RFP, identify any risks or constraints that you will need to address prior to, or during the performance of the Work, as well as a description of how you will address each one. For example, an incomplete Scope of Work can be both a risk and a constraint. How would you mitigate or overcome this? Provide your response to this section within your Proposed Project Plan.

**Consider:**

*Does the Offerors solution:*

- *Identify risks, constraints, or other concerns?*
- *Provide options for managing the identified risks, constraints and/or concerns?*

Comments:

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