

CULVER SCHOOL DISTRICT 4

E-RATE C1 DEDICATED INTERNET ACCESS

Single Point of Contact (SPC)

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SUBMIT QUOTES TO:

Submission Portal

<https://erate.imesd.k12.or.us/submission/Xxnd0vCFKPJD04o0lePL>

DEADLINE: December 11, 2025, at 4:00 PM

The District is seeking proposals to replace an expiring contract for Dedicated Internet Access. The purpose of this RFQ is to procure Dedicated Internet Access (DIA) services for the District delivered to the District hub to support instructional, administrative, and operational needs across the district. The selected vendor will be responsible for providing high-speed, reliable internet connectivity with guaranteed bandwidth and service-level commitments.

Service Providers must be and remain in compliance of requirements issued by the SLD throughout the contractual period.

Service Providers are responsible for providing a valid SPIN (Service Provider Identification Number)

Procurement is dependent on successful E-rate funding.

The proposal should not include marketing or advertising material or other materials not essential to the utility and clarity of the proposal and should be straightforward and address the request. Proposals containing excessive marketing will be considered non-responsive.

All solutions must adhere to the following Service Level Agreement (SLA) terms in addition to the terms found in the Service Level Agreement section:

- Fiber Network Availability: the provider will make all reasonable efforts to ensure 99.99% network availability of each circuit
- <=.25% frame/packet loss commitment
- <=25ms network latency commitment
- <=10ms network jitter commitment
- There is no right of service provider to limit or throttle the capacity of the circuit at any time for any reason
- Provider shall monitor service availability and proactively investigate and respond to identified service disruption
- Provider stated commitment is to respond to any outage within 1 hour and a 4 hour restoration of service.

SPECIFICS

Please see attachment **2026_CULVER SD_C1 DIA_Attachment A_Cost Proposal Form**

SERVICE LEVEL AGREEMENT

Proposer 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.

- Network operations center: Solution will provide customer support functions including problem tracking, resolution, and escalation support management on a 24x7x365 basis. District has the right and is encouraged to call concerning any problems that may arise relative to its connection with provided services.
- Trouble reporting and response: Upon interruption, degradation, or loss of service, District may contact service provider by defined method with a response based on trouble level. Upon contact from the District, the provider support team will initiate an immediate response to resolve any District issue. District will receive rapid feedback on trouble resolution, including potential resolution time.
- Escalation: In the event that service has not been restored in a timely manner, or the District does not feel that adequate attention has been allocated, the District can escalate the trouble resolution by request. A list of escalation contacts will be provided when implementation schedule is completed.
- Resolution: The District will be notified immediately once the problem is resolved and will be asked for verbal closure of the incident.
- Trouble reporting, escalation and resolution: A detail trouble reporting, escalation and resolution plan will be provided to the District.
- Measurement: Time starts from the time the District contacts provider and identifies the problem. Credits for outages of a certain duration or longer will be identified.
- Reports: Upon request, an incident report will be made available to the District within 5 working days of resolution of the trouble.
- Link performance per segment: The service will maintain the proposed link performance throughout the term of the contract.
- Historical uptime: Provide aggregate uptime statistics for your proposed service in the geographic area encompassing District.

BIDDING INSTRUCTIONS

- **Bid Submittal:** <https://erate.imesd.k12.or.us/submission/Xxnd0vCFKPJD04oOIePL>
- **Bandwidth:** 1 Gbps, 2 Gbps
- **Preferred Terms:** 3 Year with optional 1-year Voluntary Extensions
 - Note: Voluntary Extensions must be finite and not automatic renewals and identified in the awarded contract.
- Proposer shall include the total monthly other fees and charges (i.e., cost recovery fees, service charges, etc.) that are not taxes or charges assessed by government authorities. Other fees and charges are factored as part of eligible costs evaluation.

- Proposer shall include the estimated total monthly customer assessed or reassessed taxes and fees as established by government authorities (i.e., USF fees, franchise fees, taxes, etc.). Estimated assessed taxes and fees will not be factored as part of eligible costs evaluation.
- Service Provider must be willing to add additional sites and/or increase bandwidth/fiber count to existing sites without extending the contract duration and must be noted in the agreement.
- Service Provider is responsible for providing a valid SPIN (Service Provider Identification Number). SPIN should be plainly displayed on quote.
- Service Provider must be prepared to accommodate either E-rate reimbursement method, BEAR (Form 472) or SPI (Form 474), based on the preference and selection of the District. The selected method will be communicated during contract negotiations or service implementation. Compliance with the chosen method is a condition of contract award.
- District will follow the purchasing policies of the District Board, State procurement laws and regulations, and requirements and procedures of the FCC's E-rate program as administered by the Universal Service Administrative Company to be eligible for all available funding. The District will have the right to allow any associated Contracts to expire without implementation if appropriate funding does not come available.
- All Contracts awarded are contingent on E-rate funding and Universal Service Administrative Company approval.
- Service Providers must be and remain in compliance of requirements issued by the SLD throughout the contractual period.
- Pursuant to ORS 279B.100, District may reject any or all Proposals in-whole or in-part, or may cancel this RFQ at any time when the rejection or cancellation is in the best interest of the State or District, as determined by District. Neither the State nor any State agency is liable to any Proposer for any loss or expense caused by or resulting from the delay, suspension, or cancellation of the RFQ or a Contract award, or the rejection of any Proposal.
- Proposals should not include marketing or advertising material or other materials not essential to the utility and clarity of the Proposal (i.e., mass marketing emails) and should be straightforward and address the request. Proposals containing excessive marketing will be considered non-responsive.
- Per USF National Security Rule [FCC 19-121](#) barring the use of USF funding to purchase equipment for E-rate purposes, Service Providers are certifying that any equipment required for service activation is not from a company with an FCC Designation as a National Security threat.
- Lowest Corresponding Price - Proposers should propose their Lowest Corresponding Price (LCP) (as required by the SLD 1996 Universal Service Order, 12 FCC Rcd 87, 383, para. 540).
- The District reserves the right to extend the proposal deadline with appropriate vendor notice issued as an Amendment through USAC's E-rate Productivity Center (EPC). Prospective bidders are solely responsible for checking EPC to determine whether any amendments have been issued.

PROPOSAL SCORING CRITERIA	Possible Points
Experience – Experience in the industry and/or with the district.	10
Timing – Ability to provide services and respond to questions/issues in a timely manner	20
E-rate Eligible Cost	35
Completeness – Information provided in proposal is complete	15
State Contract – Provider has an existing state contract	5
Local Vendor – Provider has a local presence in the region	15
Total Available	100

QUESTIONS

To ensure the integrity of the Competitive Bidding process, questions and inquiries must be specifically submitted in writing through email correspondence. Questions/inquiries will not be taken verbally by phone. All questions should be submitted directly to the Single Point of Contact listed. Correspondence to any other agent will not be responded to. Unsolicited sales inquiries for services not explicitly requested in this Request for Quotes will not be addressed.

DISQUALIFICATION FACTORS

- Late submission
- Not SLD compliant
- Proposal not relevant to Services Requested
- The Applicant reserves the right to disqualify any bid that does not follow the BIDDING INSTRUCTIONS listed.
- SPAM and/or robotic responses will not be considered valid responses and will be disqualified from consideration
- Proposals will not be accepted by email. Use only the method listed in the RFP document to submit. The applicant is not responsible for any proposals not delivered using the acceptable method.