

Crook County School District
Request for Proposal – Managed Internal Broadband Services

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Questions Due: January 9, 2026 by 3:00 PM PST

Closing Date and Time: February 3, 2026 by 4:00 PM PST

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Electronic Submission Portal

<https://erate.imesd.k12.or.us/submission/8zsPdKdm7Oy2PxuQEwLq>

Crook County School District promotes equal opportunity for all individuals without regard to age, color, disability, marital status, national origin, race, religion or creed, sex or gender, sexual orientation, or veteran status.

The Crook County School District (CCSD) is accepting proposals for a partner to provide comprehensive managed internal broadband services as described in the E-Rate eligible services list. The district is seeking a five-year contract with options to renew for up to an additional five years.

The district intends to request E-Rate funding support for the services outlined in this document; as such, bidders must be a qualified E-Rate service provider with an active Service Provider Identification Number (SPIN)

Current Environment

CCSD currently has 28 buildings – 10 schools, 17 modular classrooms across school sites, one administrative building, three support services buildings and one stadium, with 3,000 students and approximately 450 staff.

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Building	Primary Equipment Models (not all inclusive)	Approximate Switch Count	Approximate Wireless Access Point Count	Approximate Square Footage (If Known)
Facilities Building	WS-C2960X-48FPS-L CW9166I-B	1	2	7840
Transportation Building	Cisco Catalyst 3560X CW9166I-B	1	1	8448
Nutrition Warehouse				1590
Paulina School	C9300-48P WS-2563-24PS-S CW9166I-B C9130AXE-B	2	7	10056
Crooked River Elementary	Cisco Catalyst WS-C3850-48F-S Cisco Catalyst 9300 Cisco Catalyst 2960X Cisco Catalyst C9300-24P C9130AXI-B	7	39	68901
Powell Butte School				21837
Crook County Middle School	WS-C3850-48-F-S Cisco Catalyst 2960X WS-C2960X-24PS-L Cisco Catalyst 2960S C9120AXI-B	8	50	94351
Crook County High School	WS-C3850-48F-S WS-C2960S-24-TS-L WS-C2960X-48FPS-L WS-C2960-24TC-S WS-C2960X-24PS-L CW9166I-B C9130AXE-B	14	65	160608
Brothers Elementary	Cisco Catalyst 2960X CW9166I-B	1	3	7606
Pioneer High School	WS-C3750X-48PF-S CW9166I-B	2	8	9194
Barnes Butte Elementary	WS-C3850-48F-S C9300-24P CW9166I-B C9130AXE-B	6	47	72500
Steins Pillar Complex North	WS-C3560-24PS-S WS-C2960S-48FPS-L C9120AXI-B	4	13	15470
Steins Pillar Complex South	WS-C3750X-48PF-S WS-C2960X-24PS-L WS-C2960X-48FPS-L C9120AXI-B	5	19	31755
Ward Rhoten Stadium	WS-C3560-24PS-S C9130AXE-B	1	2	
Rimrock	Cisco Catalyst 3560X C9120AXI-B	1	2	
Crook County District Office	Cisco Catalyst 9300 Cisco Catalyst C9500-24Y4C Cisco Catalyst 2960G CW9166I-B	2	2	

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Scope of Work and Requirements

Proposed solutions should:

- Allow for operation, management, and monitoring of eligible broadband connections for both district purchased, and vendor leased equipment.
- Allow for procurement, installation, activation, and configuration of eligible components for both district purchased, and vendor leased equipment; including the necessary cabling and physical infrastructure required to operate an internal broadband network.
- Accommodate scenarios of both district purchased and vendor leased equipment.
- Grow with the district. As the district adds buildings, equipment, bandwidth, etc. bidders should have the capability to easily scale their monitoring and management operations.
- Annually, at a minimum, survey the district's internal broadband network and make configuration, procurement, or provision recommendations to maintain a modern, secure, and reliable network.
- Only cover eligible services as outlined on the USAC E-Rate Eligible Services List. Non-eligible services will be addressed in an agreement outside of this request for proposal.
- Offer operation, management, and monitor pricing in an all-inclusive, simplified manner (eg. By student count, staff FTE, square footage, etc.) to allow for scalability and predictable budgeting.
- Provide offsite network configuration backup, or digital twin, as needed.
- Offer a standard, timely process for network configuration moves, adds, and changes as needed.
- Provide 24/7/365 monitoring and support with a defined Service Level Agreement (SLA) that demonstrates reasonable urgency in address non-service and service affecting incidents; including outage notification and timely on-premises response depending on incident severity.
- Support by a highly qualified and reliable vendor with experience operating, managing, and monitoring similar size networks in educational institutions.
- Support by full-time, in-house staff with the technical training and certifications necessary to engineer and manage the district's existing Cisco infrastructure or new, leased equipment.
- Be compatible with the existing network management software or provide similar administrative capabilities without adding complexities.

Proposal Contents

Proposals should include the following items:

- Documentation of all recurring and non-recurring costs, clearly separating E-Rate Category 1 and Category 2 eligible costs.
- Work plan, describing the approach and timeline for cutting over hardware (if applicable) and onboarding the district into its operating, management, and monitoring environment.
- Clear outline of vendor and district responsibilities.
- Description of the vendor's relevant experience in the education industry and abilities that allow the vendor to meet the needs of this project, including at least two references from educational institutions in which the vendor performed similarly scoped work.
- Documentation of the in-house personnel expertise that demonstrates the vendor's ability to manage the district's network.
- Pricing for the hypothetical school building equipment outlined in Appendix A, including all hardware, software, and maintenance costs for both a vendor lease and district purchase option.

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- Description of proactive monitoring practice, Service Level Agreement and standard protocol for responding to detected incidents.
- Bidder's current USAC E-Rate Service Provider Identification Number.

Contract/Terms and Conditions Provisions

Each proposal must include the following provisions in their contract or Terms and Conditions:

- The initial contract term shall be 5 years from the date of execution. The district shall have the option to extend the contract for up to 5 additional one-year periods, upon written notice no later than sixty (60) days prior to expiration. Extensions shall be on the same terms and conditions, except as mutually agreed in writing. Voluntary Extension options must be finite and included in the contract.
- Contracts should include a price cap for any voluntary extension after the initial 5-year term.
- Contracts should include a Service Level Agreement with guarantees related to network uptime and availability. The Service Level Agreement should clearly explain remedies if the SLA is not met.
- Vendor must provide evidence of current SOC 2 Type 2 attestation covering Security, Availability, and Confidentiality Trust Services Criteria. Reports must be no older than 12 months and include any bridged letters.
- Vendor shall comply with the Family Education Rights and Privacy Act (FERPA, 34 CFR Part 99) and act as a 'school official' with 'legitimate educational interest' in any student data accessed.
- Vendor agrees to:
 - Use student Personally Identifiable Information (PII) solely for providing the contracted services.
 - Not re-disclose PII with District consent (except as required by law).
 - Implement reasonable security measures to protect PII.
 - Destroy or return all PII upon contract termination.
 - Allow District audits of FERPA compliance.
- Vendor must sign a FERPA-specific addendum or acknowledge these terms in the contract.

Notice to Bidders of Immediate, Time-Sensitive Projects

The district has several projects that will utilize 2026-2027 E-Rate funding (listed below). Bidders should be prepared to quickly spec-out the projects so the district may submit the appropriate Form 471's by the deadline of March 25, 2026.

Anticipated 2026-2027 Projects:

- Switch and Uninterruptable Power Supply Refresh (limited buildings)
- Low Voltage rewiring (limited buildings)
- Network rack upgrades (limited buildings)

Evaluation criteria

1. Price of E-Rate eligible products and services – 30%
2. Vendor experience and references – 20%
3. Technical capabilities and service quality – 20%
4. Compliance with RFP requirements and contract terms – 15%
5. Implementation, support and project management – 15%

Proposal Submission

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Proposals will only be accepted via the Electronic Bid Portal:

<https://erate.imesd.k12.or.us/submission/8zsPdKdm7Oy2PxuQEwLq>