

CONDON SCHOOL DISTRICT 25J

DEDICATED INTERNET ACCESS

Single Point of Contact (SPC)

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SUBMIT QUOTES TO:

Submission Portal

<https://erate.imesd.k12.or.us/submission/c1d7b626b90802806a6e>

DEADLINE: November 4, 2026, at 4:00 PM

The Condon School District 25J ("District") is issuing this Request for Quotes (RFQ) to solicit bids from qualified service providers for Dedicated Internet Access (DIA) to support the district's educational and administrative operations. The district seeks a reliable, scalable, and cost-effective internet solution that ensures high-speed connectivity across all designated sites.

Service is expected to begin July 1, 2027 which signifies the expiration of the current contract.

SPECIFICS

Please see attachment 2027_CONDON SD_C1_Attachment A_Cost Proposal Form

Quotes are requested for the following bandwidths: 1 Gbps, 2 Gbps, 10 Gbps

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
- <=.5% 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 must monitor service availability and proactively investigate/respond to disruptions
- Provider stated commitment is to respond to any outage within 1 hour and a 4 hour restoration of service.

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 Start:** Outage duration is measured from the time the service disruption begins, as detected by the Provider's monitoring systems or by the District, whichever occurs first.
- **Measurement End:** The outage duration ends when full service is restored and confirmed operational.
- **Credit Calculation:**
 - Outages lasting less than 5 consecutive minutes are not eligible for credit.
 - For each 30 minutes, or portion thereof, beyond the first 5 minutes of outage, the District will receive a credit equal to 5% of the Monthly Recurring Charge (MRC) for the affected circuit.
 - Partial 30-minute increments are rounded up to the next full 30 minutes.
 - Credits are cumulative and calculated per circuit, per billing cycle, up to a maximum of 100% of the MRC for that month.
 - Credits will be applied automatically to the next invoice; no separate request from the District is required.
- **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

- **Submit Quotes To:**
<https://erate.imesd.k12.or.us/submission/c1d7b626b90802806a6e>
- **Preferred Terms:** 3 Year, 5 Year
 - Proposers must be willing to include 5, optional 1-year Voluntary Extensions. 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 cost 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 cost 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 Quotes 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 Quotes.
- Quotes should not include marketing or advertising material or other materials not essential to the utility and clarity of the Quote (i.e., mass marketing emails) and should be straightforward and address the request. Quotes 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 Quote 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.

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
- Quote Not Relevant to Services Requested
- District reserves the right to disqualify any bid that does not follow the BIDDING INSTRUCTIONS listed above.
- Quotes will not be accepted by email. Use only the method listed in the RFP document to submit. The applicant is not responsible for any Quotes not delivered using the acceptable method.