



# SOCRATES Request for Proposals

## 2016-2017 Network Expansion

March 1, 2016

South Central Regional Area Telecommunications System (SOCRATES) is issuing this Request for Proposals (RFP) on behalf of its public school district and library members located in south central Minnesota to expand their current regional network to additional locations.

### Scope of Services and Design

The scope of services sought in this RFP is for adding circuits to our current regional network to provide communications services and Internet access for the sites listed in the following table. All circuits must be:

- Private circuits used only by the regional network and the school or library end user.
- Directly connected to the regional network at a location agreed upon by the SOCRATES and the current network providers (Arvig / Jaguar) or directly connected to the school sites as specified by the school district and agreed upon by SOCRATES and the current network providers.
  - The SOCRATES Core Router, Monitoring and Unified Threat Management Systems are located in the Jaguar Data Center; 213 S. Oak Ave; Owatonna, MN 55060.
- 100% compatible with the current network infrastructure utilizing identical or compatible end equipment as specified by the current network providers. (Ethernet (native L2 or MPLS) connection to the SOCRATES core router in Owatonna).
- Centrally managed and supported through the current regional network providers.
- Include provisions for utilization of the current regional network Unified Threat Management System and Virtual Wide Area Networking including Filtering and Firewall services.
- Include SLA at or superior to levels specified in current regional network vendor agreement.

The services shall be provided for a term of two years with up to three optional one-year renewals in order to align with our current regional network contract.

Item	Service Location	Service Request
1	<p>SOCRATES Site ID # 393 / USAC EN # applied for</p> <p><b>Saint Peter High School – NEW CONSTRUCTION</b>  2121 Broadway Ave  Saint Peter, MN 56082</p> <p>Parent entity:  St. Peter Public Schools, USAC EN # 133801</p>	<p>District WAN circuit to connect the new high school currently under construction to the existing district site at</p> <p>Saint Peter Middle/High School  100 Lincoln Drive  Saint Peter, MN 56082  (SOCRATES Site ID #228 / USAC EN # 65056)</p>
<ul style="list-style-type: none"> <li>• 1 Gbps WAN Circuit connecting the two sites utilizing the existing core monitoring systems.</li> <li>• Circuit turn up estimated: April 2017</li> </ul>		
2	<p>SOCRATES Site ID # 394 / USAC EN # applied for</p> <p><b>Saint Peter Community Ed.</b>  600 S 5th St., Suite 207  Saint Peter, MN 56082</p> <p>Parent entity:  St. Peter Public Schools, USAC EN # 133801</p>	<p>District WAN circuit to connect to</p> <p>Saint Peter Middle/High School  100 Lincoln Drive  Saint Peter, MN 56082  (SOCRATES Site ID #228 / USAC EN # 65056)</p>
<ul style="list-style-type: none"> <li>• 100 Mbps WAN Circuit connecting the two sites utilizing the existing core monitoring systems.</li> </ul>		
3	<p>SOCRATES Site ID # 395 / USAC EN # applied for</p> <p><b>New Ulm High School – NEW CONSTRUCTION</b>  1600 Oak Street  New Ulm, MN 56073</p> <p>Parent entity:  New Ulm School District, USAC EN # 133795</p>	<p>District WAN circuit to connect the new high school currently under construction to the existing high school site at</p> <p>New Ulm High School  414 S Payne St  New Ulm, MN 56073  (SOCRATES Site ID #212 / USAC EN # 65042)</p>
<ul style="list-style-type: none"> <li>• 1 Gbps WAN Circuit connecting the two sites utilizing the existing core monitoring systems.</li> <li>• Circuit turn up estimated: Summer, 2016</li> </ul>		
4	<p>SOCRATES Site ID # 399 / USAC EN # pending</p> <p><b>Sibley East NEW ELEMENTARY SCHOOL</b>  625 Lincoln Avenue East  Gaylord, MN 55334</p> <p>Parent entity:  Sibley East Public School District 2310, USAC EN # 133581</p>	<p>District WAN circuit to connect the new elementary school currently under construction to the existing district site at</p> <p>Sibley East-Gaylord Elem/Junior High  500 Court Street  Gaylord, MN 55334  (SOCRATES Site ID # 335 / USAC EN # 64051)</p>
<ul style="list-style-type: none"> <li>• 1 Gbps WAN Circuit connecting the two sites utilizing the existing core monitoring systems.</li> <li>• Circuit turn up estimated: April 2017</li> </ul>		
5	<p>SOCRATES Site ID # 400 / USAC EN # 133599</p> <p><b>Administrative Services Center</b>  100 River Ridge Court  Burnsville, MN 55337</p>	

Item	Service Location	Service Request
6	SOCRATES Site ID # 401 / USAC EN # 215089 <b>Burnsville Alternative High School</b> 2140 Diffley Rd. Eagan, MN 55122	For each site, items 5 through 20, a district WAN circuit to connect the site to the district hub at Burnsville High School 600 E MN Highway 13 Burnsville, MN 55337 (SOCRATES Site ID # 398 / USAC EN # 64069)
7	SOCRATES Site ID # 403 / USAC EN # pending <b>Diamondhead Education Center</b> 200 W. Burnsville Pkwy. Burnsville, MN 55337	
8	SOCRATES Site ID # 404 / USAC EN # 64211 <b>Eagle Ridge Junior High</b> 13955 Glendale Rd. Savage, MN 55378	
9	SOCRATES Site ID # 405 / USAC EN # 64066 <b>Edward Neill Elementary</b> 13409 Upton Ave. S. Burnsville, MN 55337	
10	SOCRATES Site ID # 406 / USAC EN # 64072 <b>Gideon Pond Elementary</b> 613 E. 130th St. Burnsville, MN 55337	
11	SOCRATES Site ID # 407 / USAC EN # 64213 <b>Harriet Bishop Elementary</b> 14400 O'Connell Rd. Savage, MN 55378	
12	SOCRATES Site ID # 408 / USAC EN # 64212 <b>Hidden Valley Elementary</b> 13875 Glendale Rd. Savage, MN 55378	
13	SOCRATES Site ID # 409 / USAC EN # 64070 <b>John Metcalf Junior High</b> 2250 Diffley Rd. Burnsville, MN 55337	
14	SOCRATES Site ID # 410 / USAC EN # 64074 <b>Joseph Nicollet Junior High</b> 400 E. 134th St. Burnsville, MN 55337	
15	SOCRATES Site ID # 411 / USAC EN # 64208 <b>M.W. Savage Elementary</b> 4819 W. 126th St. Savage, MN 55378	

For each site, items 5 through 20, a district WAN circuit to connect the site to the district hub at Burnsville High School  
600 E MN Highway 13  
Burnsville, MN 55337  
(SOCRATES Site ID # 398 / USAC EN # 64069)

- 1 Gbps WAN Circuit to connect the two sites utilizing the existing core monitoring systems.
- 10 Gbps WAN Circuit to connectg the two sites utilizing the existing core monitoring systems.

**Provide pricing for both a 1 Gbps and a 10 Gbps circuit for each location.**

Item	Service Location	Service Request
16	SOCRATES Site ID # 412 / USAC EN # 63865 <b>Rahn Elementary</b> 4424 Sandstone Dr. Eagan, MN 55122	
17	SOCRATES Site ID # 413 / USAC EN # 64065 <b>Sioux Trail Elementary</b> 2801 River Hills Dr. Burnsville, MN 55337	
18	SOCRATES Site ID # 414 / USAC EN # 64073 <b>Sky Oaks Elementary</b> 100 E. 134th St. Burnsville, MN 55337	
19	SOCRATES Site ID # 415 / USAC EN # 64067 <b>Vista View Elementary</b> 13109 Co. Rd. 5 Burnsville, MN 55337	
20	SOCRATES Site ID # 416 / USAC EN # 64071 <b>William Byrne Elementary</b> 11608 River Hills Dr. Burnsville, MN 55337	
21	SOCRATES Site ID # 371 / USAC EN # 16064333 <b>Medford Public School</b> 750 2nd Ave SE Medford, MN 55049 Parent entity: Medford Public Schools, USAC EN # 133532	Network circuit to connect the site to SOCRATES Network Data Center 213 S. Oak Ave Owatonna, MN 55060 (SOCRATES Site ID # 397)
		<ul style="list-style-type: none"> <li>• 1 Gbps circuit to connect the site to the SOCRATES core router in Owatonna via Ethernet (native L2 or MPLS) and utilizing the existing core Monitoring and Unified Threat Management systems.</li> </ul>
22	SOCRATES Site ID # 398 / USAC EN # 64069 <b>Burnsville High School</b> 600 E MN Highway 13 Burnsville, MN 55337 Parent entity: Burnsville-Eagan-Savage School District 191, USAC EN # 133599	Network circuit to connect the site to SOCRATES Network Data Center 213 S. Oak Ave Owatonna, MN 55060 (SOCRATES Site ID # 397)
		<ul style="list-style-type: none"> <li>• Site is the hub site for the Burnsville Eagan Savage ISD 191 wide area network.</li> <li>• 1 Gbps circuit to connect the site to the SOCRATES core router in Owatonna via Ethernet (native L2 or MPLS) and utilizing the existing core Monitoring and Unified Threat Management systems.</li> <li>• 10 Gbps (provide pricing for both) circuit to connect the site to the SOCRATES core router in Owatonna via Ethernet (native L2 or MPLS) and utilizing the existing core Monitoring and Unified Threat</li> </ul> <p><b>Provide pricing for both 1 Gbps and 10 Gbps.</b></p>

Item	Service Location	Service Request
23	SOCRATES Site ID # 396 / USAC EN # 17004167 <b>Elysian Area Library</b> 132 East Main St Elysian, MN 56028 Parent entities: Waseca-Le Sueur Library System, USAC EN # 17004836 Traverse des Sioux Library Cooperative, USAC EN # 133758	Network circuit to connect the site to SOCRATES Network Data Center 213 S. Oak Ave Owatonna, MN 55060 (SOCRATES Site ID # 397)
		<ul style="list-style-type: none"> <li>• 100 Mbps circuit to connect the site to the SOCRATES core router in Owatonna via Ethernet (native L2 or MPLS) and utilizing the existing core Monitoring and Unified Threat Management systems.</li> <li>• Site is a member of the Traverse des Sioux (Tds) Library Cooperative and the new circuit must be integrated with Tds' existing Unified Threat Management and Virtual Network configuration.</li> </ul>

## General Information

Established in 1996, SOCRATES is a program of the South Central Service Cooperative located in North Mankato, Minnesota.

SOCRATES holds a letter of agency from each member school and library to purchase Services pursuant to this RFP procurement process; however its member schools and libraries will make all purchasing decisions, and each school and library will retain the right to purchase or decline to purchase the Services in its sole discretion. This RFP contains the requirements and specifications that must be included in any proposal. Please read through this entire document before preparing your response.

SOCRATES, for itself and on behalf of its members, reserves the right to:

- Amend, modify, or cancel this RFP or not award any contract
- Modify or add to the requirements contained in this RFP at any time after the issuance of this RFP, in which event all providers will be notified and all changes must be complied with by all providers
- Award a contract for any part of or all parts of the RFP to one or more service providers and negotiate specific terms and conditions to meet requirements consistent with this RFP
- Utilize any and all ideas submitted in any RFP proposal received
- Request that providers clarify their RFP proposals
- Purchase the most cost-effective proposal(s) but not necessarily the lowest-priced proposal(s) in accordance with Minnesota law and E-Rate rules where price of E-rate eligible services is the factor given the most points in the evaluation of the several factors considered in the evaluation process.

## Issuing Contact

The Issuing Contact is the official point of contact regarding all matters relating to this RFP. The Issuing Contact is:

David Paschke, Managing Director  
SOCRATES/South Central Service Cooperative  
2075 Lookout Drive  
North Mankato, MN 56003 Phone: 507-389-1425  
Email: [dpaschke@projectsocrates.org](mailto:dpaschke@projectsocrates.org)

Email communication is the preferred medium for all questions related to this RFP. The Issuing Contact will provide official responses to all questions submitted by email. All answers to questions submitted will be available for review on our website, <http://www.projectsocrates.org/rfp>, with all vendor-identifying information omitted, so that all prospective bidders have access to the same information.

All communication pertaining to this RFP and the underlying requested services should be directed to the Issuing Contact or the Regional Network Vendors. All communication to bidders will also originate from the Issuing Contact or Regional Network Vendors. SOCRATES is under no obligation to respond to any comments, requests or questions directed to any persons other than the Issuing Contact. Bidders may be disqualified if they fail to direct all of their communications to the Issuing Contact or the Regional Network Vendors.

## Regional Network Vendors

Respondents may need to contact the Regional Network Vendors to determine circuit and management specifications. The current SOCRATES Regional Network Vendors or Providers are Arvig and Jaguar. SOCRATES has a contract with Arvig to provide all of the current regional network services. Jaguar partners with Arvig and houses the Network Core, Network Monitoring and Support System, and the Unified Threat Management System.

Key Contacts:

### **Arvig**

Gary Williams, Network Engineering Manager

150 2<sup>nd</sup> Street SW, Perham, MN 56573

218-346-8449 (w) 218-298-2963 (c)

[Gary.Williams@Arvig.com](mailto:Gary.Williams@Arvig.com)

### **Jaguar**

Mike Wilker, CTO

Jaguar, 213 S. Oak Ave, Owatonna, MN 55060

(507) 214-0259

[mwilker@jagcom.net](mailto:mwilker@jagcom.net)

## Vendor Response

The Vendor response must include the following:

- General introduction to your company including key contacts, FCC and SPIN information.
- The monthly recurring cost for each circuit with clear identification of any E-Rate ineligible costs
- The route and endpoints for each circuit
- End equipment and handoff information
  - Entry point location and diagram
  - Diagram and description of connection between building entry (demarcation) point and local network handoff location
  - Make and model of end equipment including power requirements
    - Vendor should provide power protection as needed
- Description of how new network circuits proposed will connect to the current regional network and be managed by the current regional network vendors
- SLA description including coordination with current regional network vendor
- Delivery of Service Plan
  - General work plan with timelines
  - Completion target dates and remedies for completion targets not met
  - Testing and acceptance procedure
- Billing Process / Plan including guarantee to provide E-Rate discounted invoices
- Model Draft Contract that includes details specific to this project

All proposals must be delivered to the office of the Issuing Contact no later than 4:00 PM CST on March 30, 2016 to be considered. All proposals received after this deadline will not be opened or evaluated and will be rejected and discarded. Please include 2 hard copies of your proposal and an electronic copy. The electronic copy may be attached to an email and sent to the Issuing Contact.

Additional information concerning each of these response items follows.

## Technical Requirements and Features Sought

The Buyers (SOCRATES) seek to purchase services only and will not purchase or lease any Priority One/Category One E-Rate eligible equipment or facilities associated with this RFP. The Buyers prefer all services proposed be E-Rate-eligible as Priority One/Category One and supported as such by the current regional network vendors. Any costs for E-Rate ineligible services must be clearly indicated in the proposal. Vendor-owned on premise equipment is allowed where necessary for the Service Provider to allow the current regional network vendors to manage this new segment of the network and must be in full compliance with E-Rate rules. All monthly recurring circuit costs must include the costs associated bringing the network circuit to the appropriate handoff locations within each site and connecting to these site networks.

## Transport Medium and Type of Service

The transport medium and service type must be compatible with the current regional network. The Service Provider shall identify the transport medium for each circuit (fiber, copper, wireless, cellular, etc.). Ethernet (native L2 or MPLS) connections to the SOCRATES core router in Owatonna utilizing the existing core Monitoring and Unified Threat Management systems are required for all Network Circuits requested.



## IP Addressing

IPv4 - SOCRATES has its own ASN and owns a /20 subnet of IP Addresses that are assigned to current members of the SOCRATES Regional Network. SOCRATES will continue to utilize these established subnets for public access for SOCRATES and its members. All circuits must have the ability to route these subnets and advertise them within the network.

IPv6 -SOCRATES has also obtained its own IPv6 Subnet. All circuits must have the ability to provide and/or route and advertise these subnets within the network.

## Network Availability, Performance and Support

The Buyers seek highly reliable and highly available network transport for their schools and libraries. Each new circuit added to the network must support the protocols, services and monitoring processes already defined by the regional network. The proposed new circuits must include the ability of SOCRATES to monitor all points of demarcation within the regional network. This will require the ability to access end-point equipment via SNMP and query the availability, health and usage of the equipment through the already established network monitoring systems.

Major Service outages or failures will be repaired at no additional cost to the Buyer. Major outages include any problems that result in the total loss of data or regional network services or degradation of services to the extent that they are rendered unusable for the normal operation of the affected sites. This includes problems that are found at the local site or at the Contractor's head-end facilities.

Minor service and/or equipment problems will be repaired at no additional cost to the Buyer. Minor outages include any problems that result in the partial loss of data services or degradation of services to the extent that while still functioning, they no longer meet the performance requirements for a given site. This includes intermittent problems that are found at the local site Contractor's head-end facilities.

The Contractor will provide all preventive (scheduled) and corrective (nonscheduled) maintenance of all equipment and facilities at no cost to the Buyer. Any and all maintenance will be coordinated with the Buyer, the member sites and the regional network vendor. The Buyer reserves the right to designate suitable times and schedules for said maintenance. If the organization to conduct maintenance is any company or person other than the installing Contractor, that company or person must be identified.

## Performance Service Level Agreement

The Provider shall offer a Performance Service Level Agreement (Performance SLA or SLA), consistent with the SLA already in place for the regional network (see Appendix A), covering all circuits proposed as part of this RFP. The Performance SLA shall enforce 99.9 percent availability, high network throughput, and low latency, jitter, and packet loss. Latency resulting from jitter and packet loss on the Network that significantly degrades the quality of service for Video Conferencing, Voice-over-IP and Video Streaming shall be deemed a service outage, even if basic transport of data still occurs. Significant degradation will be identified by SOCRATES or the Buyer at the time of service degradation. Providers shall submit an SLA with the proposal response that clearly delineates how the provider will monitor and meet such performance standards. The Buyers will consider the quality, enforceability and applicability of the performance SLA in evaluating the responses. Contractual language must clearly define the SLA and include language for monetary compensation if the SLA is not met. The SLA must clearly define the refund or credit calculation methods that will be used if the SLA is not met. Measurement of the SLA will be based on daily up-time averages.

## Start of Service

The start of service shall commence at the time when all of the new circuits are operational and providing network services. If installation of equipment or build-out is necessary to provide the services, such activities must be completed in order to facilitate the use of contracted services on the start of service date. The Delivery of Service Agreement shall ensure that the contractual start of service date is July 1, 2016 unless otherwise noted for a specific circuit. Service start dates may occur earlier or later to accommodate the expiration of existing service contracts or new building construction. SOCRATES reserves the right to accelerate or delay the start date.

## Installation of Services

Service providers must offer end-to-end solutions that include all aspects of successful circuit installation and service launch, including but not limited to: planning and design; installation and configuration of on premise Priority One/Category One equipment; set up of materials such as patch cords, equipment racks, connections, inner duct and fiber extensions; and coordination of permits, licenses, make-ready, tower rentals, pole rentals, rights-of-way, applications, etc. The provider must bring the circuit to the demarcation point and to the appropriate location inside the building making connection to the schools or libraries local network equipment. All E-Rate eligible installation costs must be clearly disclosed and included in the service price. Please specify any installation requirements, (including inside conduit, outside conduit, rights-of-way, extra equipment, power requirements, climate control, etc.) which will be the responsibility of the buyers and not the responsibility of the provider. Any additional costs and requirements of the Buyers must be specifically and fully disclosed. SOCRATES prefers that all costs be E-Rate Category 1 Eligible and be included in the monthly recurring cost of the circuit.

## Project Plan and Delivery of Service Agreement

A concise project plan must be submitted with the response to this RFP, delineating the timeline leading up to and including the target service start date. Providers must propose a realistic plan that identifies the start date for each type of service to each location. The project plan should include processes and timelines for on premise installations and testing.

While the circuits will be live for testing purposes prior to the anticipated service start date/go-live target date, no billing or service delivery may begin before the service start date or before the date the applicable service is fully functioning and operational, whichever is later. These “go-live” dates should be used in the Delivery of Service Agreement proposed by the provider. If the provider misses a service “go-live” date for any of the components (or sub-components required for the service to work properly and completely) the provider will be subject to late penalties pursuant to the Delivery of Service Agreement. Regardless of whether the Internet service and connectivity service are provided by the same vendor or different vendors, providers cannot start billing for transport services to individual sites until the Internet service is first installed, tested and accepted by the Buyers. The service provider shall provide a network testing and acceptance plan as part of the Delivery of Services Agreement.

## Discounted Billing

The Vendor shall provide the Buyer with a monthly invoice in PDF format and a corresponding data file in a Microsoft Excel, comma-separated values, tab-delimited, or similar format with fully itemized line-item detail by service for each circuit and for all charges listed on the invoice. The vendor shall indicate in the invoice data file for each line item whether (1) the item is for monthly recurring or nonrecurring charges, and (2) the item is for E-Rate-eligible or ineligible charges. Further specifics of the invoice data file will be provided as part of the contract negotiation process.

SOCRATES is seeking Service Provider Invoicing to USAC for E-Rate Discounts and prefers monthly billings. E-Rate discounts will be presented by the service provider on all monthly bills. In accordance with E-Rate regulations, all billable entities will require that the service provider submit monthly billings reflecting the discounted rate authorized by the E-Rate program administrator, with no additional administrative charges. Taxes and fees must be included in the proposal pricing for each circuit or service. Failure to include taxes and fees in Respondent's pricing at current rates makes it difficult to compare the non-compliant provider's submission to other providers to determine the lowest-priced proposal and may be grounds for rejection of an otherwise complete proposal. Providers will be required to pay any taxes or fees not included in their proposal, with the exception of taxes or fees first imposed by government entities after the contract award date.

## Appendix A SLA from Current Regional Network Provider

Service	Description	Objective	Measurement	Service Outage Credit per	
Mean Time to Repair (MTTR)	Time that Service remains unrepaired due to a Service Outage	4 hours	Per Incident	5% of MRC for each full 8-hour period	
Ethernet Service Availability	Time that Service is available (i.e. unaffected by a Service Outage)	Standard and/or Unprotected = 99.9%	One (1) Month	10% of MRC plus additional 25% MRC if Arvig fails to cure within 30 days	
IP Service Availability	Time that Service is available (i.e. unaffected by a Service Outage)	99.9%	One (1) Month	10% of MRC plus additional 25% MRC if Arvig fails to cure within 30 days	
Loss	Packet loss (occurring when one or more packets of data traveling across the Arvig Network fail to reach their destination based on Arvig's measurements) averaged among pairs of core routers within an Arvig Network region.	99.9%	One (1) Month	Less than 4 hours	None
				Between 4 and 8 hours	10% of MRC of affected circuit
				Between 9 and 12 hours	20% of MRC of affected circuit
				More than 12 hours	30% of MRC of affected circuit
Throughput	The amount of data that can be passed along a communications channel in a given period of time.	>=90% of Contracted Rate	One (1) Month	25% MRC if Arvig fails to cure within 30 days	
Latency	Average roundtrip time for packets to travel among pairs of core routers within a specified region, as measured by Arvig, which exceed the following values for a sustained period of two (2) or more hours.	50 ms	One (1) Month	Less than 4 hours	None
				Between 4 and 8 hours	10% of MRC of affected circuit
				Between 8 and 12 hours	20% of MRC of affected circuit
				More than 12 hours	30% of MRC of affected circuit

**LATENCY-** Ethernet Frame Delay (referred to herein as "Latency"), as it relates to the Services, is defined by Arvig as the time elapsed from when the first bit of an Ethernet frame enters the ingress User Network Interface (UNI) to when the last bit of the same frame leaves the egress UNI. Latency shall be averaged on a monthly basis and the Service Level Objective for Latency above is applicable to Ethernet

**LOSS-** Ethernet Packet Loss Ratio (referred to herein as "Loss"), as it relates to the Services, is defined by Arvig as the percentage of Ethernet packets/frames that arrived successfully at an ingress UNI and should have been delivered to an egress UNI, but were not. Loss shall be averaged on a monthly basis and the Service Level Objective for Loss above is applicable to Ethernet frames that traverse a single Arvig Metro Ethernet Network and are "in-profile" (conform to the performance attributes of the Service).