

RFP #2020-10 Vendor Questions

****We have extended the RFP vendor question deadline to Monday, August 31, 2020 to ensure all vendors get their questions answered.**

Pre-Proposal Conference

Recording

https://Region10.zoom.us/rec/share/ZJ_FO3NxnXLGYXcx26PfgosPL7qT6a81SRPr_oNxE1jHlzxzBuKaleusERfcMQI

Password: @=2+CX*+

Q: For bi- or multilingual instruction support:

- * What languages are you wanting to have available? **English & Spanish at minimum. Can provide a more comprehensive list of supported languages.**
- * Will this be for both verbal and written? **Written and online support should be available in both English and Spanish.**
- * Will we need to leave collateral documentation with the student after the installation? **Yes**
- * Does the support only need to cover the internet connection itself? Need to cover troubleshooting to the student devices? **Support only for the Internet connection.**

Q: On the "Estimated Student Households" chart:

- * What type of students make up those #'s? Low income? Reduced lunch program? Just a normal student? **Coalition Districts serve diverse student populations. Any income level is considered normal. 90% of Dallas ISD students are economically disadvantaged.**
- * Does every student get a connection no matter their financial status? **Educational institutions will determine their own eligibility criteria and applicability.**
- * These are just a sample of the potential #'s of students? Some of the ISD #'s are way too low.
- * Why are some ISD's missing? Is this program for only certain ISD's? Or did the chart just not include all the ISD's and it was just a sample? **Just a sample.**
- * Will the ISD be the one that gives us the real list of # of students to serve? How will we get notified of students we need to provide service to? **The educational institutions may provide lists subject to applicable non-disclosure or appropriate data sharing agreement.**
- * Will we have to be able to service 100% of the students that are requested? Will we have access to that list before the bid? From our experience, just because the student goes to a particular ISD, does not mean they live around that ISD. We've seen students live miles away, sometimes whole towns away. **Bidders are not required to meet 100% of the student populations for all educational institutions.**

Q: From notification to install, what is the timeframe to get that student online? We're talking tens of thousands of students to get connected, so it will take time to install.

Bidders should propose a plan or schedule based on its capacity.

Q: From award date, will we only get paid on the student connections we install and activate?

All contracts will be executed between the awarded vendor and educational institution. Vendors should work directly with each institution to define payment and invoice arrangements.

Q: Will installation services be paid for? What about disconnect fees for equipment pickup?

All costs associated with providing service(s) should be factored in and documented in the vendors RFP response. This will expedite the overall evaluation of each bid received.

Q: In what kind of format are you wanting the providers to show what areas/locations they can and cannot provide services? Just general verbiage? Google Earth KMZ? Do we have to provide coverage for the entire county? Or can we only state certain parts of the County where we provide service to?

Map data is preferred, Google Earth or KMZ identifying which areas the bidder covers.

Q: What will the payment arrangements be? Submit an invoice monthly with NET terms, and if so, what are the terms? Payment made via what method? Do we submit a monthly invoice? Yearly invoice?

All contracts will be executed between the awarded vendor and educational institution. Vendors should work directly with each institution to define payment and invoice arrangements.

Q: On the CIPA content filter, can you give appropriate examples that showcase what is acceptable to block and what not to block?

All proposed solutions must have technology measures in place to block or filter Internet access to pictures that are obscene, child pornography or harmful to minors (for computers that are accessed by minors). Vendors should submit how their proposed solution(s) meet CIPA compliance as a part of their RFP response.

Q: Do you need content filter reporting? What all reporting needs to be done and for whom? Do we need to produce daily, weekly, and/or monthly reports on each student connection activity?

Content filter reporting is not required but may be considered in qualitative scoring. Utilization data should be provided monthly, at minimum.

Q: Can we utilize the ISD's fiber connection or do we need to transport all the traffic across our upstream providers? Do we need to cross connect to the ISD network for the ISD IT team to manage the student internet activity?

This will need to be a discussion between the awarded vendor and the educational institution. If there are additional costs involved then the vendor should include those costs as a part of the vendor response.

Q: What all compliance reporting needs to be done?

Educational institutions are responsible for CIPA, HIPAA, FERPA compliance reporting. Providers would be responsible for any other compliance objectives.

Q: Can a Consortium bid on the RFP? If won, allow the individual members to provide service for the County where they won?

Region 10 will be awarding to any company, corporation, partnership or individual entity and how those entities propose to provide services to educational institutions should be part of their RFP response.

Q: On the Creative Partnership Solutions section, Could you give an example of what could be applicable?

Collaboration to build or upgrade infrastructure in underserved communities. Public/Private partnerships. Wireless solutions may also be considered as an alternative.

Q: On the proposed account management, are you needing the ISD, Region, etc. to have access to this solution to help manage their students? Does the ISD, Region, etc. need ability to see if the students are online/offline?

That may be helpful, depending on the specific support model proposed.

Q: Where do we submit the bids to?

All bid responses must be physically received at the following address no later than Friday, September 4, 2020 at 2:30pm: (Staff will be available to accept deliveries)

Region 10 Education Service Center (Entrance C)
RFP #2020-10
Attention: Sue Hayes
400 E. Spring Valley Rd.
Richardson, Texas 75081

Q: For other Counties that we can service that are not part of the Region 10 RFP, what's the likelihood that they could be approved? Even if they are in the Region 10 area?

RFP #2020-10 is open to all educational institutions in the state of Texas. The only requirement necessary to take advantage of an award as a part of RFP #2020-10 is to execute an Interlocal Agreement between the educational institution and Region 10.

Q: Are original signatures required?

One of the copies should have original signatures as a part of your RFP response.

Q: How does the evaluation criteria apply to reverse auction process?

The reverse auction process, if necessary, would rank proposals based on the RFP evaluation criteria. It ends up being a combination of quality and cost. Each vendor would have the opportunity to come back with a lower cost as a part of that process.

Q: Is Region 10 just acting as a broker for this RFP process?

Yes. Region 10 does all of the leg work on behalf of educational institutions to ensure that they are procuring services that meet their needs and provide the best overall value. Once awards have taken place, an executed Interlocal Agreement between Region 10 and the institution is all that is needed to move forward in the procurement process directly with vendors.

Q: So the funding is not really coming from the Region? Coming from ISD directly? No private funding?

All funding would be coming from the educational institutions.

Q: How accurate are the quantities listed on the RFP? It reads as if 76K will be ordered...is that a guaranteed quantity?

It is not a guarantee but a starting point

Q: Can you provide the Zip code with breakdown of students?

Please utilize the link below to assist with the breakdown of students:

<https://public.tableau.com/profile/the.commit.partnership#!/vizhome/CommunityResourceandAs setMap-NorthTexas/Dashboard1>

Q: How does this initiative align with Operation Connectivity?

The Dallas Region Coalition Members is a subset of the overall Operation Connectivity initiative.

Q: Will there be e-rate funding for this project?

Unfortunately, there is no e-rate funding for this effort currently.

Q: What is the deadline for questions?

Monday, August 24

Q: Are there any insurance requirements?

Yes, basic minimum requirements of the awarded vendor are outlined below. A Certificate of Insurance will be required from the winning vendor.

TYPES OF INSURANCE COVERAGE	LIMITS OF LIABILITY
1. Workers Compensation	Statutory
2. Employer's Liability	\$500,000 each accident \$500,000 disease policy limit \$500,000 disease each employee
3. Commercial General Liability	\$1,000,000 combined single limit policy aggregate \$500,000 combined single limit each occurrence

Q: On the pre-proposal call, it was stated that you required original signatures on at least one copy. In this time of COVID-19, will Region 10 accept DocuSign documents where needed in lieu of original signatures?

Region 10 will accept DocuSign documents in lieu of original signatures.

Q: Can the vendor bill the transaction fee as a separate line item?

Yes. The vendor can list the fee as a separate line item on the invoice.

Q: What documentation is required to demonstrate compliance with all consumer protection and net neutrality standards?

The vendor must provide a certified statement as a part of their response that they are, will be, and intend to remain, compliant with such standards.

Q: If the vendor has engaged in lobbying activities, what do I need to do to ensure compliance with the RFP process?

The vendor should complete the Lobbying Disclosure Form that is posted on the Region 10 bids webpage and submit it with their RFP response.

Q: Can you clarify what triggers the application of the 2.5% transaction fee by explaining the circumstances under which the fee will be applied to the winning bid and when it will not? If triggered, will the 2.5% transaction fee apply to all charges for the life of the contract?

2.5% applies for the life of the contract if a reverse auction is used. The 2.5% is invoiced monthly from Procurex to the winning supplier/s as products/services are provided (based on contract utilization), not all due up front.

Q: If we're presenting a proposal for multiple ISD's and multiple Counties, do you want them all in 1 master proposal? Or each ISD has its own dedicated proposal?

Vendors have the flexibility to submit an RFP response as a master proposal or individually.

Q: If we know that the incumbent cable/fiber provider will beat our proposal, will it be acceptable to just state in the proposal that we can service where they can't? Just don't define the service area? So, as an example, we want to present a proposal for Grayson County and CableOne/Sparklight is the incumbent in this area. While we can service where CableOne does, I know there are students in areas where they don't have coverage, or not very good service.

Vendors can submit their RFP proposal however they see fit and identify any areas that you want to include/exclude as a part of that proposal.

Q: Regarding the reverse auction process, will we know who we are bidding against?

Vendors are not able to see who the other vendors are during the reverse auction process.

Q: Our company serves 15 counties in central/west Texas. We do not have service in the RSC10 area. In looking at the RFP, I was a little confused if this was also available to schools outside of RSC10. Should our company respond to the RFP? We have FTTH service to all our customers and schools over a 3,200 square mile area. We serve rural Texas and there are no homes without service unless they just do not subscribe to it for whatever reason. It could appear that if we do not respond that another provider could say they have coverage in our counties and get listed as a point of reference and appear to be the only provider.

All vendors within the state of Texas can submit proposed pricing for their geographical area. This information will be shared with TEA to help inform the level of connectivity across the state. Additionally, if there are any districts in your area that need to purchase connectivity for any of their students, they could do an Interlocal Agreement with Region 10 to access your pricing/services through the Region 10 bid.

Q: Would you consider awarding only parts of this RFP such as the help desk/trouble reporting?

Partial awards are possible but not guaranteed. I would encourage vendors to submit their bid response and it will be evaluated based upon the criteria defined in the RFP.

Q: If you have not engaged in lobbying, does the Disclosure of Lobbying Activities form need to be filled out and submitted with our bid?

The Disclosure of Lobbying Activities is not required if one has not engaged in lobbying.