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**GOVERNMENT OF
THE VIRGIN ISLANDS OF THE UNITED STATES**

**Request for Proposal – Negotiation
Professional Services**

To:

Date: December 14, 2018

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RFP No. 008-T-2019 (P)

Pursuant to 31 V.I.C. 239 (a) (4) and Rules and Regulations thereunder issued, the Government of the Virgin Islands, herein after referred to as GVI, Department of Property and Procurement will receive proposals for the work described below. Proposals will be received no later than **DATE: Tuesday February 5, 2019@ 4:00 o'clock p.m.** Atlantic Standard Time.

DESCRIPTION OF WORK:

To Solicit Providers for Wide Area Network and Internet Services for the Department of Education in the U.S. Virgin Islands

SCOPE OF SERVICES:

See Attached Department of Education RFP

NEGOTIATED PROCEDURES:

The Commissioner of the Department of Property and Procurement will appoint a Selection Committee to assist in the evaluation and selection of the Contractor. Accordingly, current data on qualifications and performance should be submitted with proposals. After reviewing the qualifications and proposals the Committee will select for discussions from the firm/s or person/s considered not less than three (3), in order of preference, **deemed to be most highly qualified to provide the services herein required.** Discussions will be conducted successively and severally with the firms or persons so selected the anticipated concepts and the relative utility alternative methods of approach for furnishing the services hereunder.

FACTORS FOR DISCUSSIONS

Selection criteria will include **(i)** Professional qualification, registration and general reputation of principals of the firm or person; **(ii)** the extent to which the firm or person specializes in or has provided services of a type and scope similar to the hereunder; **(iii)** familiarity with the location (s) in which services will be performed; **(iv)** capability of meeting schedules; and **(v)** quality of performance on other similar projects.

NEGOTIATION:

The Selection Committee shall recommend to the Commissioner **the highest qualified firm or person with whom a contract shall be negotiated.** The Commissioner, with the assistance of the Selection Committee, shall attempt to negotiate a contract with such firm or person.

Should the Commissioner be unable to negotiate a satisfactory contract with the firm considered to be the most qualified, at a price he determines to be fair and reasonable to the Government, negotiations with that firm will be formally terminated. Negotiations will then commence with the second most qualified, the third most qualified or additional firms, in order of preference, and shall continue until an agreement is reached.

Lloyd T. Bough, Jr.
Commissioner
Property and Procurement

INSTRUCTION TO PROPOSERS

A. NOTICE

RFP-008-T-2019 (P) To Solicit Providers for Wide Area Network and Internet Services for the Department of Education in the U.S. Virgin Islands

Information provided in the scope of work is to be used only for purposes of preparing a proposal. It is further expected that each bidder will read the scope of work thoroughly, for failure to meet certain specified conditions may invalidate the proposal.

The Government of the Virgin Islands, herein after referred to as GVI, reserves the right to reject any or all proposals or any portion thereof and to accept the proposal deemed most advantageous to GVI. Price shall not be the sole criterion of awarding this project. Scope and quality of work proposed and the ability of the bidder to complete this type of project shall also be considered.

Applicants are requested to submit proposals on the basis of the scope of work. Alternative proposals recommending new features and technology other than that requested in the scope of work will receive consideration providing such new features and/or technology is clearly explained. Any exceptions to the requirements requested herein must be clearly noted in writing and be included as part of the proposal.

The information contained herein is believed to be accurate, but is not to be considered in any way as a warranty. Request for additional information clarifying the Scope of Work should be directed in writing to **Deputy Commissioner of Procurement, Dynell R. Williams** at dynell.williams@dpp.vi.gov.

B. STATEMENT OF PURPOSE

To assist the Government of the Virgin Islands in meeting the requirement for the following services: **RFP-008-T-2018 (P) To Solicit Providers for Wide Area Network and Internet Services for the Department of Education in the U.S. Virgin Islands**

C. PROPOSE SCOPE OF WORK

See Attached Department of Education RFP

D. TIMETABLE

1. Last day to request written clarification will be **Monday, January 7, 2019 @ 4:00 p.m.** Atlantic Standard Time.
2. Proposals will be accepted by Department of Property and Procurement, no later than **Tuesday, February 5, 2019 @ 4:00 pm** Atlantic Standard Time.

E. SUBMISSION OF PROPOSAL

All interested parties shall submit *one* (1) original and *five* (5) copy sets of proposals, which are to be delivered to the Department of Property and Procurement no later than **DATE: Tuesday, February 5, 2019 @ 4:00 p. m.** Atlantic Standard Time.

They shall be addressed to:

Lloyd T. Bough, Jr.
Commissioner
Property & Procurement
8201 Subbase, 3rd Floor
St. Thomas, Virgin Islands 00802

THE SEALED ENVELOPE CONTAINING THE PROPOSAL MUST HAVE THE FOLLOWING INFORMATION WRITTEN ON THE OUTSIDE OF THE ENVELOPE OR PACKAGE:

SEALED PROPOSALS-DO NOT OPEN

RFP-008-T-2018 (P)

(Name of Bidder)

(Mailing Address of Bidder)

(Telephone Number of Bidder)

(Fax Number of Bidder)

Where proposals are sent by mail, the bidder shall be responsible for their delivery to Department of Property & Procurement before the date and time set for the closing of acceptance of proposals.

F. WITHDRAWALS OF PROPOSAL

A proposal may be withdrawn at any time prior to the time specified as the closing time for acceptance of proposals. However, no proposal shall be withdrawn or canceled for a period of thirty (30) days after said closing time for acceptance of proposals nor shall the successful provider withdraw, cancel or modify the proposal, except at the request of GVI after having been notified that said proposal has been accepted by GVI.

G. INTERPRETATION OF SPECIFICATIONS

If any person contemplating submitting a proposal requires clarification of any part of the scope of work, he/she may submit to the GVI a written request for an interpretation thereof to the **Deputy Commissioner of Procurement, Dynell R. Williams**. GVI will not respond to questions received after the above established date. The person submitting the request will be responsible for its prompt delivery. Any interpretation of the scope of work will be made in writing to all prospective providers. Oral explanations will not be binding.

H. CONSIDERATION OF PROPOSAL

The Commissioner of Property and Procurement shall represent and act for GVI in all matters pertaining to the scope of work and contract in conjunction therewith. **This RFP does not commit GVI to the award of a contract, nor pay of any cost incurred in the preparation and submission of proposals in anticipation of a contract. GVI reserves the right to reject any or all proposals and to disregard any informality and/or irregularity in the proposal when, in its opinion, the best interest of GVI will be served by such action.** Proposals failing to provide some of the items in the scope of work shall not be rejected per se but any deviations from the scope must be clearly noted.

I. ACCEPTANCE OF PROPOSALS

GVI will notify in writing acceptance of one of the proposals. Failure to provide any supplementary documentation to comply with the respondent's proposal may be grounds for disqualification.

J. CONTENTS OF PROPOSAL

The following is a list of information to be included in the written proposal.

Failure to comply with all the requirements as outlined, may disqualify the applicant.

1. Introductory Letter about the applicant:
 - a. Name, address, email, and telephone numbers
 - b. Type of Service for which individual /firm of qualified
2. Organization:
 - a. Name/Addresses of Principals of Firm
 - b. Names of key personnel with expertise of each and length of time in organization
 - c. Number of Staff available for project (Local and Off-Territory)
 - d. Copy of Articles of Incorporation
 - e. Copy of Certificate of Resolution
 - f. Copy of Valid Business License
3. See Department of Education RFP Sections I and N
4. Outside consultants that will be retained for this project and percentage of to be subcontracted.
5. Project experience:
 - a. List of completed projects and estimated cost of each.
 - b. Current projects underway; scope; percentage completed to date and estimated cost of each.
6. Project References: (including a notarized written consent from the authorized representative which must include: name; telephone number; and email address).
7. Project Approach:
 - a. Describe how you will approach this project and availability to perform the services requested.
8. **Cost: Cost Proposal (*one (1) original and four (4) copy sets of proposals*) must be submitted in a separate sealed envelope.**

K. CONFLICT OF INTEREST

A proposer filing a proposal hereby certifies that no officer, agent or employee of GVI has a pecuniary interest in this proposal or has participated in

contract negotiations on behalf of GVI; that the proposal is made in good faith without fraud, collusion, or connection of any kind with any other Bidder for the same request for proposals; the Bidder is competing solely in its own behalf without connection with, or obligation to, any undisclosed person or firm.

L. LICENSE REQUIREMENT

An award will not be made to any firm or individual doing business in the Virgin Islands with the Government of the Virgin Islands until evidence is submitted that said firm or individual has a valid Virgin Islands Business License. Bidders must submit hard copy of a valid Virgin Islands Business License within ten (10) business days after award. All Bidders bidding as Joint Ventures must be licensed as a Joint Venture in the Virgin Islands.

M. REQUIRED DOCUMENTS

1. See Department of Education RFP Section I- Contract Document Requirements
2. Bidder must provide liability insurance within ten (10) business days after award.
3. **FAILURE TO PROVIDE THE CERTIFICATES WITHIN THE STATED TIME PERIOD MAY RESULT IN THE PROPOSAL DEEMED NON-RESPONSIVE AND MAY BE IMMEDIATELY DISQUALIFIED WITH NO FURTHER CONSIDERATION GIVEN FOR POTENTIAL AWARDING OF THE CONTRACT.**

N. REQUIREMENTS FOR CORPORATION

1. See Department of Education RFP Section 1 – Contractual Requirements.



THE VIRGIN ISLANDS DEPARTMENT OF **EDUCATION**

1834 Kongens Gade
St. Thomas, U.S. Virgin Islands

**REQUEST FOR PROPOSALS (RFP)-
FOR
E-RATE FUNDING YEAR 2019
(July 1, 2019 – June 30, 2020)
TELECOMMUNICATION SERVICES-
WIDE AREA NETWORK (WAN)
& INTERNET ACCESS**

November 13, 2018

A. GENERAL INFORMATION

A. PURPOSE / OVERVIEW

- 1. Purpose/Overview:** The purpose of this Request for Proposals (RFP) is to seek qualified service provider(s)/vendor(s) with the knowledge, experience, and expertise to provide Wide Area Network Infrastructure Services and Internet Access for the Virgin Islands Department of Education (VIDE).
- 2. Categories of Services:** This RFP is requesting proposals for Category One Telecommunication services. Respondents may elect to limit their proposals to a single service within this category, or both services. **Proposers may respond to one or more of the requested services. If a Proposer is responding to more than one category of service, a separate proposal and proposed pricing for each service must be developed and submitted, unless a single proposal combines multiple services as a more cost-effective solution.** One or more proposer may be selected to provide the services outlined herein.

B. BACKGROUND

Virgin Islands Department of Education

The Commissioner of Education heads the Virgin Islands Department of Education, including the Virgin Islands Public School System. The Territory of the United States Virgin Islands is divided into two (2) school districts – the St. Thomas-St. John school district and the St. Croix school district. The two (2) school districts are managed and directed by Insular Superintendents with the day-to-day operations of each school district being managed with district offices on St. Thomas and St. Croix. The following contains additional information concerning the two (2) school districts:

ST. THOMAS/ST. JOHN SCHOOL DISTRICT	Number
Schools	12
Elementary Schools	7
Middle Schools	2
Junior High School	1
High Schools	2
Programs	3
Day Adult Program	1
Skill Center	1
Alternative Ed Program	1
Total Schools and Programs	15
Number of Students	5,712*
ST. CROIX SCHOOL DISTRICT	
Schools	5
Elementary Schools	3
High Schools	2
Junior High	0

Programs	3
Adult Ed	1
Alternative Ed	1
Career and Technical Ed	1
Total Schools and Programs	23
Number of Students	5,487
<u>BOTH DISTRICTS</u>	
TOTAL NUMBER OF VIDE REGULAR K-12 SCHOOLS	17
TOTAL NUMBER OF PROGRAMS	6
TOTAL NUMBER OF STUDENTS	11,199*
TOTAL NUMBER OF TEACHERS/ADMINISTRATORS	1,225*

On the island of St. John, one (1) school serves the elementary and middle school student population. The senior high school students from the island of St. John are served by schools on the island of St. Thomas.

The Office of Instructional Technology has been designated and will serve as the VIDE liaison on this project.

C. ADMINISTRATIVE STRUCTURE

Honorable Sharon A. McCollum, Ph.D. heads the Virgin Islands Department of Education. The Department has two (2) school districts, the St. Thomas-St. John School District, and the St. Croix School District that are managed and directed by Insular Superintendents. The official physical and mailing to be used for any correspondence or delivery of paper reports address for the VIDE is as follows:

Virgin Islands Department of Education
1834 Kongens Gade
St. Thomas, US Virgin Islands 00802-6742

D. E-RATE PROGRAM BACKGROUND AND REQUIREMENTS

History of the Program

The Universal Service Fund was established in 1934 as a part of a telecommunications act enacted to ensure that all citizens have access to “rapid, efficient, nationwide...communications services with adequate facilities at reasonable charges.” E-Rate, which stands for “Education Rate” was established by the Snowe-Rockefeller amendment to the Telecommunications Act of 1996 and provides affordable access to telecommunications services for all eligible schools and libraries in the United States. The program provides discounts from 10% to 90% on telecommunications services, Internet access and internal wiring installation and maintenance.

Program Administration

The Schools and Libraries Division (SLD) of the Universal Service Administrative Company (USAC) administers the E-Rate program. USAC is an independent, not-for-profit corporation

that operates under the direction of the Federal Communications Commission (FCC). USAC administers the Universal Service Fund, which was created by the Telecommunications Act of 1996 to ensure that consumers in all states and territories of the United States have access to quality telecommunications and information services at affordable rates. Before each new funding year, the FCC reviews the list of services and equipment eligible for E-rate discounts and adds, deletes and/or modifies items as it sees fit. To review the FCC's Eligible Services List, go to: <https://www.usac.org/sl/applicants/beforeyoubegin/eligible-services-list.aspx>

The Universal Service Administrative Company's E-Rate program has two (2) categories of service for which funds are available include:

Category One:

Category One services can be generally defined as services needed to support broadband connectivity to schools and libraries. Specifically, eligible Category One services are such as data transmission services and Internet access and voice services. This category consists of the services that provide broadband to eligible locations including data links that connect multiple points, services used to connect eligible locations to the Internet, services that provide basic conduit access to the Internet and voice and telephone dial-up services.

Category Two:

Category Two Services are generally defined as the equipment and services needed for E-Rate Support. Category Two services are inclusive to internal connections needed for broadband connectivity within schools and libraries. Support is limited to the internal connections necessary to bring broadband into, and provide it throughout, schools and libraries. These are broadband connections used for educational purposes within, between, or among instructional buildings that comprise a school campus and basic maintenance of these connections, as well as services that manage and operate owned or leased broadband internal connections.

The following table details the categories of services and the eligible components.

Vendor Qualification

Universal Service (E-Rate Program) Requirements

To warrant consideration for an award of contract resulting from this Request for Proposals, vendors must agree to participation in the Universal Service Support Mechanism for Schools and Libraries (commonly known as the “E-rate” Program), as provided for and authorized under the federal Telecommunications Act of 1996 (47 U.S.C. § 254, “Universal Service”). Vendors acknowledge that any contractual relationship resulting from this solicitation of proposals may be partially or entirely dependent upon the successful receipt of Universal Service Fund (“USF”) subsidies. To ensure compliance with all applicable USF regulations, program mandates and auditing requirements, vendors must comply with the following:

o **USF Knowledge**

Vendor shall have, at a minimum, a working knowledge of the federal E-rate Program. Vendor must submit with its proposal a written statement explaining how it acquired that knowledge and listing its E-rate Program-related experience.

o **USF Registration**

Vendor shall submit with its proposal a valid Service Provider Identification Number (“SPIN”) and a valid Federal Communications Commission Registration Number (“FCCRN”). Call the SLD at 888-641-8722, or access their web site at [for additional information.](#)

o **USF Participation**

Vendor shall agree to participate in the E-rate Program and to cooperate fully and in all respects with VIDE, the Universal Service Administrative Company (“USAC”), and any agency or organization administering the E-rate Program to ensure that VIDE receives all of the E-rate funding for which it has applied and to which it is entitled in connection with Vendor’s services and/or products.

o **USF Documentation**

Vendor shall provide VIDE’s staff and/or any entity legally acting on behalf of the Department, including but not limited to consultants, within a commercially reasonable period of time, all of the information and documentation that the Vendor has, or, that Vendor reasonably can acquire that VIDE may need to prepare its E-rate applications and/or to document transactions eligible for E-rate support.

o **Invoicing Procedures**

Vendor shall itemize, price, and invoice separately any materials or services that are ineligible for E-rate funding. Vendor must include the following information on all invoices to VIDE for E-rate eligible equipment and/or services:

- Date of invoice
- Date(s) of service
- Funding Request Number (“FRN”)
- Vendor’s signature on invoice attesting to the accuracy and completeness of all charges

- Detailed description of services performed and materials supplied that matches Government of the Virgin Islands, Virgin Islands Department of Education's (VIDE) contract specifications, Form 470 and Form 471 descriptions of same
- Clear, concise breakdown of amount(s) to be billed to USAC (discounted portion of eligible charges) and amount(s) to be billed to VIDE (non-discounted amount of eligible charges)
- Invoice on Vendor's letterhead or on a Vendor-generated form
- District's Billed Entity Number
- District's Federal Communications Commission Registration Number
- Proper E-rate discount percentage as set forth by the applicable FRN and USAC funding commitment decision letter ("FCDL")

- **Delayed USF Funding Commitment**
 Vendor understands that, due to circumstances beyond VIDE's control, VIDE may not receive an E-rate funding commitment by the beginning of the E-rate funding year, July 1, for the services it intends to purchase from Vendor during that funding year.
 - Retroactive Invoicing
 When E-rate funding is approved, Vendor shall invoice USAC for the discounted amount VIDE is owed retroactive to July 1st of the funding year or to whenever approved service to VIDE began, whichever date is later.

- **USF Audit and Document Retention Requirement**
 Vendor shall maintain all bids, quotes, records, correspondence, receipts, vouchers, delivery information, memoranda and other data relating to Vendor's services to VIDE. All such records shall be retained for ten (10) years following completion of services and shall be subject to inspection and audit by VIDE or other authorized entities and/or persons. Vendor shall include in all subcontractor agreements for services, provisions requiring subcontractors to maintain the same records and allowing VIDE and other authorized entities and/or persons the same right to inspect and audit those records as set forth herein.

In addition to the foregoing, Vendor will create, implement and enforce an internal E-rate audit process that ensures that Vendor complies with all E-rate program rules and regulations. This process must include the following:

- Separating ineligible project management and other professional services costs, if any, from other charges
- Where labor is involved, maintaining detailed, signed individual timesheets
- Ensuring that ineligible charges are not submitted to USAC
- Invoicing to USAC that is consistent with the contract and VIDE's Form 470 and Form 471
- Ensuring that services or products are not provided to VIDE without District's express written permission or official purchase authorization
- Ensuring that District-approved substitute services or products are prominently noted on invoices submitted to USAC and VIDE

- Where applicable, non-recurring services provided prior to September 30th and recurring services provided prior to June 30th
- Supporting documentation sufficient to evidence that what was approved per the FCDL and provided to VIDE, was actually provided to VIDE and when
- If E-rate eligible services and/or installation or equipment costs are included as part of a larger contract or service/equipment billing, support for the allocation of E-rate eligible amounts and reconciliation of that total to the total amount billed
- If E-rate eligible services or equipment are allocated to multiple sites, support for the allocation consistent with the amount and locations identified in the Form 471
- Documenting that E-rate funded services were provided within the allowable contract period and program year
- Charging proper FRN(s)
- Ensuring that invoices and USAC forms are submitted to VIDE in a timely manner
- Ensuring that USAC forms are filled out completely, accurately and on time
- Ensuring that Forms 472 are signed/dated by vendor's representative in a timely manner
- Maintaining fixed asset list of E-rate-supported equipment provided to VIDE with detailed information for each item (model number, serial number, product description) and made available to VIDE in electronic format

VIDE APPLICABLE DISCOUNT	85%
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E. CONTRACT TYPE

The contract awarded under this RFP will be for professional services. No payments in advance or in anticipation of services or supplies to be provided under the contract shall be made by the Government.

Proposers are put on notice that if awarded a contract for professional services, proposer is expected to enter into a written Contract for Professional Services with the Government of the Virgin Islands, Department of Property and Procurement on behalf of the Department Education. The Contract will contain, among other mandatory provisions, provisions regarding the E-Rate Program Background and Requirements and the Scope of Services contained herein, and any other negotiated for and accepted provisions.

F. CONTRACT TERMS

Unless otherwise agreed pursuant to negotiations, the term of each contract awarded under this RFP shall be for a two-year (2) period commencing July 1, 2019 and ending June 30, 2020, with the Government having two (2) one-year options to renew upon mutual agreement of the parties and subject to the availability of funds. The VIDE will notify selected contractor(s) of its intention to exercise any option to renew the contract prior to the expiration of the term. Cost proposals must include costs for option to renew periods. Updated statements of work may be

requested for each renewal period.

G. CONTRACT TERM MODIFICATION

The Government reserves the right to extend or abbreviate the contract period if such extension or abbreviation is necessary to make the Contract term coincide with an E-rate “program year” or an extended service end date for an E-rate program year pursuant to a “service delivery deadline extension,” as those terms are defined by the FCC and/or USAC.

H. CONTRACT CANCELLATION

If the SLD denies the VIDE’s E-rate funding request, the Government reserves the right to cancel and terminate for that reason any contract with vendor(s) entered into pursuant to this RFP. In no event will the Government be held liable for any express or implied guarantees. The Government may also terminate the contract with or without cause upon the thirty (30) days notice to the selected contractor(s).

I. SELECTION OF CONTRACTOR

A contract shall be negotiated with a proposer(s) deemed to be the most qualified and responsive to this solicitation. Such a proposer(s) is one, which has financial, technical, and other resources that indicate an ability to perform the services required by this solicitation. A number of factors may influence the Government’s decision in selecting the provider. These factors include, but are not limited to, proposer’s knowledge, participation, and qualification in the E-rate program in conjunction with proposer’s ability to deliver requested services in a timely manner; reputation, qualifications, experience, familiarity, and specialty in providing similar services; quality of supporting resources; and responsibility status. Proposers that are unable or unwilling to participate in the E-rate program and to discount their invoices will be rated accordingly as this is an E-rate funded project.

Contract Document Requirements

All bid proposals and subsequent contract and supporting documents (if selected) must reflect the legal name of proposer(s) awarded. Supporting documents that must be submitted prior to contract execution and within the time established by the Government shall include, but not be limited to, the following:

1. **Certificate of Resolution**, as to the authorized negotiator and signer of a contract.
2. Current **Virgin Islands Business License** issued to the legal name of record of the entity by the Government of the Virgin Islands, Department of Licensing and Consumer Affairs or a copy of current business license issued by state, city or county in which the foreign corporation is operating.
3. **Three (3)** current original **Certificate(s) of Good Standing/Existence**, in legal name of the Contractor by the Virgin Islands Office of the Lt. Governor, Division of Corporations and Trademarks; and if company is not locally formed, an original Certificate of Good Standing, Certificate of Existence, or Certificate of Status from the state of registration.
4. **Certificate of Issuance or Renewal of Trade Name** issued by the Virgin Islands Office of the Lt. Governor, Division of Corporations and Trademarks, if applicable.

5. Articles of Incorporation or Organization, as applicable; or documents governing operation.
6. Liability Insurance indicating proof of coverage of:
 - a. Commercial General Liability Insurance of no less than One Million Dollars and Zero Cents (\$1,000,000.00) per occurrence.
 - b. The Contractor must provide Certificate(s) of Liability Insurance and Declaration/Endorsement pages indicating that the Government of the Virgin Islands, Department of Education, is an “additional insured” on the Commercial General Liability Policy.
 - c. Professional Liability Insurance no less than One Million Dollars and Zero Cents (\$1,000,000.00) for any one occurrence.
 - d. The Professional Liability Insurance must cover the services to be provided under the contract and the Government must be indicated as a Certificate Holder.
 - e. Please note insurance requirements may be modified.
7. Certificate of Government Insurance/Copy of Certificate providing firm/agents are covered by Workers’ Compensation Employee’s Liability.

Please note the above-referenced documents are subject to modification at the Government’s discretion.

Any silence, absence, or omission from the contract specifications concerning any point shall be regarded as meaning that only the best commercial practices are to prevail.

All contractual documents including insurance certificates/policies must be kept updated and maintained throughout the term of the contract.

J. INCURRED COSTS

The Department is not liable for any cost incurred by the proposer prior to the signing of a contract by all Parties.

K. LATE PROPOSALS

Any Proposal received after the exact time specified for receipt will not be considered.

L. GIFTS FROM CONTRACTOR

The Government’s officers, employees, or agents shall neither solicit nor accept gratuities, favors, or anything of monetary value from contractors or potential contractors. To the extent permissible under local laws, rules, or regulations, such standards shall provide for appropriate penalties, sanctions, or other disciplinary actions to be applied for violations of such standards.

M. LICENSES, FEES & TAXES

The selected contractor shall be responsible for paying all applicable taxes and fees, including but not limited to, excise tax, local income tax, and payroll and withholding taxes for its employees. The contractor shall hold the Department harmless for all claims arising from payment of such taxes and fees.

The selected contractor shall obtain and post as required, all licenses, insurances, permits, and certificates as required by federal and local laws, rules and regulations, and policies.

N. PROPOSAL FORMAT

Each proposal must also meet the following minimum requirements:

Part I: Narrative

1) Table of Contents

This section must contain a table of contents. All major parts of the proposal must be identified by page numbers.

2) Executive Summary/Proposal Overview

This section must describe the salient features of the proposal. It must contain an overview of the proposer’s company background and qualifications, and must condense and highlight the contents of the proposal to provide a broad understanding of the entire proposal. The Executive Summary should include conclusions and generalized recommendations. Pricing information must not be included in the Executive Summary.

3) Required Parts and Documents

The proposal must include components of Section I. F.

4) Technical Response

Demonstrate ability and capacity to provide services described in Section II. In this section, proposers should present their vision of how they propose meeting the Government’s needs and identify the overall approach to the project, define the scope of their offered services, and how they propose to meet the *Scope of Services* as defined in this RFP.

Part II: Cost Proposal

The proposal shall provide the proposed compensation for the services to be provided as described in Section II.

O. SCOPE OF SERVICES

WIDE AREA NETWORK SUPPORT AND MAINTENANCE SERVICES

All Wide Area Network broadband bandwidth needs in this RFP must be satisfied with a service provider utilizing the Virgin Islands Next Generation Network (viNGN) or equivalent, 100% fiber-optic, middle-mile backbone. The selected provider shall provide 99.999% broadband, high speed wide area network connectivity maintenance service availability between all VIDE public schools and support offices. The VIDE is requesting proposals to provide, support and maintain a reliable, secure, WAN to connect all VIDE sites listed in to a private network centrally connected and managed by a network operations center for each district.

The solution may be fiber, wireless or a mixture. No links (main or backup) should be less than 100 Mbps. Network availability should be at a minimum of 99.999% with a latency of no more than 100 milliseconds.

The proposer should provide separate pricing for WAN connectivity to each school and office campus Main Distribution Frame (MDF) in the following increments.

All Middle, Jr. High, and High Schools speeds are 1 Gbps \$_____

Elementary Schools speeds

100 Mbps

\$_____

99.999% available broadband high speed Inter-island network connectivity is required to connect all schools and offices on St. Croix, St. John and St. Thomas to each other with pricing at the intervals above. Appropriate customized VIDE dedicated, routing, maintenance and support must be included to deliver internet and other voice, video and data network services from the St. Thomas and St. Croix VIDE Network Operations Center (NOC) to schools and offices in each district and between the two districts. Internet services will be installed and originate at each NOC and routed to each school and office.

Below is a listing of the WAN services to be delivered to sites with separate pricing for increments listed above.

School and Administrative Site Connectivity

The following are VIDE schools and offices that require service.

	<i>School/Site Name</i>		<i>School/Site Name</i>
1	Alfredo Andrews Elementary School	27	Pearl B. Larsen Elementary School
2	Arthur Richards Junior High School	28	St. Croix Special Education
3	St. Croix Alternative Ed	29	St. Croix Procurement Warehouse
4	Bertha C. Boschulte Middle School	30	Claude O. Markoe Elementary School
5	Addelita Cancryn Junior High School	31	Lew Muckle Elementary School
6	Charlotte Amalie High School	32	Ulla F. Muller Elementary School
7	St. Thomas Curriculum Center	33	Ricardo Richards Elementary School
8	St. Croix Curriculum Center	34	Eulalie R. Rivera Elementary School
9	Leonard E. Dober Elementary School	35	Julius Sprauve School
10	Elena Christian Junior High School	36	Lockhart Elementary School
11	Edith L. Williams Alternative Academy	37	St. Thomas Department of Education
12	**E. Benjamin Oliver Elementary School Students & Faculty are temporarily housed at Joseph Gomez Elementary School	38	ST Croix Adult Ed (Day Adult)
13	Charles H. Emanuel Elementary School	39	St. Croix Department of Ed Office
14	Guy Benjamin Elementary School	40	Jane E. Tuitt Elementary School
15	Alexander Henderson Elementary School	41	Vocational Complex & High School
16	J. Antonio Jarvis Annex Building	42	Evelyn Williams Elementary School
18	Juanita Gardine Elementary School	43	John H. Woodson Junior High School
19	Ivanna Eudora Kean High School	44	Youth Rehabilitation Center - STX
20	**Gladys Abraham Elementary School Students & Faculty are temporarily housed at Lockhart Elementary	45	Joseph Gomez Elementary School
21	Joseph Sibilly Elementary School	46	Central High School
22	VIDE Gallows Bay Headquarters	47	Evelyn Marcelli Building
23	Yvonne E. Milliner-Bowsky Elementary School		
24	St. Thomas Adult Ed		
25	St. Thomas Special Ed		
26	St. Thomas School Lunch		

**** Please know that these sites may be physically closed temporarily due to hurricane damage;**

however they are schedule to be reopened once renovations are completed.

Proposer must ensure 100% total service to all sites including measures to minimize reduction and/or loss of service. Proposer must provide VIDE with either independent third party access or VIDE read only access to their equipment so that deliverables to include all WAN links may be monitored 24/7.

Service Level Agreement

Proposer must commit to the Government in the form of Service Level Agreements (“SLA”) that they will provide services and remedies regarding the availability and performance of Contractor’s network. Proposer must ensure 100% total service to all sites including measures to minimize reduction and/or loss of service. Service provider will be penalized for service outages for more than an hour as a result. A constant uptime of 99.999% and minimum throughput listed in the chart above per site must be maintained for the entire WAN at all times. Penalties will be awarded for failure to meet these requirements. This will include financial credits toward the VIDE not to exceed 50% of monthly fees. Upon discovery of an outage lasting 30 minutes or longer, the service provider must 1) send an electronic notification within 120 minutes, to an electronic contact number or electronic address provided by VIDE, 2) provide VIDE with an initial report within 72 hours that communicate the approximate outage start and end times, and 3) a final written outage report within 30 days.

Monthly Service Availability

Proposer must agree to provide a ninety-nine point ninety-nine percent (99.99%) target Monthly Service Availability to all VIDE’s sites.

WAN bidding is restricted to common carriers. (Please refer to: <https://www.fcc.gov/reports-research/guides/common-carrier-filing-requirements-information-firms-providing-telecommunications-services>) Qualified vendors bidding for WAN services must meet the common carrier definition (all common carriers are required under FCC rules to file FCC form 499A – Telecommunication Reporting Worksheet).

INTERNET ACCESS

The VIDE is soliciting proposals for the following Internet services. All internet service broadband bandwidth needs in this RFP must be satisfied with an ISP utilizing the viNGN or equivalent, 100% fiber-optic, middle-mile backbone. Each District will receive VIDE only dedicated Internet Access service at a minimum of 100 mbps at each District’s Network Operations Center (NOC), located at the Curriculum Center on St. Croix and the Department of Education Main Complex on St. Thomas, which is the center of each District’s network. Shared bandwidth service is unacceptable. The service will consist of two separate and dedicated Internet Access connections as follows:

Internet services must be routed to each VIDE school and support office.

ST THOMAS/ST JOHN DISTRICT	ST CROIX DISTRICT
<p data-bbox="485 237 938 296"><u>Pricing in increments from 100 Mbps to 2 GBPS</u></p> <p data-bbox="511 300 915 388">Dedicated bandwidth to 1 St. Thomas NOC location (at the DOE Main Complex)</p>	<p data-bbox="1024 237 1477 296"><u>Pricing in increments from 100 Mbps to 1 GBPS</u></p> <p data-bbox="1057 300 1438 388">Dedicated bandwidth to 1 St. Croix NOC location (at the Curriculum Center)</p>

Appropriate routing must be included to deliver internet services from each NOC to schools and offices in each district and between the two districts.

All St. Thomas and St. John schools and sites, must have 100Mbps of reliable, dedicated Internet service via carrier class licensed equipment with dedicated transport to corresponding DS3 ports via the Department of Education, St. Thomas Network Operations Center (NOC) located at 1834 Kongens Gade.

All St. Croix schools and sites, must have 100 Mbps of reliable, dedicated Internet service via carrier class licensed equipment with dedicated transport to corresponding DS3 ports via the Department of Education, St. Croix Network Operations Center (NOC) located at the Curriculum Center at #3 VI Corp Land RR #1 KingsHill St Croix.

Service Level Agreements

For this category, proposer must commit to the Government in the form of Service Level Agreements (“SLA”) that they will provide services and remedies regarding the availability and performance of Contractor’s network and solution. Proposer must ensure 99.999% total service including measures to minimize reduction and/or loss of service.

Proposer must guarantee 100% total service including the last mile link to existing links in both St. Thomas - St. John NOC and St. Croix NOC. Accordingly, Proposer must warrant in its Proposal that it will install as many links as necessary at each NOC to provide this level of service. In addition, Proposer must state how many links it will install at each NOC for this purpose. Proposer must ensure 100% total service to all sites including measures to minimize reduction and/or loss of service. Proposer must provide VIDE with either independent third party access or VIDE read only access to their equipment so that deliverables may be monitored 24/7.

Each Respondent shall include the SLA for review as part of the proposal warranting that services will be delivered as requested and outlining a process for escalation and remediation of problem conditions. The SLA must include commitments to:

- A specified warranty of service
- Incident resolution procedures
- Clearly defined escalation procedures

Monthly Service Availability

Proposer must agree to provide ninety-nine point ninety-nine percent (99.99%) target Monthly

Service Availability with a latency of no more than 100 milliseconds to VIDE's NOCs. Proposer must ensure 100% total service to both sites including measures to minimize reduction and/or loss of service.

P. NON-PERFORMANCE BY SELECTED CONTRACTOR

In the event of the selected contractor's non-performance under the subsequent contract and/or the violation or breach of the contract terms, the Government shall have the right to pursue all administrative, contractual, and legal remedies against the contractor and shall have the right to seek all sanctions and penalties as may be appropriate. Further, either party shall have the right to terminate the contract with or without cause upon the agreed upon written notice to the other party specifying the date of termination.

Q. CONTRACTUAL REQUIREMENTS

All bid proposals and subsequent contract and supporting documents (if selected) must reflect the legal name of entity. Supporting documents that must be submitted prior to contract execution and within the time established by the Government shall include, but not be limited to, the following:

R. SUBMITTAL REQUIREMENTS

Part I: Narrative

Table of Contents

This section must contain a table of contents. All major parts of the proposal must be identified by page numbers.

Cover Letter/Executive Summary/Proposal Overview

This section shall include a cover letter signed by an authorized representative of the company. The cover letter must contain a commitment to provide the services described therein and a written acknowledgement to enter into a written contract for professional services if awarded a contract. The cover letter must also specify which services the Proposer is submitting proposals for. The Executive Summary/Proposal Overview must describe the salient features of the proposal. It must contain an overview of the proposer's company background and qualifications, and must condense and highlight the contents of the proposal to provide a broad understanding of the entire proposal. The Executive Summary/Proposal Overview should include conclusions and generalized recommendations. Pricing information must not be included in this section.

Technical Response/Services Proposal

Demonstrate ability and capacity to provide services or selected services described in Section II (Scope of Services) in the overall RFP. In this section, proposers should present their vision of how they propose meeting the Government's needs and identify the overall approach to the project, define the scope of their offered services, and how they propose to meet the *Scope of Services* as defined in this RFP. Each response shall address the Proposer's ability (including availability of staff and technological capability) to meet the

requirement as well as the proposed means by which it will be met or provided. If a Proposer is responding to more than one category of service, a separate proposal for each service must be developed and submitted.

Service Level Agreement

The Proposer shall present a Service Level Agreement (SLA) for review and acceptance by the VIDE. The SLA must warrant that Support Services will be provided as requested in the Scope of Services. The VIDE will negotiate and establish service level agreements for the services delivered under this RFP. The SLA will define the levels of service expected for the various areas of service delivered, divided into priorities according to importance to the supported systems or functions. The SLA will also provide a warranty for services, including a means for compensation of breach to the SLA.

In addition to specific performance objectives, the SLA will also include commitments to:

- **Response Time.** The Proposer will agree to respond and resolve all order and maintenance requests within a reasonable time given the priority of the request. Requests in which the response time falls outside the basic coverage will carry-over to the next VIDE business day. The VIDE will work with the Proposer to determine how priority levels will be assigned to service requests. The VIDE also reserves the right to adjust priorities and response and resolution times, as needed:
- **Priority Impact Response Resolution**
 - Critical component down 15 minutes as required
 - Critical component degraded 45 minutes 4 hours
 - Non-critical component 4 hours 8 hours
 - MAC Work less than 5 stations 1 day
 - MAC Work more than 5 stations 2 days
 - Other requests, question 8 hours 12 hours

Proposer Requirements. The Proposer must submit:

- Resumes for all key personnel;
- A proposed organization chart;
- USAC Service Provider Identification Number (SPIN) or evidence of application for a SPIN;
- Federal Communications Commission Registration Number (FCCRN);
- Written statement setting forth the amount of E-rate Program knowledge that the Proposer's organization has, who has it, and how it was acquired, along with a list detailing the Proposer's E-rate Program-related experience. Additionally, address all other requirements indicated under I. General Information, 9. E-rate Program Background and Requirements, C. Vendor Qualification.

References. A minimum of three (3) references from programs of similar scope and magnitude, for which the Proposer has provided services similar to the Services required herein within the past two (2) years, including the telephone number of the contact person, must be provided. The Government may contact these references. **At least one reference must be from a school district where the Proposer is currently providing E-Rate eligible**

services.

Financial Statements. Copies of audited financial statements or tax returns signed by the preparer for the three (3) previous fiscal years and the most recent quarterly report must be provided. Financial Statements must include auditor's letter of opinion, auditor's notes, balance sheet, and statement of income/loss. Each prime or joint venture partner must submit this information. The VIDE reserves the right to accept alternative information and/or documentation submitted by Proposer(s)

Insurance Requirements. Evidence of current insurance coverage must be submitted. If Proposer's current coverage does not meet the requirements stated in this RFP, the Proposer will be required to submit adequate insurance(s) should it be awarded a contract for these services.

Part II: Cost Proposal

The proposal shall provide the proposed compensation for the services to be provided as described in Section II (Scope of Services).

The Proposer must include all assumptions made in association with the cost proposal and provide additional cost estimates for improvements or enhancements that may improve the quality of the proposed solution. **Proposers should identify all government and/or education discounts the VIDE is eligible to receive for each item in each cost proposal. In addition, each cost proposal must be separated into E-Rate eligible and E-Rate ineligible categories.**

Pricing Sheet and General Pricing Instructions. Pricing shall be as follows:

- a. Quoted in U.S. dollars (\$)
- b. Must include labor and transportation costs
- c. Shall include all standard freight charges prepaid, unless otherwise stated

S. EVALUATION CRITERIA

The following chart outlines the e-rate evaluation criteria and weight allowances:

**Government of the Virgin Islands
RFP SELECTION COMMITTEE RATING FORM**

RFP: 0008-T-2019 (P)

PROJECT: E-Rate Services for Wide Area Network and Internet Services

LOCATION: Property and Procurement -STT

EVALUATION CRITERIA (PROFESSIONAL SERVICES)

RFP Selection Committee Rating Form						
RFP:	WEIGHT FACTORS	VENDOR A	VENDOR B	VENDOR C	VENDOR D	VENDOR E
PROJECT:						
LOCATION:						
EVALUATION FACTORS (PROFESSIONAL SERVICES)*						
1. QUALIFICATIONS	25					
A. VI License or State Registration						
B. Full Time VI Staff Available						
C. Full Time Staff Consultants (Local & Off-Island)						
D. Highly Knowledgeable about E-Rate Policies and Procedures						
2. RESPONSIVENESS	25					
A. Accuracy & Quality of Documentation						
B. Responsiveness and Quality of Written Response and Formal Presentation						
C. Availability of Equipment & Services						
3. EXPERIENCE						
A. Satisfactory Design of Similar Project	10					
B. Satisfactory Performance on Other Projects						
4. REFERENCES	5					
A. Satisfactory Recommendations						
B. 3 References from programs of Similar Scope and magnitude for services provided within the past 2 years						
C. 1 of the 3 References from a school district currently receiving e-rate services						
5. ELIGIBLE COST						
A. Cost of Eligible Items	30					
6. INELIGIBLE COST	5					
A. Cost of Ineligible Items						
TOTAL	100					
	RATED BY:					
	DATE:					

Title 31, Sec. 239
Exec. Order 33-1958