

Northcoast Children's Services

REQUEST FOR PROPOSAL **Funding Year 2011**

Telecommunications Services
Internet Access
Internal Connections
Basic Maintenance of Internal Connections

January 31, 2011

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1. SUMMARY

Northcoast Children's Services is accepting proposals to upgrade and provide the organization's Telecommunication Services, Internet Access, Internal Connections, and Basic Maintenance of Internal Connections.

The purpose of this RFP is to provide a fair evaluation for all candidates and to provide the candidates with the evaluation criteria against which they will be judged.

2. BACKGROUND OF ORGANIZATION

Our Mission

Healthy families are crucial to the development that occurs from the beginning of life through early childhood. Northcoast Children's Services respectfully builds on each family's strengths and goals and works in partnership with children, families and communities to promote and advocate for healthy development.

Northcoast Children's Services programs are comprehensive and integrated. These services include early childhood education, child and adult mental health services, extensive family services including adult education, social services, provision of basic needs, health, dental and nutritional services, case management, resource and referral, family literacy and parent involvement.

Geographics

Northcoast Children's Services Head Start operates in 32 separate locations with 44 classrooms in this large service area covering Humboldt and Del Norte Counties. The service area covers 4,576 square miles, beginning in the north along the Oregon-California Border and stretches 140 miles south along the Pacific Coast to the Humboldt-Mendocino County line.

Member Demographics:

Child Center enrollment totals 739 children and Home Base enrollment totals 85 children. Ninety eight percent of (649) Head Start children qualify for the NSLP and ninety-six percent of the 210 State funded children qualify for the NSLP.

3. PROPOSAL GUIDELINES AND REQUIREMENTS

This is an open and competitive process. Proposals received after March 04, 2011 will not be considered.

The price you quote should be inclusive. If your price excludes certain fees or charges, you must provide a detailed list of excluded fees with a complete explanation of the nature of those fees.

Provisions of this RFP and the contents of the successful responses are considered available for inclusion in final contractual obligations.

Quotes must be provided by the 29th day of form 470 posting to be considered.

4. CONTRACT TERMS

All aspects of this project must comply with the Federal Communication Commission's competitive RFP requirement for Universal Service Fund (USF) support and services. RFP requirements will comply with Local and State competitive requirements for procurement.

NO billing or work can take place until July 1, 2011.

5. TIMELINE OF EVENTS

Event	Date
1. Post 470	January 31, 2011
2. Release of RFP	January 31, 2011
4. Bid Close	March 04, 2011.
6. Contract Signing	March 18, 2011
7. Post 471	March 22, 2011

Quotes must be provided by the 29th day of form 470 posting to be considered.

6. SCOPE & GUIDELINES

Northcoast Children's Services currently have telephone service and Internet service that are outdated. An opportunity exists to re-engineer the telecommunication infrastructure and services to better reflect the mission of Northcoast Children's Services and incorporate the latest technology.

References;

Table 1 - Site #, Site Name, Site Address, Current Internet Service

Table 2 – Area Code, Prefix

Table 3 – Current Cellular Plan

Scope

Telecommunication Services

.. Provide an 800 toll free number, local and long distance telephone service, utilizing VoIP and VoIP components at the NCS Main Office(#1).

.. Provide Local and long distance telephone service with components to all site locations.

.. Provide Interconnected Voice over IP at three sites in multiple buildings; NCS Main Office(#1), McKinleyville (#&), and Alice Birney (#17, #17a)

Site #	Site Name	Site Address	# of Users
1	NCS Main Office	1266 9 th St, Arcata, CA 95521	60
7	McKinleyville center I & II	1460 Hiller Rd., McKinleyville, CA95531	15
17	Alice Birney HS/EHS Combo	717 South Ave. Ste A, Eureka, CA 95503	9
17a	Alice Birney center I & II (EHS)	717 South Ave. Ste B, Eureka, CA 95503	3

.. Expand public network at NCS Main Office with two (2) wireless access points.

.. Provide the ability to network the three (3) VoIP locations with each other with 5 digit dialing.

.. Provide cellular service for 51 users

Internet Access

- .. Replace 27 Dial up Internet connections with broadband connectivity. (All sites except Salmonberry, Orleans, Loleta, and Bridgeville).
- .. Provide High Speed Internet Service at 28 locations and Interconnected Voice over IP at three locations.
- .. Provide/replace wireless service 12 broadband cards

Internal Connections

- .. Provide cabling, connectors and cable organizers to upgrade 27 locations with 56k dial-up connections to a broadband Internet connection.
- .. Create a solution to implement and/or replace our current circuit cards, components, data distribution, data protection, interfaces, gateways, antennas, servers, software, storage devices, telephone components, and other eligible equipment that allows organization members to dial by extension, page, send/receive voice mail, access email and access the Internet.

Basic Maintenance of Internal Connections

- .. Provide technical support of new services, configuration changes, and new equipment by phone, email, remote web, or on-site support.

Guidelines:

- .. T1 or faster connections
- .. Keep all existing phone and fax numbers
- .. Recommend a VoIP solution with the ability to network the three (3) VoIP locations with each other with 5 digit dialing
- .. Multiprotocol Label Switching (MPLS)
- .. Use and/or replace existing cables, wires, connectors, and jacks.

Preferred Equipment Manufacturers:

Avaya
Polycom
Cisco

7. QUALIFICATIONS

ERATE REQUIRMENTS:

The vendor will be required to work in conjunction with the district with funding forms such as BEAR (Form 472), etc. that are required for federal funding from USAC. See <http://www.universalservice.org/sl/providers/step01/> and <http://www.universalservice.org/fund-administration/recipients/obtain-service-provider-id/obtain-serviceprovider-id.aspx>

Vendor Registration and Compliance with The Schools and Libraries Corporation

The Vendor must provide proof of registration with the Schools and Libraries Division (SLD) a division of the Federal Communications Commission (FCC), for reimbursement under E-Rate guidelines and maintain a Green Light status with the FCC. If The Vendor fails to file the appropriate forms with the SLD or fails to receive an SLD Vendor Number or fails to remain in good standing with FCC, the Northcost Children's Services is not responsible for the discounted portion of The Vendor's bill. The Vendor must generate an invoice for the USF portion of the bill in accordance with SLD regulations. *Vendor is responsible for supplying SLD SPIN number with RFP.*

Vendor Required Documentation for Schools and Libraries Division (SLD) Form 471 Filing

The Vendor must provide Line 21 Attachment documentation ready for filing for Universal Service Administrative Company (USAC), Schools and Libraries Division (SLD) Form 471. The Vendor is required to keep a log of services for the contract period.

8. BASIS OF AWARD

In keeping with the guidelines of USAC, this RFP will be awarded to the most cost effective provider. Prices will be the primary factor, but not necessarily the sole factor, in evaluating the RFP's. Other factors of consideration may be prior experience, including past performance, personnel qualifications, including technical excellence; management capability, including schedule compliance; environmental objectives; and flexibility of leasing terms and arrangements.

Northcoast Children's Services does not guarantee any award of contract by submitting an RFP.

9. FORMAT FOR PROPOSALS

Please use the following as a guideline to format your proposal:

Title Page:

Northcoast Children's Services, Telecommunications Proposal, your company name, address, web site address, telephone number, fax number, e-mail address and primary contact person.

Cover Letter:

Signed by the person or persons authorized to sign on behalf of the company.

Proposal:

Discuss your proposed solution, including the features, benefits and uniqueness of your solution. You should also touch on your ability to deliver the project in the timeframe noted in Section 4.

Qualifications:

Provide the information requested in Section 7.

Quotes must be delivered to the Main office both in an electronic and hard copy by 2:00pm on March 04, 2011.

Address for Quote:

Attn: Darren Honda
Northcoast Children's Services
1266 9th St.
Arcata, CA 95521

Table 1

Site #	Site Name	Site Address	Current Internet	# of Users
1	NCS Main Office	1266 9 th St, Arcata	Bonded T1 / Cable	60
2	Smith River Center	564 First St. Smith River	Dial up	2
3	Pine Grove Home Base	900-A Pine Grove Rd., C.C.	Dial up	3
4	Crescent City Center II (CCHS)	475 7th St., Crescent City	Dial up	8
4a	Del Norte Office	475 7th St., Crescent City	Dial up	1
5	Small Ave HS	860 Small Ave., C.C.	Dial up	6
6	Salmonberry Center	300 Trinity St. Trinidad		
7	McKinleyville center I & II	1460 Hiller Rd., McKinleyville	Dial up	15
8	Morris Preschool	2395 McKinleyville Ave, McKinleyville	Dial up	1
9	Arcata Head Start / Home Base	75 Frank Martin Ct., Arcata	Dial up	8
10	Children of the Redwoods IT	3609 Spear Ave, Arcata	Dial up	2
11	Arcata / McKinleyville EHS HB	3629 Spear Ave, Arcata	Dial up	3
12	Blue Lake Center (SDE)	241 H, Blue Lake	Dial up	3
13	Willow Creek center (HS)	Trinity Valley Elementary	Dial up	2
14	Orleans combination	Orleans Elementary		
15	Worthington center I & II (HS & Pre)	3400 Erie, Eureka	Dial up	3
16	Jefferson center I & Combo	914 B St., Eureka	Dial up	7
17	Alice Birney HS/EHS Combo	717 South Ave.Ste A, Eureka	Dial up	9
17a	Alice Birney center I & II (EHS)	717 South Ave.Ste B, Eureka	Dial up	3
18	Winzler HS	719 Creighton St., Eureka	Dial up	6
19	Pine Hill Center	5230 Vance, Eureka	Dial up	1
20	N St	304 N St, Eureka	Need Service	?
21	Sonoma – Head Start	110 W. Sonoma St, Eureka	Dial up	8
22	Loleta Center -Preschool (SDE)	700 Loleta Drive, Loleta		
23	Fortuna center I & II	2085 Newburg Rd., Fortuna	Dial up	10
24	Toddy Thomas Center	2800 Thomas St., Rohnerville	Dial up	4
25	Smith Lane	3040 Smith Lane, Fortuna	Need Service	??
26	Bridgeville combination	Bridgeville Elementary		
27	Rio Dell center	95 Center St., Rio Dell	Dial up	4
28	Miranda combination	169 Oak, Miranda	Dial up	1
29	Redway EHS home base	344 Empire Ave, Redway	Dial up	1
29a	Redway Office (HS)	344 Empire Ave, Redway	Dial up	6

Table 2

Area Code	Prefix
530	627
530	629
707	268
707	441
707	442
707	443
707	444
707	464
707	465
707	487
707	646
707	668
707	677
707	725
707	726
707	733
707	764
707	777
707	822
707	839
707	923
707	943
800	808

Table 3

Current total: 63 users ; 12 air cards, 51 cell phones voice only.

Cellular Service

5 users

- 450 minutes (total 2250 minutes to be shared)
- Nationwide calling
- Unlimited free long distance, roaming, mobile to mobile calling, and nights & weekends
- .25/minute overages

2 users

- 720 minutes each
- No mobile to mobile, nights & weekends
- .25/minute overages

44 users

- Nationwide plan
- .06 per minute
- No mobile to mobile, nights & weekends
- .06 per minute

Broadband Air cards:

- 12 users on Laptop Connect 5GB data plan