

Request for Proposals

For Residential Broadband Services to K-12 Student Households

RFP No. 2468

[updated September 8, 2020]

**Chase Stafford
Partnership for Los Angeles Schools
1055 Wilshire Blvd Suite 1850, Los Angeles, CA 90017
www.partnershipla.org
chase.stafford@partnershipla.org**

RFP Issued: [September 2, 2020]

Questions Due: [September 8, 2020]

Answer Provided: [September 10, 2020]

Responses Due: [September 14, 2020]

1. Summary

- 1.1. The Partnership for Los Angeles Schools (heretofore known as ‘Applicant’) is seeking proposals for residential Internet access services for student households that have been identified by the Applicant as in need of such services. The Applicant intends to pre-qualify Internet service providers (ISPs) through this RFP process so that many of the burdens placed on individual households that go through this process on their own can be addressed at scale to ease broadband adoption and subscription.
- 1.2. The primary goal is to be able to offer at least one residential service option for each household through the entire 2020-21 academic year starting on [September 21, 2020] and ending by June 30, 2020.
- 1.3. The secondary goal is to minimize the administrative burdens on student households, with Applicant providing funding for sign-up, activation, and billing processes through June 30, 2021.
- 1.4. All costs associated with this RFP will be paid by the Applicant.
- 1.5. In order to submit a proposal for this RFP, respondents must sign the mutual non-disclosure agreement posted with this RFP before any confidential information can be shared.

2. Background Information

- 2.1. Due to COVID-19, school districts face unprecedented challenges ensuring they can deliver instruction to all students regardless of where they reside. While districts have an obligation to provide sufficient access within the schools and classrooms, individual student families, however, are on their own when it comes to procuring Internet access at the home. There are numerous reasons why a student home does not have Internet service - a lack of high-speed services, a lack of affordable options, or simply no compelling reason to have it. With no clear indication when schools may fully resume in-class teaching, there exists a conscious effort to provide universal access to learning resources so that the achievement gap is not widened further due to the lack of broadband adoption. Therefore, the Applicant attempts to address these challenges through this RFP process.
- 2.2. The Applicant is an independent non-profit that has worked with the Los Angeles Unified School District (LA Unified) since 2007 to manage and support historically under-resourced traditional public schools. The applicant currently manages 19 LA Unified primary and secondary schools serving 14,200 students in the Los Angeles communities of Boyle Heights, South Los Angeles and Watts. Over 95% of students qualify for free and reduced price lunch, 24% are English Learners and 14% are students with disabilities.

3. Application Process

3.1. Key Dates and Milestones

September 2, 2020	RFP Issued
September 8, 2020	Deadline for all questions and clarification inquiries, required to be submitted via email to chase.stafford@partnershipla.org
September 10, 2020	Deadline for posting answer to questions
September 14, 2020	Responses due by 5:00pm local time

3.2. Questions and Answers

3.2.1. This RFP has been distributed electronically using the Applicant website. If the Applicant determines that it is necessary to revise any part of this RFP, or if additional data is necessary to clarify any of its provisions, an addendum will be posted to the Applicant website. It is the responsibility of each potential Respondent to check the Applicant website for any addenda or modifications to the RFP. The Applicant accepts no liability and will provide no accommodation to Respondents who submit a response based on outdated information or an out-of-date RFP.

3.2.2. All questions regarding this RFP must be submitted by electronic mail to [chase.stafford@partnershipla.org] with the following Subject Line: "Questions - RFP [2468]". All questions must be received by 5:00pm local time on [September 8, 2020]. All questions submitted to the Applicant about this RFP and the Applicant's responses to all questions received will be posted on or before 5:00pm on [September 10, 2020] to the Applicant's website at <https://partnershipla.org/uncategorized/partnership-la-rfp-residential-internet-service/> (also accessible via <http://bit.ly/RFPRes>).

4. Scope of Services

4.1. Description

4.1.1. Provide turn-key residential Internet access to residential locations listed in Appendix A. The response must indicate the specific solution available to each location.

4.1.2. All services must include all service related charges, all customer premise equipment (CPE) required for the service to function as prescribed by the solution specifications outlined below.

4.1.3. Provide technical support directly to student household subscribers for all issues related to the Internet service. Any local or client device issues will be the responsibility of the Applicant.

4.1.4. All billing and accounting goes to the Applicant.

4.2. Solution Specifications

4.2.1. Internet service (upstream)

4.2.1.1. The Applicant is seeking Internet speeds of 25/3 Mbps (download/upload) to each student household but will consider all proposed bandwidth tiers both above and below this threshold with a goal of maximizing service for student households.

4.2.1.2. The Applicant will accept any connection type that meets or exceeds the requirements as set forth in this RFP. The Applicant prefers wired connections wherever possible. If the Respondent can provide a wired connection to a location listed in Appendix A, but the Respondent's offer is a different connection type, the Respondent must provide an explanation why they recommend the alternative connection type.

- 4.2.2. Wi-Fi
 - 4.2.2.1. All solutions must be able to provide Wi-Fi at minimum 802.11n built-in to the CPE. No additional equipment should be required from the subscriber in order to connect the user devices.
 - 4.2.2.2. Security should support WPA2 at minimum
 - 4.2.2.3. All CPEs must be able to support, at a minimum, three (3) Wi-Fi client devices connected concurrently.
- 4.2.3. Other Requirements
 - 4.2.3.1. All proposed solutions must include details regarding any and all service rate limiting or throttling of any kind, if applicable.
 - 4.2.3.2. All proposed solutions must include details regarding any and all data usage caps of any kind, if applicable.
 - 4.2.3.3. All CPEs must be pre-activated upon delivery.
- 4.3. Service Delivery
 - 4.3.1. Activation
 - 4.3.1.1. All solutions must be turn-key. All necessary services and CPEs must be provided in the Respondent's proposed solution to allow students to use the Internet service provided by the Respondent. The user device will be provided by the student household.
 - 4.3.1.2. For all solutions, the student household is not required to do anything except make the necessary installation connections and power on the device as outlined by the provider in their installation instructions. Any service or CPE activation steps necessary must be the responsibility of the provider.
 - 4.3.2. Deployment
 - 4.3.2.1. The Respondent must describe its anticipated deployment timeline. All solutions must be installed and deployed in accordance to the proposed timeline. If the provider fails to meet the proposed timeline, the Applicant reserves the right to select another provider, if available.
 - 4.3.2.2. Provide a proposed schedule for the implementation and activation of student households, broken out in phases, if applicable. Include milestone dates for major activities including, but not limited to, planning and design, installation, provisioning, household onboarding and training.
 - 4.3.2.3. Explain Respondent's approach to working with the entity, student households, and wider community to develop and provide services.
 - 4.3.3. Management
 - 4.3.3.1. All broadband services and/or CPEs must have remote management capabilities accessible by the Applicant via standard cloud-based technologies.
 - 4.3.4. Reporting
 - 4.3.4.1. All solutions should have the ability to report on service usage either at a per subscriber or CPE level, or aggregated at the Applicant's account level.

- 4.3.4.2. Data includes, but is not limited to, service uptime measured in minutes, total bandwidth usage, measured either as a rate, in bits per second (bps), or total data consumed, in bytes (B).
- 4.3.4.3. All reporting data should be accessible and interacted with through a cloud-based portal.
- 4.3.4.4. All reporting results should be downloadable and consumable by external authorized parties and support standard file types including, but not limited to, XLS, CSV, or PDF.
- 4.3.5. Content Filtering
 - 4.3.5.1. The federal Children’s Internet Privacy Act (CIPA) must be adhered to by all school districts and thus all broadband solutions must be able to allow for CIPA enforcement by the Applicant. The provider’s solution or network must not prevent CIPA compliance in any way.
 - 4.3.5.2. If content filtering services is included, it must support category-based or URL specific rules structure.
 - 4.3.5.3. If content filtering services is included, control mechanisms must be managed and administered through a cloud-based portal by the Applicant.
- 4.4. Support
 - 4.4.1. All CPEs or equipment required to deliver service must be able to be replaced, exchanged, or modified in order to meet the minimum service specifications.
 - 4.4.2. If a CPE fails or does not perform up to the standards as outlined in the service specifications for any reason, the provider will replace at no additional cost to the Applicant or the student household subscriber.
 - 4.4.3. All CPE support must be the responsibility of the selected provider.
 - 4.4.4. All post-implementation technical support must be available to both the Applicant and the student household subscriber.
 - 4.4.5. Respondents must include a procedure for the Applicant to contact support including, but not limited to, a primary account contact, a primary technical contact, email addresses and phone numbers for each.
 - 4.4.6. All technical support should be available from 6am - 11pm local time, 7 days per week.
 - 4.4.7. All account support should be available from 8am to 5pm local time, 5 days a week from Monday through Friday.
 - 4.4.8. The Applicant intends to monitor support service quality and reliability.
- 4.5. Service Level Agreement (SLA) Requirements
 - 4.5.1. Uptime - 99% minimum per subscriber
 - 4.5.2. Packet Loss - Less than 2%
 - 4.5.3. Latency - Less than 100 milliseconds
 - 4.5.4. Upload speed - At minimum 3 Mbps
- 5. Respondent Experience
 - 5.1. Provide a summary of the organization, their qualifications and their proposed technical and operational approach for providing residential broadband service for each type of student household they propose to serve. Respondents that do not meet all of the

- eligibility criteria or cannot meet some of the Solution Specifications outlined in Section 6 should explain the alternative measures that the Respondent proposes to address.
- 5.2. Provide an overview of the Respondents history, organizational structure and current operations.
 - 5.3. Provide examples of previous experience along with reference contacts.
6. Pricing and Proposed Terms
- 6.1. All pricing must be inclusive of taxes, fees, equipment, and any other related costs incurred by the provider to deliver service that meets the solution specifications.
 - 6.2. No impact from subscriber past debt and/or financial standing.
 - 6.3. The proposed pricing must be valid and honored through the entire service term with no price increases for the life of the contract.
 - 6.4. Preference will be given to those providers who will honor the FCC's Keep Americans Connected Pledge by providing the first 2 months of service free of charge.
 - 6.5. If applicable, provide a rate sheet for territory within the existing service area that serves or encompasses student households.
 - 6.6. Indicate service tiers and proposed rates to be charged for each tier as a monthly rate.
 - 6.7. Respondents are encouraged to propose any discounts applied to bulk subscriptions if the Applicant meets the minimum number of subscriptions.
 - 6.8. It is expected for all potential Respondents to assist the Applicant with identifying participating and eligible households via data sharing. A mutual non-disclosure agreement (NDA) will be required which prohibits the Applicant from disclosing the Respondent's customer information, as well as limits the Respondent's use of the school district's address information to answering the specified questions in Section 6.10.
 - 6.9. It is expected that the Respondent will complete the serviceability information within 13 calendar days.
 - 6.10. Respondents must indicate serviceability information for each household included in Attachment A. Specifically, the following questions must be answered in the columns provided:
 - 6.10.1. Does the location have existing service that is considered a low-cost plan?
 - 6.10.2. Does the location have existing service that is not considered a low-cost plan?
 - 6.10.3. Is service available at this location?
 - 6.11. If the Respondent determines that a location currently does have broadband service that is not considered a 'low-cost' plan then that location must be omitted from the pricing proposal.
7. General Terms and Conditions
- 7.1. If the Respondent fails to meet any material terms, conditions, requirements or procedures, its response may be deemed unresponsive and disqualified.
 - 7.2. The Applicant reserves the right to waive omissions or irregularities that it determines to be not material.
 - 7.3. The Applicant reserves the right, in its sole discretion, to make no awards, or to award less than the proposed amount through this RFP.
 - 7.4. The Applicant reserves the right, in its sole discretion, to accept or reject any or all proposals received, to request supplemental or clarifying information, to negotiate with

any or all qualified Respondents, and to request modifications to proposals in accordance with negotiations.

- 7.5. On matters related to this RFP that arise prior to an award decision by the Applicant, Respondents shall limit communications with the Applicant to the Contact Person. No other Applicant employee or representative is authorized to provide any information or respond to any questions or inquiries concerning this RFP.
- 7.6. Any information shared with the Respondent may not be used for any other purpose other than this RFP. This includes, but is not limited to, marketing, upselling, or sharing with any entity other than the Applicant.

8. Proposal Guidelines

8.1. Submission Deadline

- 8.1.1. All proposals must be submitted by 5:00pm local time **September 14, 2020** as stated on the cover page as well as in Section 3 Application Process.
- 8.1.2. Late submissions will not be accepted. The Applicant is not responsible for delayed or failed deliveries by common carriers.

8.2. Information Required in Proposal

- 8.2.1. Include a cover page with the primary contact person’s information
- 8.2.2. Provide a high-level technical description of the proposed service.
- 8.2.3. Include responses to Section 4 Scope of Services
- 8.2.4. Include responses to Section 5 Respondent Experience
- 8.2.5. Include responses to Section 6 Pricing and Proposed Terms
- 8.2.6. Include responses to Appendix A Service Locations
- 8.2.7. Completed Appendix B Pricing Sheet.

8.3. Broadband Service Offering and Pricing - Describe all proposed broadband and related or additional services that the Respondent plans to offer to student households.

- 8.3.1. List any fees, charges and costs associated with equipment or installation fees.
- 8.3.2. Describe approach to pricing of broadband services. Include minimum time during which initial rates will be in effect. Indicate any additional discounts available to households that may qualify, e.g. low-income households.
- 8.3.3. Explain Respondent’s approach to working with the entity, student households, and wider community to develop and provide services.

9. Evaluation Process

- 9.1. A team from the Applicant will evaluate each proposal that meets the threshold criteria and requirements listed. Proposals that comply with the requirements in this RFP and pass threshold review will be evaluated based on the criteria below in 9.3
- 9.2. The Applicant will compare pricing across the multiple tiers of service proposed with individual subscriber bandwidth speed being the identifying criteria.
- 9.3. Criteria

Points	Criteria
50	Pricing Proposal

40	Scope of Services
10	Respondent's experience and references

Appendix A
SERVICE LOCATIONS

List of student household addresses, anonymized, will be provided upon execution of the mutual non-disclosure agreement posted with this RFP. A sample is included below.

Street	City	State	Zip	Existing low-cost service?	Existing service that is not low-cost?	Service available within 14 calendar days?
<i>123 Main St #101</i>	<i>Learnville</i>	<i>XX</i>	<i>00000-000</i>	<i>No</i>	<i>No</i>	<i>Yes</i>

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