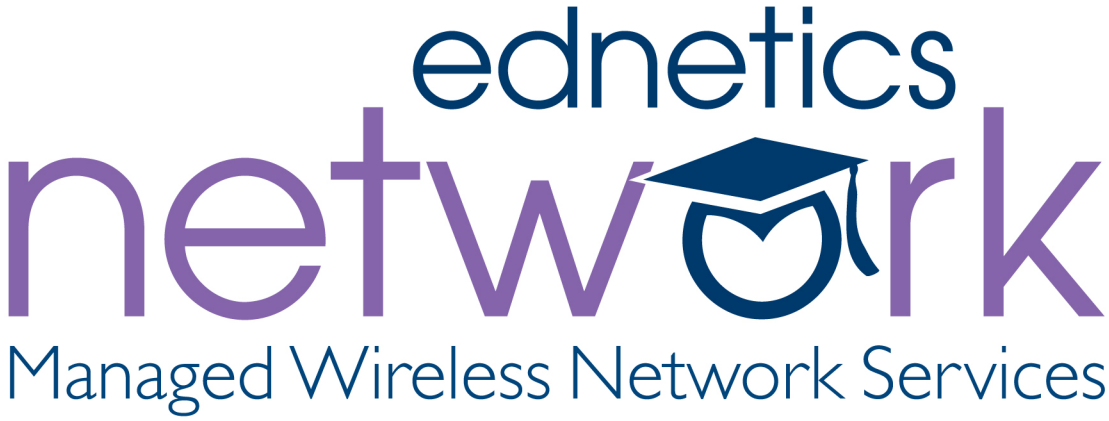


June 18, 2013

PREPARED FOR

State Department of Education

# RFP1305W

Idaho High School Wireless Managed Service Project

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ednetics network
Managed Wireless Network Services

# COVER LETTER

ednetics network
Managed Wireless Network Services

State of Idaho Department of Education
Idaho High School Wireless Managed Service Project
RFP1305W

Ednetics Inc.
Federal ID: 84-1408391
DUNS: 00-761-8648
SPIN: 143008534


To whom it may concern:

Ednetics Inc. provides this letter as a method of acceptance and willingness to comply with the requirements of the RFP and attachments, including but not limited to the Contract Terms and Conditions included in Attachment 3.

Ednetics Inc. complies with affirmative action and equal employment regulations.

Ednetics Inc. has not employed any company or person other than a bona fide employee working solely for Ednetics Inc. or a company regularly employed as a marketing agent to solicit or secure this contract, and that we have not paid or agreed to pay any company or person, other than a bona fide employee working solely for the contractor or a company regularly employed by the contractor as a marketing agent, any fee, commission, percentage, brokerage fee, gifts or any other consideration contingent upon or resulting from the award of this contract. Ednetics Inc. affirms its understanding and agreement that for a breach or violation of this term, the SDE has the right to annul the contract without liability or, in its discretion, to deduct from the contract price, the amount of any such fee, commission, percentage, brokerage fee, gifts or contingencies.

The staff responsible for writing the proposal includes:

Shawn Swanby, President
Aaron Torres, Director of Services
Amy DesRosier, Chief Brand Officer
Mike Reilly, Cloud Services Architect
Mark Kison, Account Manager
Rich Neel, Project Manager
Dave Ellerman, Sales Engineer
Spencer Howell, Contracting Manager
Jacklyn Riordan, Administrative Specialist

Ednetics Inc. is not currently suspended, debarred or otherwise excluded from federal or state procurement and non-procurement programs.

Ednetics Inc. affirms that the proposal will be firm and binding for ninety (90) days from the proposal opening date.

By submitting our proposal, Ednetics Inc. warrants that any contract resulting from this RFP is subject to Executive Order 2009-10; we will not knowingly hire or engage any illegal aliens or persons not authorized to work in the United States; we take steps to verify that we do not hire or engage any illegal aliens or persons not authorized to work in the United States; and that any misrepresentation in this regard or persons not authorized to work in the United States constitutes a material breach and will be cause for the imposition of monetary penalties up to five percent (5%) of the contract price, per violation, and/or termination of our contract.

Thank you for the opportunity to provide a response to this request for proposal.

Sincerely,

Shawn Swanby
President, Ednetics Inc.
shawn@ednetics.com

Ednetics Inc.
971 S. Clearwater Loop
Suite 1000
Post Falls, Idaho 83854
T 208.777.4709

# CORPORATE OVERVIEW & COMPANY INFORMATION

(Please see Idaho Story Brochure and Corporate Overview Files)

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Managed Wireless Network Services

# SERVICES DEPARTMENT

ednetics network
Managed Wireless Network Services

# Ednetics Services Organization

The Ednetics Services Department is structured into three primary groups: Engineering, Project Management, and Contracting.

**Engineering**

While the network and networking technologies are a core competency for every Ednetics Engineer, we allow our Engineers to further specialize into the following areas:

1) **Network Team.** This group is made up of Engineers who are specialized in the details of network infrastructure. This includes some specific technologies such as: routing, switching, firewalls, network segmentation, quality of service, network security, wireless, network resiliency, etc.

2) **Data Center Team.** This group is made up of Engineers who focus on technologies associated with consolidation and management of services that are delivered over the network, sometimes termed "Private Cloud". This includes some specific technologies such as: Server virtualization, Server consolidation, Virtual Desktop Interface (VDI), Storage Area Network (SAN), application services (AD, DHCP, DNS, E-Mail), systems
resiliency, etc.

3) **Voice Team.** This group is made up of Engineers who are specialized in Cisco Unified Communications Manager (an IP PBX), as well as many applications and services that integrate with voice technology. Some specific services surrounding this are: voicemail, paging and bell control, enhanced-911 (E-911) and emergency notification, video telephony and conferencing, service resiliency, etc.

4) **Support Desk:** This team exists to provide excellent responsiveness and technical support to our customers. This group enforces the Service Level Agreement (SLA) requirements for our support contracts. They use an enterprise class ticket tracking system to ensure that each issue is accounted for from inception to resolution. This group is trained on the troubleshooting and the resolution of common issues for all of the solutions that Ednetics offers. In additional to this, they possess internal paths of escalation including access to our specialized teams and our business partners (such as Cisco Systems, Microsoft, etc.). The Support Desk is always fully staffed during Ednetics business 6AM to 5PM PST and our managed infrastructure is monitored 24/7.

**Project Management Office**

Our overall project philosophy is to create a partnership with our customer that consists of superior organization, communication and knowledge transfer. Our goal is a successful project and we will continue to work closely with the customer to achieve this and make sure the customer's needs are being met. Ednetics will manage and perform all outlined project tasks using Ednetics employees.

We recognize that Project Management including planning and plan maintenance are essential to the success of any IT implementation. This is especially true when voice is part of the project, as final product affects everyone who uses a phone in the course of doing his or her job.

Ednetics will use a combination of project meetings, information gathering templates and review of current system documentation (provided by the customer) to ensure that the requirements of the customer are documented and executed on during the system implementation. Ednetics designates a Project Manager to each project to provide the following critical functions.

Project Managers

- Primary contact for information regarding the project throughout all phases of the project including; implementation planning, staging, implementation, testing and training.
- Act as a liaison to the customer for coordination of events.
- Provide written schedules for all phases of the project.
- Assign leadership roles for Ednetics technical teams and coordinate with team leaders.
- Provide in-process project status updates to customer personnel.
- Provide project portfolio and document management for the project, including; parts lists, configuration parameters, packing slips.
- A high-level project plan will be maintained throughout the project using MS Project.

**Contracting Office**

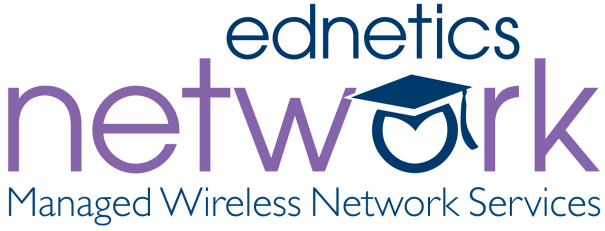
DESIGN, ESTIMATION AND PROJECT MANAGEMENT

Ednetics Contracting Office is geared towards the installation of low-voltage systems such as:

- Tele/data/fiber optic cabling
- Fiber optic fusion splicing
- Wireless Access Points
- IP Video Surveillance systems
- IP paging systems
- Classroom AV systems
- Access Control

Ednetics currently has three RCDD's and a team of installers, management and support staff. This office also manages any subcontractors that we may partner with for low voltage installations. Ednetics acts as a single point of contact for low-voltage related planning and project schedules. Whether we perform the work directly or with a subcontracting partner, our Contracting Office will make sure the work is done to the highest standards of quality.

# CONTRACTING OFFICE



## Contracting Office

The Contracting Office is geared towards the design, estimation and installation of our low voltage systems and managing subcontractors. The Contracting Office manages and installs projects including: Tele/data/fiber optic cabling, fiber optic fusion splicing, IP Access Control, IP video surveillance, IP paging systems, classroom and building AV systems and wireless. The Contracting Office has years of experience in the industry including operations, programming and development; systems design engineering, project management and systems integration. The Contracting Office is vendor certified and is licensed to conduct business in Idaho, Washington, Oregon and Montana. Ednetics currently has four RCDD's and a team of installers, management and support staff. This office also manages any subcontractors that we may partner with for low voltage installations. Ednetics acts as a single point of contact for low-voltage related planning and project schedules. Whether we perform the work directly or with a subcontracting partner, our Contracting Office will make sure the work is done to the highest standards of quality.

### Spencer Howell, RCDD

CONTRACTING MANAGER - Corporate

Spencer has been in the industry since 1998 and is an experienced technician and manager. Experiences in the industry include business development; systems design engineering, project management, operations, programming, and systems integration. Spencer has installed and/or managed a wide variety of projects ranging from: Tele/data/fiber optic cabling, fiber optic fusion splicing, IP Access Control, IP video surveillance, IP paging systems and classroom AV systems. Spencer is dedicated in providing leadership and knowledge while keeping up-to-date on standards required to go to market for the Contracting Office.

### Chad Howell, RCDD

REGIONAL CONTRACTING MANAGER (Western, WA)

Chad has been in the industry since 1993 and his experiences in the industry include account management, operations, and business development; systems design engineering and project management. Chad has managed a wide variety of projects ranging from: Tele/data/fiber optic cabling, fiber optic fusion splicing, IP Access Control, IP video surveillance, IP paging systems and classroom AV systems. Chad's knowledge and experience helps to streamline construction processes in all facets from the beginning to the end of a project in a way that is valuable and helpful to the customer.

## Certified Engineers and Technicians

Ednetics has more than 30 Engineers and Installation Technicians that have been certified and trained in today's most advanced technologies and implementation procedures. Ednetics personnel are held to the highest levels in the industry through training and certifications for the products and solutions that we are bringing to the market today and into the future. Documentation for Ednetics personnel certifications is available upon request.

## Top Contracting Office Certifications

Ednetics has achieved advanced certifications to meet the needs of our customers. Below is a list of our Top Certifications, and Partnerships. Documentation for Ednetics certifications is available upon request.

### Structured Cabling Solutions (SCS)

· CommScope

Integrator and Implementation Partner

· Ortronics Integrator VAR

· Leviton Solutions Partnership

### Physical Security - Megapixel IP cameras, VMS (Video Management System) & Access Control Solutions

ACHIEVED SPECIALIZATIONS

· Arecont Advanced Certified Channel Partner
· ExacqVision VMS Certified Channel Partner
· Red Cloud Security Certified Reseller
· Axis Certified Reseller

### Audio Video

· Extron Channel Partner/Integrator

· FrontRow Design and Installations

## Additional Company Information

Idaho State Licensing

Contractor's License - RCE-31257
Public Work License – 015030-AAA-4

Washing State Licensing
Contractor's License - EDNETI*989LO
Electrical License - EDNETI*896PE

Oregon State Licensing
CCB License - 189577
Electrical License – CLE-Ltd347

SPIN Number
143008534

Email
contracting@ednetics.com
info@ednetics.com

Website
www.ednetics.com

Hours of Operation
Monday – Friday 8:00 AM – 5:00 PM, Pacific Standard Time

Closed weekends and holidays.

## Contracting Office – Preferred Subcontracting

The Contracting Office has developed strategic partnerships in Idaho, Washington, Oregon and Montana to assist in the installation of Structured Cabling Systems (SCS). Through these alliances Ednetics is capable of producing implementations on a larger scare across multiple states.

Our subcontractors are held to the highest level of expectations. Installations follow a strict specification that stays current with state, local and national codes.

### Preferred Contractor List

**Idaho**

---

CommTek Solutions LLC
5511 W. Kendall Street
Boise, Idaho 83706
208.331.0375

Quality Communications, Inc.
212 Murray St
Boise, ID 83714
208.375.7151

System Tech, Inc
2854 S Featherly Way
Boise, Idaho 83709
208.362.6493

System Tech, Inc.
3099 Pinnacle Drive
Idaho Falls, ID 83401
208.362.6493

System Tech, Inc.
293 Coronado AV
Twin Falls, ID 83301
208.362.6493

System Tech, Inc. (North Idaho)
2816 N. Madelia
Spokane, WA 992078
509.590.1137

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### Preferred Contractor List

**Washington**

---

System Tech, Inc.
2816 N. Madelia
Spokane, WA 992078
509.590.1137

System Tech, Inc.
5628 W Clearwater Ave #C2
Kennewick, WA 99336
509.590.1137

System Tech, Inc.
14523 169th St #787
Monroe, WA 98272
509.590.1137

PowerCom, Inc.
4000 E. Boone Ave., Suite 101
Spokane, WA 99202
509.435.4707

PowerCom Inc.
11824 North Creek Parkway N. Suite
# 103
Bothell, WA 98011
425.489.8549

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Preferred Contractor List

**Oregon**

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Quality Communications, Inc.
5923 Rhinestone Ct. SE,
Salem, OR 97306
503.991.5625

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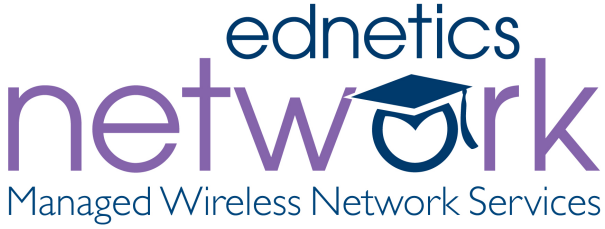
# OFFEROR QUALIFICATIONS




| Item # | RFP Requirement | Ednetics Response |
|---|---|---|

| | | |
|---|---|---|
| 3.9.1 | (ME) Financial Statements | |
| | Provide a current D&B Comprehensive Insight Plus credit report or current Experian ProfilePlus report, and the appropriate NAICS code or SIC code. | Please see Exhibit A for Ednetics D&B Comprehensive Insight Plus credit report. |
| | -The Offeror should identify with particularity any information on the Credit Report that it considers "Trade Secret" or "Confidential," as described in Section 3.11, below. The information will be held in confidence to the extent that the law allows. | |
| | - Credit reports must be for the exact organization submitting the proposal in order to be scored. The credit report cannot be combined or consolidated with the information from any other entity. Proposals which do not meet this requirement will receive a score of zero (no points) for this Section (3.9.1). | |
| | -The SDE will evaluate the credit information provided to answer the following question: How well does management control expenses and manage resources? | |
| 3.9.2 | (ME) Office Location | |
| | The Successful Offeror must establish a staffed, physical point of presence in Boise, Idaho within 30 calendar days after contract award. Also describe other presence the Offeror has within the State of Idaho and outside of Idaho. Explain how you will comply with this requirement. | Ednetics has an established Boise office located at:<br>950 W. Bannock<br>Suite #1153<br>Boise, ID 83702<br><br>Ednetics Headquarters is located at:<br>971 S. Clearwater Loop<br>Suite 1000<br>Post Falls, ID 83854<br><br>Ednetics Belleuve location:<br>3025 112th Ave NE<br>Suite 120<br>Bellevue, WA 98004<br><br>Ednetics Issaquah location:<br>1055 NW Maple St.<br>Issaquah, WA 98027<br><br>Ednetics Corvallis location:<br>1445 NW 11th St.<br>Corvallis, OR 97330 |

| | | |
|---|---|---|
| 3.9.3 | (M) Contract Performance | |
| | If the Offeror, or any proposed subcontractor, has had a contract terminated for default during the past three years, all such instances must be described as required below. Termination for default is defined as notice to stop performance due to the Offeror's nonperformance or poor performance. | Ednetics has not had any contract terminations for default in the past three years as outlined in section 3.9.3.<br><br>Ednetics has not had any early contract terminations in the past three years as outlined in section 3.9.3. |
| 3.9.4.1 | (ME) Qualifications of Personnel | |
| | An in-state experienced, qualified, and effective project team will be identified and provided by each Offeror. Provide resumes for all employees who will be managing and/or directly providing services under the contract. For positions that are not filled, a position description (including requisite qualifications/experience) shall be provided. Each Offeror must also complete and submit the form attached as Attachment 5, for its senior staff who would be assigned to this Project, in order to demonstrate its staff's experience with projects similar to this one. At a minimum, the Successful Offeror will maintain a dedicated in-state management team for the length of the Project made up of Key Employees as described in Section 12 of Attachment 3 "Contract Terms & Conditions." | Please see Exhibit B for resumes for all employees who will be managing and/or directly providing services under the contract begin the following page.<br><br>Attachment 5 has been filled out for each member of Ednetics senior staff who would be assigned to this project, and can be found in the "Attachments" section of this proposal.<br><br>If chosen as the Successful Offeror, Ednetics will maintain a dedicated in-state management team for the length of the Project made up of Key Employees as described in Section 12 of Attachment 3 "Contract Terms & Conditions." |
| 3.9.4.2 | (ME) Corporate Culture and CRM Relationship | |
| | In order for the SDE to feel confident with the Successful Offeror it is important that we4 understand the Offeror's corporate culture. A project of this scale and complexity will require the Successful Offeror to be nimble, knowledgeable, available and empowered. It is critical that the Successful Offeror's Idaho-based team have the authority to identify problems or issues and address them quickly and creatively. | Ednetics has an outstanding corporate culture that encourages collaboration and information exchange throughout the organization. Ednetics operates in a team-oriented environment where highly knowledgeable trained staff, constantly collaborate as needed. Ednetics hires very carefully and utilizes a culture interview to ensure that our team will work well together and will foster a healthy, happy creative work environment. We regularly recognize our team and reinforce our positive culture. The entire Northwest based Ednetics team moves readily and fluidly from office to office, sharing resources and information to serve project requirements and customer needs. Ednetics empowers team members to use best practices and best judgment to problem solve, deploy and deliver projects that meet and exceed customer expectations. Our team is well versed in utilizing the appropriate type of communication to maximize efficiency in communication and trouble-shooting. Our entire company is standardized on common communication devices in order to be highly available with minimal distractions. |

| | | |
|---|---|---|
| | Describe to what extent the Offeror's Idaho-based Client Relationship Manager (CRM) will be empowered to authorize and execute change orders, make decisions, engage additional resources and execute on creative solutions to unusual or unforeseen problems. | The Ednetics Idaho-based Client Relationship Manager (CRM) will be completely empowered to authorize and execute change orders, make decisions, engage additional resources and execute on creative solutions to unusual or unforeseen problems.<br><br>The CRM will act as the designated liaison between Ednetics and the State of Idaho. This role would include coordinating effective communication between both parties; ensuring necessary resources are in place, scheduling and conducting status meetings, and overseeing the resolution of any potential customer concerns.<br><br>The CRM is central to the project team. The primary responsibilities are: managing the relationship between the Ednetics project team and the SDE team, coordinating with other key positions on the Ednetics team, coordinating and approving contracts, review and approval of change requests, working with Ednetics and SDE team members for the creation and approval of training material, liaison with SDE stakeholders to provide project updates at the executive level. The CRM is empowered to; make decisions, execute change orders, execute on creative problem resolution and engage additional resources. The CRM reports directly to Ednetics President, Shawn Swanby. |
| 3.9.4.3 | (M) Project Staffing Plan, Organizational Chart, Change Order Process, Escalation above CRM | |
| | Offeror must provide a detailed description of its project staffing plan for all phases and tasks (any proposed subcontractors must be clearly identified in the project staffing plan), as well as an organizational chart clearly showing the structure of the Idaho team and the upstream reporting structure of the organization. The chart must accurately portray the positions, title and role in the project, including responsibilities. It is our desire that this team be entirely dedicated to the Project. If any personnel are assigned to other customers, territories or markets, those must be clearly noted on the chart.<br><br>Offeror must provide a flowchart outlining its change order process and any thresholds for escalation and approval above the CRM of the Idaho-based team. | Ednetics project staffing plan as well as organizational chart is located in Exhibit C. The subcontractors are listed in the organizational chart.<br><br>A flowchart outlining the change order process is located in Exhibit D, and can also be located in the Proposed Project Plan of section 4.11. |

| | | |
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| 3.9.4.4 | (M) Subcontractors | |
| | The Project will involve High Schools throughout the state and there is an expectation that local resources will assist the successful Offeror in fulfilling the Project expectations. Explain how you will use local resources, if awarded the Contract. Local resources can be value added resellers (VARs) or other subcontractors. Describe the extent to which subcontractors will be used to comply with contract requirements and to meet the expectation that local resources are involved in fulfillment of the resulting contract. Include each position providing service and provide a detailed description of how the subcontractors are anticipated to be involved under the contract. Include a description of how the Offeror will ensure that all subcontractors and their employees will meet all the elements of the Project. If the Offeror utilizes any entity other than the entity submitting the proposal to provide any of the services required by this RFP, the relationship between the two entities is considered that of a contractor-subcontractor for the purpose of this section, regardless of whether a relationship is based on an actual written contract between the two. The SDE reserves the right to require that the Successful Offeror remove/replace any subcontractors whose performance or other activities under the contract are deemed by the SDE to be unsatisfactory. | Ednetics has developed strategic partnerships in Idaho, Washington, Oregon to assist in the installation of Structured Cabling Systems (SCS). Through these alliances Ednetics is capable of producing implementations locally as well as on a larger scale across multiple states. Our subcontractors are held to the highest level of expectations. Installations follow a strict specification that stays current with state, local and national codes. We believe in working with local labor in support of the communities where possible.<br><br>Subcontractors will be installing and/or relocating the existing structured cabling system within the buildings. We have a dedicated Project Management team that manages schedule and quality control onsite. Ednetics has developed a Structured Cabling Specification Manual that all subcontractors are held to. This ensures that implementations are held to the highest standards and comply with all state and local codes. Three of our potential subcontractors have offices located in Boise.<br><br>Ednetics has an experienced Contracting Office with multiple RCDD's as well as certified 01 and 06 electrical technicians. **As an Idaho Public Works Contractor in the State of Idaho, Ednetics ensures that our contracts comply with the Idaho Statutes and Administrative Rules as described in Legislative Codes: 54-1901 and 54-1902, described in Exhibit E. All subcontractors will be properly licensed as described under these sections as well.** |

| | | |
|---|---|---|
| | Offerors must disclose the location of the subcontractor's business office and the location(s) where the work will be performed (if on-site at the Project locations identify the regions or School Districts subcontractors will serve). | The location of prospective subcontractor's business offices include:<br><br>CommTek Solutions LLC<br>5511 W. Kendall Street<br>Boise, Idaho 83706<br>208.331.0375<br><br>Quality Communications, Inc.<br>212 Murray St<br>Boise, ID 83714<br>208.375.7151<br><br>System Tech, Inc<br>2854 S Featherly Way<br>Boise, Idaho 83709<br>208.362.6493<br><br>PowerCom, Inc.<br>4000 E. Boone Ave., Suite 101<br>Spokane, WA 99202<br>509.435.4707 |
| 3.9.4.5 | (ME) Subcontractors Resumes | |
| | If subcontractors will be used to fulfill the roles described in Section 3.9.4.1, you must provide the information required in Section 3.9.4.1 (resumes, Attachment 5, etc.) for all subcontractors/subcontractor personnel. If subcontractors are included in your proposal, this Section 3.9.4.5 will be evaluated and scored as part of your response in Section 3.9.4.1. | Subcontractor information per section 3.9.4.1 can be found in Exhibit F. An attachment 5 for each will follow Ednetics Attachment 5 submissions. |
| 3.9.4.6 | (ME) Collaboration with the SDE | |
| | Describe the extent to which Offeror is willing to collaborate with the SDE in the implementation of this managed service. | Ednetics welcomes the opportunity to partner with the SDE and to work collaboratively in the development, delivery, and implementation of this service. |
| 3.9.5.1 | (ME) Reference Questionnaires | |
| | Provide three completed reference questionnaires, as instructed on Attachment 8, Reference Questionnaire. References must be submitted on the attached form, and must be received at the SDE directly from the reference, prior to the Closing Date and Time. | Please reference Attachment 8. |
| 3.9.5.2 | (ME) Offeror Experience with Similar Projects | |
| | Complete and return Attachment 4, "Offeror Experience with Similar Projects." | Please reference Attachment 4. |

| | | |
|---|---|---|
| 3.10 | (M) Acknowledgement of Amendments | |
| | This RFP may be changed by the SDE through issuance of a written amendment. Any material information given or provided to a prospective vendor with regard to this RFP will be made available in writing by the SDE to all vendors receiving the original RFP. Oral interpretations of specifications or contract terms and conditions shall not be binding on the SDE unless confirmed in writing by the SDE prior to the date for submissions. Changes to the RFP will be issued as an amendment. The right is reserved to waive any informality.If the RFP is amended, the Offeror must acknowledge each amendment with a signature on the acknowledgement form provided with each amendment. Failure to return a signed copy of each amendment acknowledgement form with the proposal may result in the proposal being found non-responsive. | Acknowledged |

# EXECUTIVE SUMMARY

ednetics network
Managed Wireless Network Services

# Executive Summary

**Introduction**

The Ednetics team is excited at the prospect of being part of this bold initiative. We're confident we can deliver a reliable, high-performance, end-to-end managed wireless solution to every participating school. Ednetics is well positioned to accomplish this job using the parameters and timelines that have been set forth by the SDE. Our company's tagline is *education's technology partner*. Ednetics has always been an education-focused company and we pride ourselves in understanding the needs of our customers. We have over 12 years of experience working with Wi-Fi technology and site-survey. Over that period, wireless and wireless survey have continued to grow in our portfolio as the demand has increased in education. Today, we, like our customers, view wireless infrastructure as an essential part of the 21st century classroom.

As wireless usage in schools has continued to increase, we have kept pace by continually training and certifying our engineers and technicians. We hold and maintain several Cisco Advanced Specializations including: Advanced Routing and Switching, Advanced Wireless, Advanced Security, Advanced Unified Communications and Advanced Data Center Architecture. All of these specializations require demonstrated expertise, by proctored examination, from sales to engineering.

The Ednetics team has a successful track record of taking a large problem or project, breaking it down into manageable components and then executing on a well-considered plan.

**Planning and Discovery**

This state wide initiative will require a great deal of planning and discovery. A key factor to in this phase is compiling a final list of schools that have opted-in to the program. This will establish the scope of the project and will help us determine final project and staffing plans. We will break up the project by region and by groups of approximately 15 schools. When any group of buildings completes a phase, it will move on to the next phase. In this way multiple cycles are running at once to maximize efficient use of time.

Ednetics has planned individual discovery meetings with each district to gather information about their existing environment and explain the parameters and options of the new wireless network. We want the districts to be engaged in the project and comfortable with the solution it will provide.

Ednetics will work with our partners as well as the SDE and District stakeholders to plan and prepare for the survey and implementation phases of the project. Our overall project philosophy is to create a partnership with our customer that consists of superior organization, excellent communication and effective knowledge transfer. Our goal is a successful project and we will work with the SDE to achieve this and make sure their needs are being met.

Planning and plan maintenance are essential to the success of any IT project. Ednetics will use a combination of project meetings, information gathering templates, surveys and reviews of current systems at each district

to finalize preparations. We anticipate some district participation in the project from start to finish. In the spirit of our partnership we encourage district personnel to participate in the project when possible. Participation in the project, even limited, is an essential step in administrative training and knowledge transfer.

We will make every effort to keep downtime to a minimum and at an acceptable level to the districts. We will expect that certain events will need to occur and be tested off normal business hours. Our team will work closely with each district to create migration plan for any existing wireless networks to the new SDE provided wireless network.

The infrastructure build-out and technical implementation will be centrally managed by Ednetics' dedicated project management team and will run according to an agreed upon project schedule. Planning, establishing project technical standards, centrally receiving, staging, labeling equipment for delivery and installation at schools throughout the state, will be crucial elements to the success of this project.

**Surveys and Physical Installations**

Planning for the build-out will begins with determining the location of each wireless access point (WAP) in schools across the state. Our pricing proposal includes on-site, active wireless surveys at each opted-in location throughout the state. Building diagrams or maps will be necessary for use with the survey software and later with the wireless management system. Ednetics will work with the Districts to acquire the necessary maps. A technical team will visit each location with test equipment and use software to map the coverage of each WAP based on a given location. The wireless site-survey will determine the best location for each WAP based on its coverage characteristics. These maps will also be furnished to the SDE as they will show signal strengths for each building and floor as surveyed.

While on-site performing wireless site survey, our teams will also be gathering critical planning information for the cabling infrastructure part of the project. They will be identifying the location of all wiring closets, and noting pathways and construction types. Another set of maps will be created that will be used for cabling and physical installation. These maps will show all data closet locations and which closets are being utilized for WAP terminations (per each WAP). WAPs per closet will give us the port density required in each closet so that we know how many switches will be required in each closet.

**Staging**

Ednetics, Inc. will receive most project equipment at our offices in Post Falls, Idaho or Boise, ID, for pre-processing. This includes capturing asset information such as MAC address, serial number and designating each individual device for deployment to a specific location by our subcontractors. Our team will label each switch with: district #, building code, closet code, device number of number (i.e. 1 of 4, 2 of 4 etc.). Similarly, each WAP will be labeled with district #, building code, closet code, device # (corresponds to map location), and MAC address. Equipment is then grouped by District and building, and wrapped on pallets for delivery to our subcontractors who are performing the physical installations and interconnections.

**Cloud Provisioning**

Our Network Team will provision a cloud management and reporting system for every opted-in district in the project. The back-end of this system is hosted at Cisco Meraki data centers. These will be provisioned ahead of

the physical installations so that once a device is connected; it will register with the system. This system will be used to manage WAPs, Meraki PoE switches, content filtering, and users. As part of the managed service, Ednetics will maintain these systems using the Cisco Meraki Managed Services Dashboard. This is a web-based management and reporting portal. district administrator staff will also have access to their management and reporting system through multi-level administration.

**Physical Installations**

In accordance with the project schedule, our subcontractors come on site to a given building to perform physical installations and cabling. First, they will install the designated PoE switches required in each closet and they will uplink each switch using a 1G copper port connection to a District-provided 1G uplink port. Second they will run a new cat5e cable from designated closets to each WAP location in a given building (plenum or non-plenum as required). They will then physically mount and install the WAP, and patch it both at the WAP location and in the closet to a new PoE switchport.

**Wireless Network Configurations**

Following the physical installations, network technicians will come on-site to finalize the connection configurations including working with the district to establish VLAN trunks between the district's switching and the project PoE switches, using the 1G copper uplinks that were previously patched. Prior to these visits there will be planning and technical calls with district staff to discover information on the district's current network, lay out goals for the work and coordinate the logistics for the on-site trips.

Once network and internet connectivity have been established for the PoE switches and WAPs, they will register with the cloud management system. After registering, our network team will perform device organization steps including: naming each device for identification, grouping devices together by building, importing district-provided blank maps, placing the named WAPs on the maps at the locations that they are installed. The maps will show live signal statistics as well any problem areas. Each WAP has individually accessible statistics about current usage.

We are anticipating the need for approximately four SSIDs (wireless networks): one new for project (trusted access), one new for project (guest/BYOD), and two for legacy SSIDs that the District may already have. We will work with the district to make the final determinations of the SSIDs. Our network team will then program the agreed upon SSIDs and push them to the WAPs.

User authentication types will need to be tied to each SSID. With the new project SSID for trusted access, the cloud controllers can be tied to an existing district directory such as Microsoft Active Directory and utilize 802.1x authentication. As an alternative to directory authentication, we can furnish WPA2 pre-shared key access to SSIDs. Once the authentication programming is complete, devices will be able to attach to the new SSIDs.

After users/devices are able to associate and in accordance with the project plan, we will complete the required validation testing on-site with an Ednetics network technician and an SDE or District representative.

**Administrator Training**

Ednetics will work with the SDE to finalize the system administrator training plan. Included in this proposal are three hours of combined training on wireless network management and content filtering. This training can be performed on-site with an Ednetics network technician when we are on site to do validation testing. If the scheduling does not work for a district, we will follow up with a live web training via WebEx. In addition to these trainings, Ednetics will also provide a web portal with training videos and print on demand materials. These can be accessed by Idaho project districts at any time as a refresher or to help bring new system administrators up to speed.

**Project Closeout**

Project closeout is the point where the project is transitioned from an implementation model to a support model. At this point all installations would have been performed, the system would be operational and in use. Ednetics installation scope items would be complete and the systems programmed to specifications defined in the planning phase. Any live training will be complete and online content made available.

The project manager will schedule a close-out meeting to finalize the transition to our support team. If there are other sign-off process requirements that the SDE needs, we are confident we can accommodate – our goal is customer satisfaction with the project.

**Ongoing Support**

Our managed wireless solution includes ongoing technical support for the duration of the five year contract. We stand behind our services by providing ongoing support through our dedicated support desk. This team exists to provide excellent responsiveness, technical support and repair services to our customers. This group administers the service level agreement (SLA) requirements for our support agreements. We use an enterprise class ticket tracking system to ensure that each issue is accounted for from inception to resolution. This group is trained on the troubleshooting and the resolution of common issues for all of the solutions that Ednetics offers. In additional to this, they possess internal paths of escalation including access to our specialized teams and our business partners (such as Cisco Systems, Microsoft, etc.).

Ednetics provides a dedicated toll free phone number (877.809.4610) and e-mail address (support@ednetics.com) for submission of support requests. Our normal business hours are 6AM to 5PM PST and our managed infrastructure is monitored 24/7.

**Professional Development**

Ednetics has partnered with the Northwest Council for Computer Education, the University of Idaho Doceõ Center for Innovation and Learning and the One-to-One Institute to provide a comprehensive professional development strategy. Our partner offerings combined with Ednetics in-house professional development services provide the state of Idaho with all of the resources necessary to ensure a successful rollout and adoption if this exciting state-wide project.

# SCOPE OF WORK

ednetics network

Managed Wireless Network Services

## Table of Contents

Section 4 – Attachment 1 - Scope of Work

| **Attachment 1 - Scope of Work** | | |
|---|---|---|
| 4.1 | (M) Offeror Response to Service Specifications and Requirements | |
| | Section 4 represents the SDE's specifications and requirements for the Project. It also includes the information required to be supplied by the Offeror as part of its response to this RFP. For each section or subsection in Section 4, the Offeror must respond appropriately using the formatting provided in Section 3.6.3. Failure of the Offeror to complete the required information as specified in each of the bullets below may result in the Offeror's proposal not achieving its maximum scoring potential during the evaluation process or deem them unresponsive. | Acknowledged |
| | -The appropriate response to some requirements may simply be for the Offeror to provide written acknowledgement and to agree to comply fully with the stated requirement. | Acknowledged |
| | -More typically, the Offeror must specify and describe how its solution meets or exceeds the requirements. | Acknowledged |
| | -Each Offeror must also specify, describe and clarify its proposal's characteristics and strengths as well as any weaknesses or limiting factors. | Acknowledged |
| | -Remember, your responses to requirements designated as ME will be scored. | Acknowledged |
| 4.2 | Services Provided by Other Entities | |
| | Connectivity and adequate bandwidth to each high school building – The State's existing Idaho Education Network (IEN) administered by the Idaho Department of Administration, ensures connectivity and Internet service to every school district's wide area network (WAN) internet aggregation point. The responsibility for distributing the IEN provided bandwidth to each building across the district WAN is the responsibility of the district. The amount of bandwidth provided to each district ensures that a reasonable, adequate bandwidth is available to each participating high school building. An IEN eligible high school is a high school with a 12th grade and is authorized | Acknowledged |

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| | by the State to graduate students. There are schools that are eligible for wireless managed services under this Project that are not currently receiving IEN provided services. All districts currently intending to participate in this Project must have 3 Mbps-equivalent or better connections from IEN or another ISP of their choosing. Additional information about the IEN is included on the web at http://www.ien.idaho.gov. | |
| | -IEN Services - The IEN provides statewide services to schools, including advice and consultation on configurations, network environments and optimization of school connections. Some technical support is also available for schools that need onsite technical advice and assistance, but this is not the IEN's focus. | Acknowledged |
| | -Professional Development – The SDE has developed a statewide strategy to provide professional development and support for the leadership of teachers in the integration of education technology into teaching and learning. Based on this strategy and assessed needs, the SDE has designed and provided a comprehensive framework for teacher leadership and development in integrating technology. Delivery may utilize an array of existing resources and relationships in Idaho. Beyond the scope of this RFP, a variety of resources will be utilized to meet the identified needs. However, in support of, or in complement to, the activities that may be undertaken by the SDE, the Offeror shall describe its interest, capacity and approach for providing resources, services or consultation on professional development and technology integration. | Ednetics continuously provides advanced technical seminars and workshops in support of the use of technology in education environments. These include, but are not limited to, wireless, one-to-one initiatives, data center / virtualization, and physical security. We would be willing to develop these workshops collaboratively with the SDE and our industry partners for delivery of these sessions regionally, virtually or using the IEN's Interactive Education Video Teleconferencing systems.<br><br>Ednetics has partnered with the University of Idaho Doceõ Center for Innovation + Learning. Through this partnership, and in conjunction with a Kathryn Albertson Foundation grant, Ednetics and the University of Idaho will provided targeted professional development with a specific focus on research and development of best practices of effective technology integration in education. This will be provided at no cost. (Additional information is available in our professional development section.)<br><br>Ednetics has also partnered with the One-to-One Institute to provide complimentary strategic planning services to the SDE as part of our base proposal. The One-to-One Institute has extensive knowledge and experience related to large scale technology deployments in education. Fee-based professional development services can be provided as well. (Additional information is available in our professional development section.)<br><br>This highly complementary partnership combining Ednetics' technical strengths, the University of Idaho Doceo Center's grant funded research focus and the experience and reach of the One-to-One Institute will provide unique professional |
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| | | development opportunities to extend SDE's existing efforts in this area. |
| | -Program Evaluation and Assessment – The SDE reserves the right to make provisions outside the scope of this RFP for disinterested analysis and evaluation of the impact and success of the Project. The Offeror shall be prepared to supply its required reports and documents in a timely manner and format specified by the SDE that will enable adequate evaluation. | Acknowledged |
| 4.3 | Participation by Schools | |
| | All Idaho high schools are eligible to participate in the Project (this Project includes 9th grade students enrolled in a state-funded "Junior High School"). It is estimated that approximately three hundred and forty Idaho schools enroll high-school-age students. Many of these schools are small and rural. Since Idaho is a "local control" state, each of Idaho's local school units, organized on a municipal or regional basis, has a locally elected school board with general statutory responsibility for policy and operational oversight of each school. | Acknowledged |
| 4.3.1 | (M) Opt-in | |
| | While it is expected that the vast majority of eligible Idaho high schools will participate in the Project, high schools will do so on an opt-in basis. High schools that do not opt-in initially will retain the right to opt-in at a future date. The SDE will require a formal statement of intent from local high school units if they wish to participate. High schools that opt-in at a later date would be deployed as agreed to in a revised deployment schedule. Provide written confirmation that you understand this opt-in provision and will comply. | Ednetics confirms our understanding of the opt-in provision in section 4.3.1 and will comply. |

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| 4.3.2 | (M) School Sites | |
| | As an aid to the Offeror, Chart A is included below to depict the approximate students by school size. A more detailed summary of the eligible schools characteristics, including the approximate square footage for each building serving students in grades 9-12, can be found in Attachment 11. Confirm that your solution has taken into account the approximate distribution of students by school size, and the square footage of each building requiring wireless managed service coverage and that you understand this data is only an approximation. NOTE: Offeror's should not solely rely on the data contained in Chart A or Attachment 10 for detailed planning or cost estimates. Data contained in Attachment 10 is school enrollment data and current approximate square footage for school year 2012-2013 and does not contemplate enrollment growth. | Ednetics confirms our solution has taken into account the approximate distribution of students by school size, and the square footage of each building requiring wireless managed service coverage and that Ednetics understands this date is only an approximation. |
| 4.4 | (M) Anticipated Deployment Schedule | |
| | For the anticipated deployment schedule see Table A, below. In the event that the State revenue fluctuates it is conceivable that this schedule might be accelerated or extended accordingly. Confirm your ability to meet this anticipated deployment schedule. | The Project schedule contains the critical path milestones, Engineering work breakdown structure (WBS) tasks, Project Management WBS tasks, and overall critical tasks necessary to have a successful and transparent project. This schedule will be adjusted with all key stakeholder input until a project baseline is established. After an approved baseline, all modifications to the project schedule will follow the Change Order process, including approvals by the Change Management Board and the executive steering committee.<br><br>A complete Proposed Project schedule is attached to the Proposed Project Plan from Section 4.11, which can be found in Exhibit G. |
| | Teacher counts for deployment purposes may vary slightly. Teacher counts allocated to each building will need to be adjusted to eliminate any possible duplicate counts, to account for full-time equivalents, and to determine more precisely the number and extent of teachers with multi-grade teaching assignments who work with High School students. Calculations will be based on a methodology to be supplied by the SDE to the Successful Offeror. Confirm your ability to meet this requirement. | Ednetics confirms our ability to meet this requirement. |

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| 4.5 | Connectivity and Disposal Requirements | |
| 4.5.1 | (ME) Connectivity | |
| | The devices utilized by the individual schools, whether it is a "Bring Your Own Device" (BYOD) model or a classroom supplied device, each student and educator must be able to connect to the wireless network, the school's pre-existing local network, and the Internet either directly through the Idaho Education Network (IEN) or the local ISP wirelessly and through a wired connection (Ethernet) within the school, and must not conflict or degrade existing connectivity alternatives.<br><br>Describe how your solution meets or exceeds this requirement, including how the proposed solution evaluates, monitors and maintains the existing connectivity at existing or better status. | Ednetics solution will integrate with any standards based Ethernet network without affecting existing connectivity. The solution provides several methods to help maintain reliable network connectivity by providing intuitive reporting of network and application utilization and easy to implement traffic shaping.<br><br>The wireless solution will automatically choose the best, least utilized channel based on RF scans of the environment to minimize interference of existing wireless networks.<br><br>Devices will be able to roam seamlessly between schools by utilizing a common configuration. Additionally, devices will be able to seamlessly roam within schools and between buildings without losing connectivity using either layer 2 or layer 3 based roaming technologies provided with the solution. |
| 4.5.2 | (M) Disposal | |
| | The Successful Offeror will ensure that no hardware or materials supplied by it are disposed of improperly in Idaho. The Offeror will ensure that associated hazardous constituents are kept out of solid waste and wastewater. Examples of possible hazardous constituents are: printed circuit boards, nickel cadmium batteries, and mercury-containing lamps for screen illumination.<br><br>Describe what methods you will use to meet the requirements of this section. | Ednetics will ensure that no devices or materials supplied as part of this project are disposed of improperly. Ednetics prides itself in being an environmentally friendly company.<br><br>Ednetics will handle the disposal of any potentially hazardous materials in accordance with state and federal regulations. |
| 4.6 | (M) Pricing Schedules for Additional Idaho Educational Groups | |
| | The Offeror's solution (hardware, services, optional items, etc.) must be available, at the same cost, to all Idaho State-funded K-12 educational providers, who may purchase it at their own expense. | Ednetics will extend pricing as stated in 4.6. |

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| 4.7 | (ME) Network Connectivity and Infrastructure | |
| | The wireless network infrastructure shall connect from the proposed solution hardware at one end to the IEN demarcation at the other end. Between the two ends, the Offeror's solution must include switches as needed, the placement of access points, server capacity for applications/files, and any other components necessary to complete the solution. To minimize the need to perform local electrical upgrades, Power-over-Ethernet (POE) is preferred. Existing network hardware, servers and infrastructure may be utilized by the Offeror's solution at the Offeror's discretion. The in-school infrastructure shall be accessible wirelessly and remotely. All participating schools have 3 Mbps-equivalent or better Internet connections provided by the IEN or an ISP of the local school unit's choice. The Offeror shall provide all servers, services and resources in order to update and maintain the solution dependent hardware.<br><br>Describe how your solution meets or exceeds this requirement. | This proposal includes provisions for implementation of Wireless Access Points, PoE switches, and the requisite cabling to interconnect them. This network is standards based and will utilize standards based mechanisms to integrated into the existing school networks. Generally this will include 802.1p and 802.1q trunking methods to provide vlan connectivity throughout the campus Local Area Network and ultimately to the IEN or alternative Internet Access Service. The assumption is that the local school networks will support these standards based mechanisms. On-site servers are not required in this proposal. |
| 4.7.1 | (ME) Building Readiness | |
| | Each local school unit that opts to participate in the Project shall be responsible to ensure minimum building readiness for the installation of the successful Offeror's solution. The local school shall address structural issues, construction/renovation and abatement. The Offeror's solution shall include all costs for network and infrastructure wiring needs. The solution shall be designed to minimize necessary costs of building preparation.<br><br>Describe any building readiness limitations that may impact the proposed solution. | Building Readiness considerations would include rack space, AC power, and sufficient HVAC provisions for the proposed PoE switches. Ednetics will provide those environmental and electrical specifications as part of the project plan. All cabling will be installed in accordance with IETF and ANSI standards. Building readiness considerations would include asbestos abated accessibility to available wiring paths and available conduit space for any inter-building cable that may be required. |
| 4.7.2 | Local Network and Access | |
| 4.7.2.1 | (ME) Wireless Coverage | |
| | The Offeror's solution must ensure coverage such that there is sufficient capacity to connect all necessary devices to the school's network from any instructional and administrative area of the school. Students and educators will experience transparent roaming connectivity to the school's wireless LAN as they move among the various rooms and areas in the school building. The solution must include access to all high school | Acknowledged |

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| | instructional areas as well as all administrative areas including, at a minimum, academic classrooms for all content areas, frequently used study areas, media centers, assembly spaces, the library and administrative offices. The solution must provide for a site survey to be performed in order to optimize each school's coverage area. | |
| | The solution must also provide access to school network resources via the wireless network and its services, including access to shared applications, files and printers. | Acknowledged |
| | The wireless solution must provide complete mobility for both district-owned and district-sanctioned hardware. While at a school, wireless users must be able to experience transparent roaming connectivity to the wireless network throughout the school. The wireless users should be able to travel between schools and seamlessly connect when moving from school to school (ex. same SSID so that reconfiguration is not needed when moving between schools) and districts. | Devices will be able to roam seamlessly between schools by utilizing a common configuration. Additionally, devices will be able to seamlessly roam within schools and between buildings without losing connectivity using either layer 2 or layer 3 based roaming technologies provided with the solution. |
| | The wireless users must also be able to travel between schools in the same district, and seamlessly connect and stay connected while the user remains at the new school. | Devices will be able to roam seamlessly between schools by utilizing a common configuration. Additionally, devices will be able to seamlessly roam within schools and between buildings without losing connectivity using either layer 2 or layer 3 based roaming technologies provided with the solution. |
| | The wireless solution will provide the ability for districts to view reports, get real-time statistics, and engage in limited management of the service via a single interface. | Acknowledged. |

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| | A school or school district may elect to expand wireless coverage to additional areas or facilities at its own expense using the successful Offeror's optional expanded managed service offering or offerings. The successful Offeror must identify a cost to accomplish this and the cost must be proportional based on similar square footage, student count, staff count, age of building, existing connectivity and technical infrastructure. In order to meet these requirements, the solution must, at a minimum: | Acknowledged. |
| | • Provide 802.11X coverage (at a minimum a/b/g/n/and ac/ad when available). We expect the newest standards at the time of award with periodic upgrades to the most current standards on a rotational basis once every 60 months or sooner as deemed necessary by Offeror; | Ednetics solution supports 802.11 a/b/g/n and will soon support 802.11ac. Additional standards may be supported as they are ratified by the 802.11 standards committee and become available. While a draft version of 802.11ac has been published, the final ratification of the 802.11ac standard is not scheduled until after December of 2013. It is in this final ratified version that the most compelling technologies of the standard will be defined and tested. These include 160 Mhz channel bonding, 4 spatial stream implementations, and Multi-User MIMO (MU-MIMO). Deployment of a pre-standard draft version of technology is fraught with risk to both the consumer and manufacturer, but Cisco is preparing their platforms to support the technology upon its ratification. With respect to 802.11ad; while this 7 Gbps (WiGIG) technology has been ratified by the IEEE, there are currently few access points available due to the limiting factor of the Local Area Networks that connect them to the rest of the world. LAN switching is rarely deployed to support greater than 1 Gbps data rates. Developing an access point capable of supporting 7 Gbps is currently problematic in that CAT-6E wiring infrastructures will only support 1 Gbps speeds. In light of this, it should be noted that Cisco product research and development is committed to providing support for emerging standards as they become ratified by the IEEE and other standards bodies and achieve acceptance by consumers. Cisco's track record of standards support, as well as participation in the standards committees themselves (including the board of directors for WiGig), is unparalleled in the industry. |
| | • Provide both 2.4 Ghz and 5 Ghz wireless service; | Ednetics solution supports both 2.4 and 5GHz wireless through the MR16, MR24 and MR66 access points. |
| | • Provide a minimum of -70dbm as measured on the 2.4Ghz spectrum to all areas where service is required, per the | Acknowledged |

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| | specifications listed above; | |
| | • Provide bi-directional band steering to ensure optimal distribution of clients on both the 2.4 Ghz and 5Ghz spectrum; | Cisco's solution supports automatic band steering. |
| | • Provide multiple user profiles and access levels within a single wireless SSID, as such topologies will be required by certain schools; | Cisco's solution allows multiple profiles and access levels to easily be assigned based on Active Directory group information, client type and client MAC address all within a single SSID as desired. |
| | • At a minimum, provide quarterly per district and per school wireless utilization reporting, including total connected users, users per spectrum, and users per SSID; | Cisco's solution can provide the reporting as desired. |
| | • Provide a graphical layout of signal strength throughout the network at each school | Ednetics will provide RF heat maps for each building where a wireless site survey is performed. Additionally, the Ednetics Management Dashboard will provide real-time coverage information and other statistics post implementation. |
| 4.7.2.2 | (ME) Wireless Access | |
| | The devices will access the Offeror's wireless solution, which will include the network, switch, servers, and access points and associated hardware to provide a robust network environment for student and educator network connection requirements. The Offeror will provide and deploy a POE switch or switches, sized for the school's needs, based on site analysis approved by the SDE. This includes access to the school environment via the wireless network and its services, including access to shared applications and files. If servers are in the proposal, they are presumed to be located at the school, but the Offeror may propose an alternate server location if a justification is provided that describes a better solution.<br><br>Describe your solution's capabilities as well as its limitations (e.g., interference susceptibility, distance and object penetration); including which wireless industry standards (e.g. 802.11b, 802.11g, 802.11n, 802.11ac, and 802.11ad as it becomes available etc.). | Ednetics solution is 802.11n based which includes backward support for 802.11a/b/g. It supports fast roaming between access points and completely transparent roaming between schools. While a draft version of 802.11ac has been published, the final ratification of the 802.11ac standard is not scheduled until after December of 2013. It is in this final ratified version that the most compelling technologies of the standard will be defined and tested. These include 160 Mhz channel bonding, 4 spatial stream implementations, and Multi-User MIMO (MU-MIMO). Deployment of a pre-standard draft version of technology is fraught with risk to both the consumer and manufacturer, but Cisco is preparing their platforms to support the technology upon its ratification. With respect to 802.11ad; while this 7 Gbps (WiGIG) technology has been ratified by the IEEE, there are currently few access points available due to the limiting factor of the Local Area Networks that connect them to the rest of the world. LAN switching is rarely deployed to support greater than 1 Gbps data rates. Developing an access point capable of supporting 7 Gbps is currently problematic in that CAT-6E wiring infrastructures will only support 1 Gbps speeds. Cisco product research and development is committed to providing support for emerging standards as they become ratified by the IEEE and other standards bodies and achieve acceptance by consumers. Cisco's track record of standards support, as well as participation in the standards committees themselves (including the board of directors for WiGig), is unparalleled in the industry. |

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| | The wireless solution shall provide complete mobility for devices. While at a school, the user(s) of device(s) must be able to experience transparent roaming connectivity to the wireless network throughout the school. If the device is brought to another school in the same district, then the device must seamlessly connect and stay connected while the user remains at the school. | Devices will be able to roam seamlessly between schools by utilizing a common configuration. Additionally, devices will be able to seamlessly roam within schools and between buildings without losing connectivity using either layer 2 or layer 3 based roaming technologies provided with the solution. |
| | The wireless solution will provide the ability for districts to view, and print statistics, and manage all access points and controllers from a single interface. | Ednetics solution allows the district to view and print statistics as well as manage the entire solution, including both access points and switches, from a single interface. |

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| 4.7.2.3 | (ME) Wireless Bandwidth | |
| | The Offeror shall provide an effective wireless solution with sufficient, measureable and necessary bandwidth. The solution must not only include sufficient and measureable aggregate bandwidth but must also be capable of being customized for varying needs within a school. For example, a concentration of physical classrooms within a school may require additional access points, faster speeds or both within that area.<br><br>Describe how your solution meets or exceeds this requirement. | Ednetics solution can easily scale wireless access to provide additional wireless resources as needed. No controllers are needed for the solution so adding access points is easy and exceedingly scalable.<br>Ednetics solution also makes it easy to control existing network resources and bandwidth through per-SSID traffic shaping. This makes it easy for the IT administrator to rate limit and de-prioritize non-mission critical applications to limit their network impact while prioritizing mission critical applications and guaranteeing network performance and reliability. |
| 4.7.2.4 | (ME) Internet Access | |
| | Access to the Internet for Idaho schools is to be provided via each school's connection to the IEN or other ISP (Note: the vast majority of schools are connected via IEN). The Offeror will ensure its solution integrates with the school's connection, IEN or other, and the Offeror will work with each school and the IEN, or other ISP if the IEN is not currently providing bandwidth, to identify bandwidth and network infrastructure as described in the RFP.<br><br>Describe how your solution meets this requirement. | The proposed network is standards based and will utilize standards based mechanisms to integrated into the existing school networks. Generally this will include 802.1p and 802.1q trunking methods to provide vlan connectivity throughout the campus Local Area Network and ultimately to the IEN or alternative Internet access link. The assumption is that the local school networks will support these standards based mechanisms. The potential bandwidth impacts of the new wireless network will be identified on the basis of user counts and use cases. |

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| 4.7.2.5 | (ME) Content Filtering and Logging | |
| | Internet content filtering, as required by the Children's Internet Protection Act (CIPA), must be included as part of the solution. The filtering solution must be configurable in order to account for differing local district policies on acceptable Internet content and age appropriateness. Content filtering is an integral component of the requested managed wireless service, and as such, must include: | Ednetics solution includes CIPA compliant integrated content filtering. The solution is configurable so that each district can set individual categories, whitelists and blacklists, and policies for filtering.<br><br>All configuration and policy changes are audited and include the username, time and date of changes that are made.Our integrated content filtering solution is managed via a single online portal and fully complies with the requirements listed in the RFP. |
| | • The ability for each district to manage its own filtering policies, including the decision to block specific categories of content and to maintain its own whitelist and blacklist overrides. | |
| | • The ability to provide per district utilization and filtering reports, including top websites visited, top categories visited, top websites blocked, top search terms, and top authenticated users. | |
| | • The ability to audit all changes to content filtering policies. | |
| | All SDE-level and district-level reporting and management for both content filtering and managed wireless shall be available via the same on-line application, which authenticated district staff and SDE personnel must be able to securely access from any Internet-connected web browser and efficiently perform the content filtering functions following the training provided by the successful Offeror.<br><br>Describe how your solution meets this requirement. | |

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| 4.7.2.6 | (M) Existing School Networks | |
| | The solution will integrate wireless access to the school's existing network resources. While school internal networks vary, the network operating systems tend to cluster into Novell, Windows, Macintosh OS X, UNIX and Linus. All schools have Ethernet capability.<br><br>The Offeror will install cabling for its solution, per the description of a fully managed service above, and the connection to the school's local network and the Idaho Education Network (IEN). At the successful Offeror's discretion, it may use existing cabling in the schools. However, if the successful Offeror does use existing cabling or infrastructure, it must agree to warranty those parts as they would newly installed equipment. If the local school has a cable warranty in the building, the successful Offeror will not void the current cabling warranty without the prior written approval of the district. The local school will arrange for electrical work based on the successful Offeror's specifications. Site construction, abatement and other activities will be performed in accordance with the project plan. As part of the installation, the Offeror will provide an overview of the resulting network to the school technical staff and train that staff in the basics of system/network operation and support.<br><br>Describe how you will meet this requirement. | This proposal includes provisions for implementation of Wireless Access Points, PoE switches, and the requisite cabling to interconnect them. This network is standards based and will utilize standards based mechanisms to integrated into the existing school networks. Generally this will include 802.1p and 802.1q trunking methods to provide vlan connectivity throughout the campus Local Area Network and ultimately to the IEN. The assumption is that the local school networks will support these standards based mechanisms. All cable utilized in this deployment will be warrantied, whether new or re-used. Environmental and electrical requirements of the new wireless network will be provided to the local school or district in accordance with the project plan. Basic administrative training will be provided to the local school or district technical staff as required. |
| | If providing servers as part of your solution, describe how you will meet this requirement. | The proposed Cisco based solution does not require on-site servers. |

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| 4.7.2.7 | (ME) Growth | |
| | Suitable architecture must be provided to allow for growth in the wireless network infrastructure if additional grades in the school begin to utilize the infrastructure or the population of the school utilizing the infrastructure grows.<br><br>Describe how you will meet this requirement. | Cisco's cloud based architecture makes it easy to expand coverage and infrastructure without deploying anything more than access points and access level switches if needed. All of the infrastructure to support the access points and switches is managed and automatically scaled by Cisco with no additional supporting infrastructure like servers or controllers. This allows the solution to easily match the growth requirements of the school districts as required. |
| 4.8 | Performance and Quality | |
| | In order to provide high quality 802.11a/b/n/ab wireless access that will work with multiple devices of different wireless sensitivity, including laptops and tablets of different manufacture, the wireless solution should provide RF signal strength of at least -70dBm or better as measured in the 2.4 Ghz spectrum in all locations where wireless service is to be provided. Signal strength will be measured by an industry-standard Wi-Fi measurement tool, such as the Fluke AirCheck or similar device.<br><br>The Offerors solution must provide a minimum -70dBm signal strength in all areas where service is to be provided. The Offerors solution must allow a multitude of different wireless devices for students and educators to roam with transparent connectivity from different areas of the school or building without losing connectivity and without needing to re-authenticate to different wireless access points. Furthermore, minimum wireless signal strength of -70 dBm will allow almost all modern wireless devices to negotiate a connection with sufficient bandwidth to stream video, participate in Web 2.0 interactive applications and generally have an excellent online educational experience, given that the site has sufficient Internet access.<br><br>The successful Offeror's wireless network performance will be tested using an endpoint device that meets the following minimum requirements:<br>• Windows 7 Professional, SP1<br>• 2GB RAM<br>• Wireless N Network Card<br>• 250GB HDD | Acknowledged, Ednetics solution allows automatic and seamless roaming without the need to reauthenticate. |

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| 4.8.1 | (ME) Uptime | |
| | The Offeror will ensure that all functions of its solution are reliable and available to the schools, educators and students as set forth in the RFP. Uptime shall be as follows:<br><br>7:00 AM 5:00 PM, Local Site Time, Monday-Friday, excluding holidays - 99%<br>All Other Times -<br>95%<br><br>No scheduled downtime will be allowed for the solution except (1) for scheduled preventative maintenance, or (2) with the approval of the local school coordinator for issues affecting only the local school, or (3) with the approval of the SDE for system-wide outages. Uptime shall be measured from 12:01 am to 11:59 pm. in a calendar day.<br><br>Describe how your solution meets or exceeds this requirement. | Ednetics solution provides a 99.99% uptime SLA for cloud based services. Network upgrades will be scheduled based on the individual districts requirements.<br><br>Cisco Meraki is the largest and longest running cloud based management service with over 7 years of continuous operation. |
| 4.8.2 | (ME) Response Time | |
| | The solution must provide services to all students and educators concurrently on the wireless network with quality response time that does not hinder or impede effective instruction and learning in the classroom. This requirement includes the ability for students to browse the Internet, download files and use streaming video without unreasonable delay.<br><br>Describe how your solution meets or exceeds this requirement. | Wireless coverage is an important component of wireless design. However, at Ednetics, our extensive experience in designing, deploying, and maintaining wireless networks in K-12 education has indicated that response times and usability of the wireless network will be impacted as much by use models and user densities as it is by basic connectivity. Ednetics has in-depth experience at developing designs whose purpose is to provide the correct response times to the anticipated user densities, utilizing the expected radio characteristics (driven by spectrum band and modulation standards), to address the requirements of the supported applications. For example, irrespective of full wireless coverage, the wireless design is significantly different for faculty only, casual web surfing vs. full classroom, simultaneous support for online testing or HD video streaming. Additionally, Ednetics is fully aware of and modifies their designs with respect to the differences in BYOD vs. 1:1 (school provided devices) deployments; the former being characterized by multiple radio types and the latter being characterized by a homogenous WiFi standard. It is Ednetics' desire to bring this experience to bear on the individual designs for each school opting in for inclusion in the program addressed in this RFP.<br><br>The multiple spatial streams, channel bonding, and beam forming capabilities defined in the 802.11n |

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| | | standard and incorporated into the access points proposed in this response allow us to design a wireless deployment that addresses these use models and user densities effectively and efficiently by optimizing the available throughput for each coverage area. |
| 4.8.3 | (ME) Business Continuity / Disaster Recovery | |
| | Provide a proposed disaster recovery/business continuity plan to cover replacement of the provided hardware and other solution elements in the event of theft or loss through a catastrophic event. Upon approval by the SDE the Successful Offeror will implement the final plan in coordination with the SDE, to ensure that the affected school's provided infrastructure/solution is restored by the start of next school day at 7 AM, local time. | The management system for our proposed solution is cloud based. Ednetics solution provides an 99.99% uptime SLA for cloud based services. Premise equipment such as WAPs and the PoE switches that support WAPs are all covered by a lifetime next-day replacement warranty. In addition to this, as part of our Support Solution, Ednetics will store a cold spare switch and WAP in each school district. Our support team will work with local technology administrators through a replacement or dispatch a technician from our regional support centers (whichever is more expedient for the situation). |
| 4.8.4 | (M) Server Failure | |
| | If the solution includes servers, then the solution must provide redundancy or other fallback strategy in the event of server failure. This will provide continued operation in the event of server hardware or software failure.<br><br>If providing servers as part of your solution, describe how you will meet this requirement. | The proposed Cisco based solution does not require on-site servers. |
| 4.8.5 | (M) Uninterruptable Power Supply (UPS) | |
| | The Offeror must include sufficient Uninterruptible Power Supply (UPS) capacity to those parts of the solution where a power loss could cause data loss or corruption, instability or other long-term negative effects on the solution. The solution will be able to be fully-enabled upon restoration of power without reconfiguration or significant intervention. Therefore, necessary included servers and key infrastructure hardware such as switches and wireless access points shall have a UPS with capacity to allow for the hardware to remain operative in the case of a power outage. This UPS must allow personnel enough time to satisfactorily shut down the server(s) or the infrastructure hardware provided.<br><br>Describe how your solution meets or exceeds this requirement. | The premise equipment in our proposal does not require UPS backup, so UPS equipment has not been included in this proposal. The normal power-down procedure for the PoE switches and WAPs is to cut their power; they will power back up and retain their configuration. The network and wireless management system is cloud-based and therefore backed up in Cisco's global data centers. |

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| 4.8.6 | (ME) Performance Metrics and Reporting | |
| | The Offeror must track and record operational Performance and Quality metrics necessary to ensure the successful management of the project. Such performance metrics will be reported monthly, by school as necessary, to the SDE Program Manager. The reporting will include such items as incidents, device and system failure, available connections metrics, connection failures rates, types, downtime, repair turnaround times, trends, remediation needed, unresolved issues, recommended improvements and other factors necessary to ensure a successful project. Reporting should also include information that is required to enforce compliance to standards. Describe how you will meet this requirement and provide recommended metrics for consideration by the SDE and a sample report using the recommended metrics. The successful Offeror will provide the metrics selected by the SDE in a report format approved by the SDE. | Ednetics acknowledges and will comply. During the project build-out, our project management team will track the progress of all curently running building projects and report them upstream to the SDE ProgramManager as required. Post build-out, buildings will enter the support and maintenance phase for the remainder of the 5 year term. Our dedicated Support Desk will track all reported issues in an enterpriseclass ticketing system, currently Microsoft Dynamics CRM. The system has full reporting capabilities and Ednetics will work with the SDE to create a custom report of issues submitted through our support team.In addition to the Performance and Quality metrics provided by the Ednetics Support Desk we will also provide a global network map showing all of the access points and reports showing top APs by Usage, Top clients by usage, Top operating systems, Top device manufacturers and SSID usage. |
| 4.8.7 | (M) Wireless Security | |
| | The solution must protect against eavesdropping and unauthorized access. The solution may include encryption or other techniques to provide this assurance which the local school may turn on or off as local policy indicates.<br><br>Describe how your solution will provide such protections. | Ednetics solution includes standards based encryption capabilities including 802.1x, WPA2 and SSL based encryption. Encryption inclusion is configurable as desired. |
| 4.8.8 | (ME) Authorization Control | |
| | Security must allow access to authorized users only and strictly to those resources, files, applications, and services that they are authorized to use. Security will be definable by an administrator, both on an individual user basis and by class of users (educators, students, parents, administrators, etc.). Identification of a user must be unique to each individual.<br><br>Operating systems and the application software must have the ability to be restricted or locked down in an appropriate way so as to prevent inadvertent or deliberate changes in key settings and thereby reduces support requirements. | Ednetics solution includes security controls to limit access only to authorized users. Administration of the solution is based on user access controls and can include two factor authentication if desired. |

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| 4.8.9 | (M) Backups | |
| | In order to protect the solution from data loss, corruption or hardware failure, backup and recovery capabilities are required to permit regular, periodic backup of the administrative and configuration data, logging information and filtering, and user files, and to restore all of the above on demand. The ability to perform automatic scheduling of backup functions is desired. This should include automatic backup from the Hardware to a server or some other facility on at least a daily basis to prevent data loss where data shall never be deleted except by the owner/administrator. The back-up should provide for archiving of the various logs, usage, etc. for at least one school year.<br>Describe your process, any storage limitations, and length of backup storage, to meet or exceed the requirement. | Ednetics cloud based solution is automatically provisioned on multiple servers in multiple data centers. All information is backed up daily to an off-site facility. All log and reporting data is available for one year. |
| 4.9 | (M) Training, Integration, and Consultation | |
| | As part of the solution, the Offeror will provide Technical Training as described below. The Offeror may provide additional resources for integration and consultation as part of the solution. Additional training may be offered outside of the solution. Describe any optional offerings and costs in Attachment 2, Cost Schedule B – Optional Items. | Ednetics will provide training as required below in 4.9.1. Ednetics can offer additional training, consultation and integration services at an hourly rate of $125/hour or under a scope of work, depending on the needs of a particular District and it's personnel, as referenced in Attachment 2 - Cost Schedule B. |

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| 4.9.1 | (ME) Technical Training | |
| | The Offeror will provide an appropriate level of technical training on the solution, its local support requirements, and its applications for technical support personnel. Note that the State has no authority to require school personnel to participate in training; however, it is projected that the vast majority of personnel would do so on a voluntary basis.<br><br>This training would include basic use of the solution in a network environment, the monitoring and logging and use and access of server(s) if provided by the Offeror. Training must be done in the context of how to best access digital assets in an educational setting as it pertains to attaching digital assets to the wireless managed network. The Offeror's training needs to be contextually relevant and not just a "skills" class. In addition, the Offeror shall include specific training on trouble-shooting and maintenance for technical support personnel. | Systems Administrator Training:<br>Length of training: Typically three hours.<br>Location of training: On-site at customer provided conference room or live via WebEx conference bridge.<br><br>This training consists of Ednetics staff working directly with District system administrators to go over daily operational tasks one might expect, such as: moves, adds, changes, accessing devices, checking system status and pulling reports. These operational activities for wireless, PoE switch and content filter management are all performed in the Cisco Meraki management portal. We will cover the navigation of the management dashboard while demonstrating specific tasks. We will provide training on how to connect their devices and access digital assets on the network. In addition to this we will cover common troubleshooting techniques as well as make sure that the staff knows how to contact Ednetics Support if they need additional assistance. Informally administrator training occurs whenever district technical staff participates during the implementation process, and we encourage them to do so.<br><br>Ednetics will provide a web-based training portal where on-demand training videos and print on demand materials will be available to participating Districts at any time.<br><br>All technical training that we provide for System Administrators will be contextually relevant and geared specific towards practical management tasks. We are open to working with the SDE to approve and or finalize the agenda for the technical trainings. |

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| | The Successful Offeror will set up a helpdesk to provide support to the district technicians who will generally require a person with a more senior skill set with whom to work. | Ednetics has an established helpdesk for providing technical support to our current customers. We will expand this helpdesk operation to accommodate the additional tickets generated by this project. This team exists to provide excellent responsiveness and technical support to our customers. This group enforces the Service Level Agreement (SLA) requirements for our support contracts. They use an enterprise class ticket tracking system to ensure that each issue is accounted for from inception to resolution. This group is trained on the troubleshooting and the resolution of common issues for all of the solutions that Ednetics offers. In additional to this, they possess internal paths of escalation including access to our specialized network engineering teams and our business partners (such as Cisco Systems, Microsoft, etc.). |
| | Describe the staffing levels you will include to provide continuous training and support; as well as a description of positions of the staff, their titles, responsibilities, and why this staffing level is adequate for continuous support. | Training staffing levels will correspond to the anticipated levels for systems configurations. Systems administrator training will be performed by our dedicated Network Team, who cover our wired and wireless infrastructure projects. These engineers and technicians will be performing the configurations for the PoE switches, WAPs and management systems. As configurations are complete, these staff will train the District System Administrators in how to manage, operate and maintain their wireless system. They will be ideally suited to this because they will be familiar with not only the overall solution, but also with the particulars of a given District's integrations. Training activities will be performed under the project plan and coordinated by the Project Manager (PM) and Client Relationship Manager (CRM). The PM will be responsible for the coordination of the training logistics between the client and the training engineer. The CRM will ensure that the provided training curriculum is meeting the needs of the Districts. We estimate that there will be four configuration teams, each capable of training District staff while on-site finalizing configurations and integrations and performing system testing. We will have an additional four engineers available to do training via live WebEx should the schedule not permit for on-site training. This will be adequate as it provides engineer training resources for either on or off-site training. It will also allow for multiple projects to run simultaneously. |

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| | (continued) Describe the staffing levels you will include to provide continuous training and support; as well as a description of positions of the staff, their titles, responsibilities, and why this staffing level is adequate for continuous support. | For project and follow-on support we use our own dedicated Support Desk. Currently staffed with five dedicated support staff, we anticipate growing this staff to ten staff in the first year to eighteen months. Although there will be an initial ramp-up of staff and support training, staffing levels will be constantly evaluated as new Districts come on-line and their support needs are fully quantified. Our existing ticketing system, processes and procedures are scalable to meet the support needs of the project. Our dedicated Support Engineers and Technicians are monitoring our toll-free support line and dedicated e-mail address. They will create support tickets and either work them to resolution or escalate the issue as necessary to our own engineering team or to a partner in manufacturing such as Cisco Systems. |
| | Separately and specifically address your first year program that will make available sufficient training for technicians to deploy the solution prior to the start of school year 2013-2014. Describe your plan to make training times and locations convenient to the participating personnel and how you will provide school personnel multiple options to sign-up for training in their region. | First, to address the training program for new technicians. We expect to bring on approximately four to six new network engineers and technicians. We will preferentially hire IT professionals with existing wireless experience, but we expect to fully train new hires in-house. We will have a two to five month window in which to hire and train new staff while the project is coming up to speed with information gathering, planning, and design. Our current wireless survey technicians will train new technicians in Cisco and Ednetics best practices and will be initially paired with experienced technicians for survey. Similarly, configuration technicians will train on the Meraki system both with our current technicians and engineers as well as with Cisco and Meraki provided curriculum. Again, experienced staff will be grouped with new hires. Consistent practices and procedures will be established at the outset of this project to ensure that all teams operate in a like manner and produce consistent configurations, documentation and training. To ensure readiness for the 2013-2014 school year, project stages will run one after the other with multiple crews throughout the State. One after another surveys will be completed, followed by physical installation and cabling, followed by integrations and configurations, followed by turn-up and training. Crews will also operate regionally within the State for maximum efficiency with logistics. |

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| | (continued) Separately and specifically address your first year program that will make available sufficient training for technicians to deploy the solution prior to the start of school year 2013-2014. Describe your plan to make training times and locations convenient to the participating personnel and how you will provide school personnel multiple options to sign-up for training in their region. | Second, our training options are designed to provide maximum flexibility to the District System Administrators. If their schedules permit, District staff can receive training on-site when our engineering teams are completing the on-site configurations and testing of the new systems. If the District schedule does not permit this, we are able to provide live training via WebEx conference bridge. We will also provide a recorded training session on-demand online as well as electronic reference materials. |
| | Describe your proposed solution to accomplish the training requirements described above, including a preliminary training plan, content and method, recommended duration, recommended location(s), materials included, instructor to participant ratio, and qualifications of each instructor. Also describe how you will ensure school technicians are provided adequate support and training, as well as how you will provide continuous training during the contract as personnel change. Provide information on how school technicians may contact you with additional questions and needs, the contact method, response times, and escalation procedures. The successful Offeror will submit a final training plan and curricula to the SDE for approval. Upon approval, the successful Offeror shall implement the plan. | Ednetics will accomplish training on a continuing basis throughout the project. A Preliminary training plan has been established and included in the project schedule for all regions and districts. Each region will be divided into groups of districts to allow for multiple training sessions to be scheduled simultaneously. These are be conducted initially in person at a convenient location for each district. In addition to online content, the training sessions will be recorded via WebEx and presented to the district for their review at a later time for convenience in case some attendees are unable to attend. Additional training opportunities will be conducted as needed via WebEx again in recorded format to enable later playback and review. A Training Plan sign off document is included with the Proposed Project Plan, located in Exhibit G, allowing for both a detailed training agenda as well as positive acceptance of the training by the district. |

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| 4.10 | (ME) Support and Maintenance | |
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| | Included in its solution, the Offeror will provide ongoing support to the participating schools for the duration of the Project. Since the cost is to cover the full costs of deploying and supporting the solution, each Offeror must factor a full support package into its price. The components of such a full support package must include those components necessary to assure the performance and quality specifications are met continuously and that the solution is sufficiently supported at all times. The support package must be comprehensive. Examples of supported items should include, but are not limited to: repairs, preventative maintenance, licensing (if applicable) and any other items that are included in the solution. | Acknowledged |
| | This support will include Help Desk or Support Center service available via toll-free phone service or similar service, and will include staffing, tools and processes to meet the schools' support requirements. This also includes a system of dispatching, tracking, priority setting, reporting and escalation which ensure timely and satisfactory response and resolution. The Offeror may also employ other communication systems for delivery of just-in-time support such as Internet audio chat, text chat, web forums, etc. School users of the Help Desk will be technical staff. The Offeror will describe its Help Desk offering as well as its ongoing technical support provided for its proposed solution. | Please see Exhibit H for information regarding our dedicated Support Desk. |
| | The Offeror will fully describe the process and plan that will be utilized whenever a break/fix event occurs within the school's wireless service environment. This will cover the entire process of repairing or replacing any component utilized in the managed wireless solution infrastructures. The infrastructure will be defined as switches, servers, LAN devices, remote access devices, wireless components or any other equipment provided by the Offeror. | Break/fix events will be initiated in one of two ways. First, the Meraki Cloud-Management system will automatically alert the Ednetics Support Desk that a switch or WAP in the field has failed. Second a District System Administrator could call or e-mail the Ednetics Support desk to initiate a support request that leads to a diagnosis of failed equipment. The break/fix plan calls for a cold spare switch and WAP to be stored in each District for faster response. Ednetics Support will have two options for the break/fix response depending on the circumstances of the ticket. First, Support can dispatch a technician to the location to replace the unit. Second, Support can work remotely with a District technician to replace the unit, re-program and test. |

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| | Each Offeror must address, at a minimum, the items above, as well as the requirements of Section 4.7, in fully describing its proposed support program to demonstrate that its approach will provide solid, effective support for the users of the solution. | Acknowledged. Ednetics will provide an end-to-end support solution that will meet the expectations put forth in this RFP. |
| 4.10.2 | (M) Service and Support Plan | |
| | The Successful Offeror will provide a complete Service and Support plan as part of this RFP addressing the SLAs and overall performance metrics as outlined. The Support Plan must be as complete as possible, given the information that has been provided. A revised Support Plan containing refined detail and specifications will be due no later than 60 calendar days after the contract award. The SDE reserves the right to require additional revisions prior to approval. Upon approval, the successful Offeror shall provide service and support in accordance with the plan.<br>Provide the Support Plan as well as written acknowledgement of your understanding and agreement that the Support Plan will need to be completed no later than 60 calendar days after the contract award should you become the Successful Offeror. | Acknowledged. Please Exhibit I for an example Support Agreement for details. Ednetics understands that we will work together with the SDE post-award to refine the details of the agreement. |

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| 4.11 | (ME) Project Management and Implementation | |
| | The Offeror must ensure a successful implementation for each of the participating high schools. This includes necessary site surveys, validation testing, installation and configuration of all hardware, training, support program implementation and any other necessary aspects of the solution. The Successful Offeror will be required to submit a detailed Project Plan to SDE for approval, no later than 30 calendar days after contract award. The SDE may require modifications to the Project Plan prior to approval. The Project Plan must include all aspects of the project and its deliverables, including coordination with the SDE and the schools, site-specific construction requirements, communications and reporting, timetable, Validation Testing Plans, Deployment Plans, Training Plans, and the Service and Support Plans. The Project Plan will be revised and updated on a regular basis to reflect the current status of the project. Any adjustments to Scope, Baselines, or other significant aspects of the Project are subject to the review and approval of the SDE.<br><br>Prepare and submit a Proposed Project Plan for your solution which addresses, at a minimum, the items identified in Sections 4.11.1 through 4.11.13, below. | The Proposed Project Plan document identifies specific project documentation that was produced to provide a complete overview of the State of Idaho High School Wireless Managed Service Project. This document will include overviews of specific documentation and associated samples as described in the State Department of Education's (SDE) project RFP, including; Project Reporting, Validation Testing, Project Communication Plan, Implementation Plan, Training Plan, Proposed Project Timeline, the Ednetics Change Order Process.<br><br>The project plan will be updated when necessary as part of the Change Management Process. Transparent sharing of the plan at regular intervals for Steering committees and other stakeholders will occur as changes are made.<br><br>This information will be archived at Ednetics Inc.'s Project Management Office (PMO), and will be available to authorized key stakeholders upon request.<br><br>Where referenced, please see the Proposed Project plan in Exhibit G. |
| | The SDE recognizes many of these requirements may have been addressed in other sections of this RFP but is interested in evaluating the cohesiveness of each Offeror's plan to meet the Project Plan requirements. All subsections in 4.11 are "M" (Mandatory), requiring a response. The Proposed Project Plan (containing the mandatory subsections) will be evaluated in its entirety, with one score assigned to 4.11 encompassing all subsections. | Ednetics acknowledges this requirement and all subsections of 4.11 are addressed within the Proposed Project Plan. |

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| 4.11.1 | (M) Project Management Reporting | |
| | The Successful Offeror will submit, on the last working day of each week, a detailed weekly progress report to the SDE's Program Manager, starting with the first month of the Agreement. Among other details, this report must include a weekly summary of the performance metrics specified in this RFP. The Successful Offeror may be required to supply additional information as requested by the SDE.<br>Confirm your compliance with this requirement; and provide a sample "detailed weekly progress report" within your Proposed Project Plan. | In accordance with the stipulated requirements specified in the request for proposal, RFP1305W, the Weekly Summary Report (WSR) will be created and submitted to the SDE's Program Manager, commencing on the first Friday following the award of the Project. Additionally, an Operational Performance Report (OPR) will be produced each month. This report will focus on metrics related to the successful management of the project. Samples of the Weekly Status Report and Operational Performance Report are attached to the Proposed Project Plan. |
| 4.11.2 | (M) Validation Testing | |
| | Successful Offeror shall conduct validation testing, in conjunction with the SDE, to confirm the solution meets or exceeds the functional requirements and the performance and reliability specifications as required herein resulting from this procurement process. This Validation Test will give the Successful Offeror the opportunity to test its equipment in Idaho school environments and will assure the SDE that the solution is acceptable for production deployment. The testing will include connectivity, usability and reliability during the first year. The SDE reserves the right to require additional testing by the successful Offeror.<br><br>Explain in your Proposed Project Plan how you will meet this requirement | Validation testing is essential to ensure the network's wireless capability to perform under normal or stress conditions. Validation testing will occur at each location that is serviced by this project. A robust collection of data to support desired metrics will be made available to SDE and key stakeholders within this project.<br>Validation testing will measure three major facets of the wireless network solution, (1) Connectivity, measuring device availability during the validation period, (2) Reliability, reporting on the number of outages during the validation period, and (3) Usability, reporting traffic levels, and accessibility of devices. Additional details support the effectiveness of the solution will be presented in this data.<br><br>A sample Validation Test report is attached to the Proposed Project Plan. |
| 4.11.3 | (M) Communication Plan | |
| | Successful Offeror will work with the SDE to help inform the educational community of the Project Plan or any other communication necessary to fully implement the Project. The communication plan will also include key reports and the stakeholder metrics.<br><br>Describe your communication plan within the Proposed Project Plan. | The Communications Plan identifies the project stakeholders and their roles while defining the communications framework throughout the project lifecycle. This plan includes a communications matrix, which illustrates how and when information will be delivered. A team directory is also included to provide essential contact information for all stakeholders, and to identify their specific roles within the project. Refer to the Project Communication Plan for essential project metrics, including meeting cadence, report frequency, stakeholder roles, and detailed email and telephone contact information.<br><br>A sample Project Communication Plan is attached to the Proposed Project Plan. |

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| 4.11.4 | (M) Implementation | |
| | The Successful Offeror must successfully install, configure and test all hardware and software for each participating site. For an estimated schedule, see Table A (Section 4.4). | The implementation schedule of the project plan is within the constraints of the estimated scheduled as detailed in Table A (Section 4.4). Ednetics is prepared to meet this requirement. |
| | Each installation will include establishment of a site work completion and satisfaction sign-off form. The Offeror's equipment and work at each site will not be considered complete nor will it be paid for until satisfaction sign-offs are obtained from both the responsible site person and the SDE's Program Manager. | Acknowledged |
| | The Successful Offeror is responsible for delivery, installation, and maintenance of all provided hardware to each participating school and all costs related to such hardware. This includes unboxing and disposal of all packaging material. The cost of the hardware must include all expenses associated with shipping, returns, installation, warranty related expenses, and related services; as well as disposal of packaging. | Acknowledged |
| | Describe your implementation process within your Proposed Project Plan. | The Wireless Implementation Plan identifies project documentation produced to provide an organized approach to managing specific resources and tasks to implement the project deliverables. The implementation plan includes the project schedule for the deployment of all project related Wireless equipment and services to each location of each school district identified within this project. The document will include specific WAP Asset sheets, building location maps (with individual drop locations), a resource plan, and related materials. The document is to be used to verify delivery and signed by the district representative upon the successful completion of the Wireless implementation at that location. A sample Implementation plan is included in the Project Plan. |

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| 4.11.5 | (M) Training | |
| | Training for systems and applications must be provided for the participating schools' technical support staff. Training times and locations should be convenient to the target personnel; school personnel should have multiple options to sign-up for training in their region. The initial schedule should offer all staff the opportunity to participate in training prior to the beginning of the school year. Depending upon utilization, training may also need to be offered throughout the first school year. Schools that have earlier start dates or early deployments will receive priority scheduling to ensure that the training is completed with sufficient lead time. Address the Training requirement in your Proposed Project Plan. | Training staffing levels will correspond to the anticipated levels for systems configurations. Systems administrator training will be performed by our dedicated Network Team, responsible for our wired and wireless infrastructure projects. These engineers and technicians will be performing the configurations for the PoE switches, WAPs and management systems. As configurations are complete, these staff will train the District System Administrators in how to manage, operate and maintain their wireless system. They will be ideally suited to this because they will be familiar with not only the overall solution, but also with the particulars of a given District's integrations. Training activities will be performed under the project plan and coordinated by the Project Manager (PM) and Client Relationship Manager (CRM). The PM will be responsible for the coordination of the training logistics between the client and the training engineer. The CRM will ensure that the provided training curriculum is meeting the needs of the Districts. Training sessions will be established to allow all staff an opportunity to attend one of the various times specified in the training schedule. The training will be conducted in various locations within the district to be convenient to the potential attendees.Training Sign off:A training form has been created to have evidence of completion for each district's training needs.A sample Training Sign off document is included in the Proposed Project Plan |
| 4.11.6 | (M) Timeline | |
| | Propose a timeline within your Project Plan, consistent with the RFP requirements, that you will commit to for the implementation process commencing from approval of the agreement to completion of the first year implementation. The timeline shall include all major phases and milestones. | The Project timeline is designed to provide an executive overview of key milestones and overall project phases. The timeline includes the overall project start and ends dates, and all general project phases. The project timeline present a single page view of the project with the key milestones indicating specific target dates. This Visio representation of the project schedule is included in the Appendix of the Project Plan. |

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| 4.11.7 | (M) Change Order | |
| | Provide a sample Change Order process with your Proposed Project Plan. Successful Offeror and the SDE will mutually agree upon a final process as a part of the Final Project Plan. | CHANGE-ORDER PROCESS<br>Change orders may be required for a variety of reasons, but most often result from changed/unforeseen conditions, errors and omissions, or changes in scope. These changes may be requested by the Designer, Owner or Contractor, and must be directly initiated through Ednetics.<br><br>A sample Ednetics Project Change Request Form is included in the Proposed Project Plan. |
| 4.11.8 | (M) Coordination with Schools | |
| | Describe, in your Proposed Project Plan, how you will work with the SDE, each school and its principal or principal designee to determine the local requirements necessary to implement the solution as well as any local change requirements and costs. The Successful Offeror must accommodate school schedules and needs, even if this requires some alteration of the Contractor's customary schedule. Such accommodation must be included in your fully burdened cost (no additional, premium or overtime charges will be allowed). | The discovery phase of the project (Plan) is where the Project Management team and Engineering team begin to understand the local requirements of the various schools within a district. It is during this effort that face-to-face interviews are conducted with Principals and their key staff members to understand the daily business flow of each individual school. Additionally, specific data worksheets have been developed to understand the constraints and considerations of each school. Special attention is given to acknowledge and include janitorial staff hours, floor waxing schedules, evening courses and offerings, special events, or other staff availability limitations<br><br>The working hours for Ednetics and their subcontractors are coordinated with each school to accommodate these concerns. It is customary to conduct work in the evenings and night whenever a conflict occurs (with no shift differential or overtime incurred). |
| 4.11.9 | (M) Installation Standards | |
| | Describe the basic physical characteristics of the proposed equipment, including dimensions, weights, electrical, HVAC/Rack Space and any other specifications that would be considered vital information. In addition to the proposed equipment, all required cables, wires, mounts and connectors will be included by the Offeror. | Equipment specification will be detailed in data specifications attached to this Scope of Work document. |

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| | All cabling, wiring, connectors and mounts will be installed in a manner which meets industry safety and security requirements and guidelines. No hazards will be created; any identified hazard will be identified in writing to appropriate site or the SDE. Installations must be performed in a manner that does not harm or diminish local site designs or terminate building cable warranties, other building warranties, structural integrity or, to the extent feasible, cosmetics. Installations will meet all prevailing local codes and governing body codes as well as IEEE, TIA/EIA and ISO/IEC standards for cabling and wiring.<br>• IEEE - Institute of Electrical and Electronic Engineers<br>• TIA/EIA - Telecommunications Industry Association/Electronic Industry Association<br>• ISO/IEC - International Organization for Standardization/Equipment Installer's Code | The work included under this specification consists of furnishing all labor, equipment, materials, and supplies and performing all operations necessary to complete the installation of this structured cabling system in compliance with the specifications. Ednetics will provide and install all of the required material to form a complete system whether specifically addressed in the technical specifications or not. |
| | Describe your installation procedures within the Proposed Project Plan. | Acknowledged, details describing the installation procedures are contained within the Proposed Project Plan. |
| 4.11.10 | (M) Change Control | |
| | A change control process will be defined. The Offeror must ensure that system and site changes are implemented effectively, reasonably, are documented and scheduled — and must ensure appropriate communication with those affected by the changes, both before and after the changes are executed.<br><br>Address this requirement in your Proposed Project Plan. | The project manager is responsible for ensuring all approved changes are communicated to the project stakeholders. Additionally, as changes are approved, the project manager must ensure that the changes are captured in the project documentation where appropriate. These document updates must then be communicated to the project team and stakeholders as well.<br>The Change Control Process for this project follows established Ednetics change control processes.<br>The project manager has overall responsibility for executing the change management process for each change request for this project.<br><br>This process is documented within the Proposed Project Plan. |

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| 4.11.11 | (M) Ongoing Improvements | |
| | Since the SDE is interested in investing in solutions that have long-life and upgradeability, including migration to evolving standards, each Offeror must describe its solution's ability to adapt to or incorporate improved technology. The Offeror must fully describe how it would identify progressions in technology and integrate them into products previously installed at sites. Examples might be incorporation of an emerging wireless standard or upgrades to the core operating system and application software.<br>The SDE is seeking a solution which adheres to industry standards and open systems architectures, not proprietary solutions. Each Offeror must identify whether its solution includes proprietary aspects. If an Offeror's solution includes proprietary aspects that Offeror must include in its proposal a schedule and plan for the Offeror's migration to industry standards or clearly state that it intends to continue pursuing its proprietary approach.<br>Describe how your solution meets these requirements, within your Proposed Project Plan. | One of the advantages of Cisco's cloud based wireless offering is the ability to incorporate new standards into the solution with little to no impact to service. If access point hardware needs to be replaced to support a new feature, the existing licenses can be migrated to the new platforms to minimize the cost of upgrades. |
| 4.11.12 | (ME) Identification of Risks and Constraints | |
| | Based on the Scope of Work detailed in this RFP, identify any risks or constraints that you will need to address prior to, or during the performance of the Work, as well as a description of how you will address each one. For example, an incomplete Scope of Work can be both a risk and a constraint. How would you mitigate or overcome this? Provide your response to this section within your Proposed Project Plan. | Risks and Constraints are identified and tracked by the Project Manager throughout the duration of the project. During weekly status reporting and the monthly performance reporting, as risks are identified, they are captured, tracked, and assigned to team members to provide specific mitigation options. Risks are evaluated for the likelihood of occurrence as well as the projected level of impact. A matrix to review the impact vs likelihood of occurrence assists in the evaluation of the potential criticality of the risks. Risks and constraints are also distributed in both the weekly status report and the monthly performance report to ensure the widest dissemination of these events. Managing both risks and constraints are identified within the attached Proposed Project Plan. |

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| 4.12 | (M) Service Teams | |
| | Offeror must acknowledge understanding and acceptance of each sub-section of 4.12. | Acknowledged |
| 4.12.1 | Funding | |
| | Offeror understands that the SDE will hold the Successful Offeror accountable for the implementation of the PROJECT and all of the TERMS AND REMEDIES FOR LACK OF SERVICE AND PERFORMANCE IN ACCORDANCE WITH THE RFP. | Acknowledged and accepted. |
| 4.12.2 | Fiscal Necessity | |
| | In addition to, and not in lieu of, any other provisions for termination available to it, the SDE will have a one-time option to terminate the Project due to Fiscal Necessity as more particularly described in Attachment 3, Terms and Conditions. | Acknowledged and accepted. |
| 4.12.3 | Estimated Quantities | |
| | The estimated volume of the Project that may result from the award of this RFP is anticipated to be the total number of schools contemplated in this RFP; however, all information in Attachment 11 are merely estimates. Actual size, locations, and user numbers may be more or less. The State does NOT guarantee and shall not be held liable for these estimates as only approximations can be given. | Acknowledged and accepted. |
| 4.12.4 | Title and Ownership of Assets | |
| | Title to and risk of loss to the hardware at each site shall remain with the successful Offeror at all times. At the conclusion of the Agreement, the Assets will be de-installed by the successful Offeror. The Successful Offeror will then be responsible for packaging, pickup, and removal of the hardware at successful Offeror's sole expense, within 30 days or as agreed to in writing by the SDE. Unless otherwise approved in writing by the SDE, de-installation shall not interrupt educational activities or damage school property. | Acknowledged and accepted. |

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| 4.13 | (M) E-Rate | |
| | Upon the SDE's documented eligibility, the Successful Offeror shall provide the SDE E-Rate discounts on their bill or through reimbursement. All E-Rate eligible monthly recurring charges for the service and any one-time costs for installation of the wiring or equipment shall be included in the Successful Offeror's proposal as separate line items. The costs of any ineligible E-Rate components that may be required (such as electrical power) shall be broken out separately. The SDE understands that not all services in a proposal may be E-Rate eligible. The Offeror will designate which services in the proposal may be eligible for E-Rate discounts and the approved discounts shall be applied to the billing. The Successful Offeror shall provide information on the filed E-Rate 470, and proof that the costs are E-Rate Eligible. The SDE will ask the SLD (Schools and Libraries Division) to reconsider Funding Year 2013 eligibility after the Successful Offeror has been identified.<br>In the event that the SDE, the schools, or both do not receive Universal Service Fund discounts for the equipment and services associated with this Agreement, due to the Successful Offeror failing to provide assistance, in the timeframe established by the SLD, regarding the Universal Service Qualification on an annual basis beginning in 2013-14, the SDE may charge the Provider the amount of discount funding which otherwise would have been received. Notwithstanding the above, the Successful Offeror shall not be obligated to pay the amount of discount funding described above in the event that non-receipt of discounts was due to SDE or Congressional inaction, inadequate federal funding or other federal inaction.<br><br>Confirm your understanding of this requirement and explain how you will accomplish this. | Ednetics confirms our understanding of this requirement.Based on current E-rate eligibility rules, the managed wireless solution as it is currently requested in the SDE RFP does not have E-rate eligibility as it does not meet the On-Premise Priority 1 Equipment Rules (Tennessee Order). Specifically, managed network / wireless services do not provide a single point of demarcation. It is possible that these rules will change in the future and at such time eligibility can be re-evaluated. There are several proposals that have been presented for the next generation of the E-rate program that may make current eligibility rules obsolete.<br><br>Ednetics is willing to explore other delivery models that could increase E-rate eligibility while providing the same essential functionality using a combination of Priority 2 eligible products, support and management servicesf. |

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| 4.14 | (M) Bonding and Background Checks | |
| | The SDE requires that all Contractors who come into contact with District pupils must perform background checks of all contractors and its employees. The background check must be supplied to the SDE prior to commencing work on the Project.<br>Should the Contractor or any of its employees have limited or less contact with District pupils, a request shall be made to the SDE for a determination on the need for a background check. The determination of the SDE shall be final. In no event shall the Contractor or any of its employees come into contact with the District's pupils before the certification is completed and approved by the SDE.<br><br>Confirm your understanding of this requirement and explain how you will accomplish this. | Ednetics confirms our understanding of this requirement. All Ednetics employees are required to successfully complete a background check for employment. We have implemented a standard policy of requiring background checks of employees and contractors. |

Professional Development

(please see Professional Development PDF)

For attachments 4 & 5, please see Attachment folders

For Exhibits A – I, please see Exhibits folder.