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To: All Vendors

From: Melissa Hirsch
Director, IT Strategic Planning and Business Management

Date: January 6, 2021

Re: Addendum #1 to RFP 21310 WAN Service for Cleveland Metropolitan School District

This addendum supplements and amends the original specifications. Receipt of this addendum must be noted in the proposal submittal

Addendum #1 includes the following:

- Pre-proposal attendance sheet
- Response to submitted questions
- RFP proposal format

End of Addendum #1

WAN Service RFP Pre-Proposal Attendance 12/30/20; 10:00 a.m. _ Conference Call

Name	Organization	Title
Chris DeVine	MetroNet	E-Rate Account Manager
Dave Strang	MetroNet	Enterprise Sales Engineer
Patrick McGee	ENA	Manager of Customer Services
Terry Guilyard	ENA	Program Manager
Dan Crowley	ENA	Senior Solutions Engineer
Brandon Fyffe	ENA	Proposal Program Manager
Marsha Blair	Spectrum	Major Account Manager
John Lanson	Spectrum	Sales Manage
Clark Secard	Spectrum	Sales Engineer
Colleen McIntyre	Crown Castle Fiber	Client Service Manager
Chad Wertz	Vero Fiber Networks	District Support Specialist
Amy Hazzard	Insite	SLED Field Account Executive
Dedra Ross	CMSD	Erate Specialist
Alexander Clark	CMSD	Executive Director Service Delivery
Carlos Guajardo	CMSD	Unified Communications Specialist
Ahmad Alaraj	CMSD	Quality Manager
Shanetta Harris	CMSD	Budget Analyst
Melissa Hirsch	CMSD	Director, IT Strategic Planning and Business Management

WAN Service Questions and Answers

	Question	Answer
1	Are you expecting responses via email, or physical printed materials?	We are only accepting responses via email. dedra.ross@clevelandmetroschools.org
2	There are 94 sites on the RFP, yet CMSD currently has connectivity to over 102 sites. Are the sites listed in the RFP the only sites that need pricing and services installed? Is it possible that other sites not on the list could also require connectivity?	The list shows the 94 sites that currently require the WAN Services requested in this RFP. The list is subject to change.
3	Page 6 references the Certificate being required 5 days after award. However, pages 24 and 25 of WAN RFP and pages 25 and 26 of IA RFP appear to have an ACORD form as part of our submission. Please confirm if we need to include a certificate of insurance naming CMSD as the insured before and with our response or post award.	The vendor must show current proof of insurance and bonding. This must be maintained through the duration of the contract.
4	Please confirm that email is the preferred submission method.	We are only accepting responses via email. dedra.ross@clevelandmetroschools.org
5	The RFP requested managed WAN services; can you confirm CMSD is requesting a fully managed Layer 3 WAN solution?	Yes

CMSD RFP RESPONSE STRUCTURE AND FORMAT

Your response to RFP# 21310 MUST be presented in the format outlined on this page for it to be considered a valid response. All sections and subsections (if present) listed here must be completed.

Your response should also conform to the following requirements without exception: Responses to each section must be in your own words and should not be a rewrite of the CMSD wording.

Responses must follow the order, sectioning and numbering displayed below. Only the section headings and subheadings shown below must accompany your responses. Do not include CMSD's Description of the requirement. A response is considered valid when it is at least one full sentence and does not simply acknowledge the subject; as in, "Understood", "Will Comply", "Agreed" etc....

Each page of your response should be numbered consecutively without any breaks or restarts, starting with page 1. If you need to reference un-numbered pages such as graphics, charts etc.... they should be included in an appendix and clearly identified by section, heading and reference note.

****** IMPORTANT ******

The following template/information is provided as a strict guide as to how a response is to be structured. All sections must be present and complete. All provided forms must be filled out. Missing information may constitute an incomplete response and risk not being considered by CMSD.

SECTION I: TRANSMITTAL COVER LETTER

- See Proposal Requirements

SECTION II: PURCHASING DEVISION INFORMATION

- A completed set of Required Purchasing Division Documents as set forth in Part 1 of this RFP

SECTION III: GENERAL REQUIREMENTS

- **Sub-section A: Executive Summary** – Information about the firm's history, structure, organizational metrics, and qualifications for fulfilling CMSD's requirements
- **Sub-section B: Business Tenure and Financial Stability** – Describe, in years, your company's business tenure. Include information about the company's financial structure and viability, particularly as it relates to fulfilling a multiple year agreement.
- **Sub-section C: Customer References** – Provide X number of customer references that directly relate to the services outlined in this RFP. If your company does not have any direct related references, provide X number of closely related services customer references.

- **Sub-section H: Experience** – Detail your company’s direct experience in the K-12 education industry. If your company does not have any experience in K-12, provide information for direct or indirect experience in the education or government industries. **Sub-section D: Management Support Services** – Provide information about staff, project, issue, performance, quality, and risk management methodology
- **Sub-section E: Security** – Provide information about your company’s policies, practices, and standards for maintaining the confidentiality and integrity of client’s data, intellectual property, and trade secrets.
- **Sub-section F: Risks** – Provide your company’s evaluation of the greatest challenges and risks associated with the particular service(s). Include suggestions for mitigating risk. **Sub-section G: Dispute Resolution** – Provide detailed information about your company’s standard dispute resolution methodologies.

SECTION IV: SCOPE OF WORK

- Please make sure to specifically address each of the minimum requirements listed in the RFP.
- Please include information for any standard Service Level Agreements.
- Please place Service Level agreement credits in the SLA credit form provided in the RFP
- Failure to do so may constitute an incomplete response

SECTION III: E-RATE

- Detail your company’s demonstrated E-rate experience.

SECTION IV: COST OF SERVICE

- All prices must clearly delineate all costs including E-rate eligible and ineligible components.
- All prices must be line itemized, where applicable.
- All pricing should be in a **separate attached document** using the RFP pricing sheet