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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 21311 Internet 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

Internet Service Pre-Proposal Meeting 12/29/20; 10:00 a.m._ Conference Call

Name	Organization	Title
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
Curtis Henderson	Everstream	Major Account Executive
Scott E Maurer	AT&T	Strategic Account Lead
Dedra Ross	CMSD	Erate Specialist
Alexander Clark	CMSD	Executive Director
Carlos Guajardo	CMSD	Unified Communications Spec
Ahmad Alaraj	CMSD	Quality Manager
Shanetta Harris	CMSD	Budget Analyst

Internet 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	Is there a recorded version of the conference available for those who missed the meeting?	No
3	Pages 82 and 83 of the IA RFP list the required response format and states we must use the numbering there. However, it looks like sections are numbered incorrectly	Format included below
4	What is the bandwidth of the existing Windstream-supplied Internet circuit(s)?, both Base speed and burstable speeds. The diagram on page 89 indicates 1Gbps for Windstream and 10Gbps to OARNET, are those speeds in place currently?	Windstream currently provides 2.5 GB of Bandwidth. OARNET currently provides 2 GB of Bandwidth. Both are burstable up to 10 GB
5	Do either or both circuits allow bursting? Is the burstable bandwidth provided on a best-effort basis or is there a guaranteed bursting allowance?	Guaranteed burstable allowance.
6	Are the existing circuits diversely routed to 1111 Superior? Do these circuits arise from different building entrances, follow diverse paths, and connect to the Windstream network via fully diverse hubs?	There is currently a single point of entry for both circuits.
7	Handoff to CMSD is to be "multi", what physical interface is preferred, for example LC connector, multimode 850nm?	LC to LC Multi-Mode fiber
8	Does 1111 Superior have existing conduit available for fully diverse paths on alternate sides of the building, or would the vendor be required to build one, or both of those conduits?	CMSD leases space at this site and CMSD Data Center has only one entry point for both circuits. Vendor would need to negotiate with Building Management for additional entry points.

9	RFP requests ability to “extend” the internet access circuits to the new data center location, shall we interpret that to mean that one of the requested diverse circuits would be *moved* to the new data center location, with both data centers each ultimately having a single internet circuit?	No, this is in support of a resilient network. In the event of the Main Data Center failure there is a means to provide continuous support for CMSD Students and Staff.
10	Please confirm, CMSD has an existing /21 ip v4 address block which will continue to be used for BGP advertisements and CMSD does not require any additional ipv4 ip address blocks?	CMSD has an existing /21 IP range. CMSD does not require additional IP addresses at this time.
11	Does CMSD envision the need for future internet access bandwidths exceeding 10Gbps during the life of this contract?	Bandwidth requirements are reviewed based on Erate Application
12	Please clarify, on page 80 the following text is found “Provide proof of two (2) redundant upstream providers” Is it CMSD’s intention to mandate dual carrier internet access, such as could be provided by a type2 internet connection?	CMSD is requiring the Vendor to provide proof of redundant paths to their colocation point. CMSD's intention is to have 2 ISPs, a primary and a secondary.
13	Given that 471 reimbursement requires that at least 51% of a school’s internet access be provided by OARNET, is it CMSD’s intention to replace, augment or duplicate OARNET access?	CMSD's intention is to have 2 ISPs, a primary and a secondary.
14	Would a single connection to OARNET satisfy the CMSD requirement for “Provide proof of two (2) redundant upstream providers”? (Given the levels of diversity and carrier access from OARNET)	CMSD is requiring the Vendor to provide proof of redundant paths to their colocation point. Example: Path A fails and Path B is accessible.
15	The diagram on page 84 “Transitional State”, is it the intention of CMSD to satisfy transitional state connectivity with this RFP?	Yes
16	Does that diagram “Transitional State” indicate dual, diverse fiber internet access circuits terminating at 1111 Superior Ave, or simply (2) internet circuits?	It reflects 2 ISPs connecting to CMSD's equipment located at 1111 Superior Ave.

17	If the diagram on page 84 "Transitional State" shows (2) * diverse * internet circuits, please provide the required level of diversity, to included	Appendix B shows the history of CMSD's Internet Service since 2017. The Transitional state in the diagram is CMSD's current state. Where 2 ISPs come in to a single location at CMSD.
18	a. Single or dual building entrance	Refer to answer 17
19	b. Conduit or aerial	Refer to answer 17
20	c. Single or dual, diverse circuit path from the building	Refer to answer 17
21	d. Single or dual Central Hub (CO) access to the internet	Refer to answer 17
22	e. Single or dual Carrier (ISP)	Refer to answer 17

CMSD RFP RESPONSE STRUCTURE AND FORMAT

Your response to RFP# 21311 MUST is to 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