Solicitation Information
July 12th, 2012

RFP # 7457841

TITLE: **RESNET SERVICES - RIC**

Submission Deadline: August 7th, 2012 @ 2:00 PM (Eastern Time)

PRE-BID/ PROPOSAL CONFERENCE: NO

Questions concerning this solicitation may also be e-mailed to the Division of Purchases at gary.mosca@purchasing.ri.gov. Questions must be received no later than July 24th, 2012 @ 12:00 Noon (ET). Questions should be submitted in *a Microsoft Word attachment*. Please reference the RFP# on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED:	**NO**
BOND REQUIRED:	**NO**

Gary P. Mosca
Buyer

Vendors must register on-line at the State Purchasing Website at www.purchasing.ri.gov.

NOTE TO VENDORS:

Offers received without the entire completed four-page RIVIP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

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1. INTRODUCTION

1.1. Background and Purpose

Rhode Island College, a public higher education institution, is seeking proposals for ResNet services for the 6 residence halls on the college campus.

The term covered by this agreement is the period of three years from July 1, 2012 to June 30, 2015.

1.2. General

Rhode Island College is located on a 170-acre campus in the Mount Pleasant section of Providence. Academic offerings are provided in six schools: the Faculty of Arts and Sciences, the Feinstein School of Education and Human Development, the School of Social Work, the School of Nursing, the School of Management and the School of Graduate Studies, as well as through the Office of continuing Education and Summer Sessions.

Established in 1854, Rhode Island College now serves approximately 7,500 Undergraduate students and 1,500 Graduate students in courses and programs both on and off campus.

The oldest of the three public institutions of higher education that operate under the aegis of the Board of Governors for Higher Education, the College is supported by the State of Rhode Island as its only comprehensive college, and is part of the system of public higher education which includes the Community College and the University. Rhode Island College is nonsectarian and coeducational. Over 80 offices and departments are housed on the campus, and about 375 full-time faculty members contribute to the College's mission to make its academic programs available to any qualified resident of Rhode Island who can benefit from its educational services.

The 6 residence halls have a total of about 1,200 beds.

1.3. Current ResNet Services Overview

At present residential students are provided the following services:

- Wired internet access next to the bed
- Wireless internet access throughout all residence halls
- On-request wired voice service
- Guaranteed bandwidth:
    - Standard: 5MBps download and 512Kbps upload for 1 device
    - Option: 8Mbps download and 1MBps upload for 10 devices
- Access to Internet-1 and Internet-2
- 24x7x365 helpdesk support

See paragraph 6.1 for the definition of "ResNet Services" as relevant to this RFP.

The approximate breakdown in beds per residence hall is as follows:

Browne Hall	:	155 beds
Sweet Hall	:	210 beds
Thorp Hall	:	144 beds
Weber Hal	:	180 beds
Willard Hall	:	140 beds
New Residence Hall	:	366 beds

1.4. Scope of Services Requested

This RFP will encompass the provisioning of ResNet services very closely, if not fully, matching the current ResNet services and the possible extension/upgrades of ResNet Services during the agreement term.

The RFP respondent ('Vendor') can offer additional ResNet services within the scope of this RFP. Such optional services may be included in the agreement.

1.5. Who should respond?

It is important to Rhode Island College ('Customer') that the provided ResNet Services keep in step with the development of the technology needs of resident students. Vendors that are able to meet or exceed such needs over the duration of the agreement are invited to respond to this RFP.

2. INSTRUCTIONS TO BIDDERS

2.1. Instructions and Notifications

This document constitutes a Request for Proposal (RFP) for:

- Standard level of ResNet Services to all Customer residence halls on a 'per student' basis;
- The possible expansion and upgrades to the standard level of ResNet Services during the term of the agreement.

2.1.1. General Conditions

This contract will be awarded under the State's general conditions of purchasing which are available on the Internet at:

http://www.purchasing.ri.gov

Potential respondents are advised to review all sections of this RFP carefully, and to follow instructions completely, as failure to make a complete submission as described herein may result in rejection of the proposal.

Interested parties are instructed to peruse the Division of Purchases web site on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.

2.1.2. Terms/Definitions

"Request for Proposal", or "RFP", refers to this document or the contents of this document. "Customer" or "State" refers to the State and/or associated State institutions or agencies covered under this RFP, including the three public higher educational institutions described herein.

The terms "Vendor", "Bidder", and "Respondent" used herein all refer to the vendor submitting a response to this RFP. The terms "proposal" and "response" are synonymous.

2.1.3. Public Opening

There will be no public opening and reading of responses received by the Office of Purchases pursuant to this Request, other than to name those bidders who have submitted proposals.

2.1.4. MBE Goal

The State of Rhode Island has a goal of ten percent (10%) participation by MBE's in all State procurements. For further information, visit the website www.mbe.ri.gov. To speak with an MBE officer, call (401) 574-8253.

2.1.5. Equal Employment Opportunity

§ 28-5.1-1 Declaration of policy. – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies in all areas where the state dollar is spent, in employment, public service, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Employment Opportunity Office, at 222-3090.

2.1.6. No Guarantee of Services

Selection of Vendor under this RFP is not a guarantee that the Vendor will be selected to provide services during the agreement period. Vendors and services will be selected by Customer based on need, in addition to vendor qualifications, pricing, and ability.

2.1.7. Proposal Costs

All costs associated with developing or submitting a response to this solicitation, or to provide oral or written clarification of its content, shall be borne by the respondent. The State assumes no responsibility for these costs.

2.1.8. Proposal Validity

Responses are considered to be irrevocable for a period of not less than one hundred and twenty (120) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.

All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.

2.1.9. Foreign Corporations

In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the state until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This is a requirement only of the selected vendors.

2.1.10. Right to Reject

The State reserves the **right to reject** the proposal of any vendor that fails to comply with all of the specifications and requirements contained herein. The State also reserves the right to approve or reject a vendor's participation in any portion of the requested services without rejecting the vendor's entire offer.

2.1.11. Modifications to RFP

The State reserves the right to revise, modify, supplement, or withdraw this RFP at any time. Vendors are encouraged to visit the Division of Purchases' website on a regular

basis, as any additional information relating to this solicitation will be released in the form of addenda relating to this RFP.

2.1.12. Submission Materials

All materials submitted regarding this RFP will become the property of the State and will only be returned to the vendor at the State's option. Disqualification of a vendor or non-acceptance of the RFP does not eliminate this right. Bidders are advised that all materials submitted to the State for consideration in response to this Request will be considered to be public records, as defined in Title 38 Chapter 2 of the Rhode Island General Laws, without exception, and will be released for inspection immediately upon request, once an award has been made.

2.2. Additional Terms and Conditions

2.2.1. Applicable Codes and Regulations

All work covered by this RFP must conform to all applicable Federal, State of Rhode Island and Providence Plantations, and local laws, ordinances and to the regulations of the local utility companies. The work must be in accordance with the requirements of the National Bureau of Fire Underwriters, the National Electrical Code, the Occupational Safety and Health Administration (OSHA), the Americans with Disabilities Act (ADA) and the Codes and the recommendation of Bell System Practice, EIA/TIA 568, 569 Commercial Building Wiring Standards and any subordinate clauses contained in the Building Industry Consulting Service International, Inc. (BICSI) Telecommunications Distribution Methods Manual and not addressed by the EIA/TIA 568 and 569 Standards Documents. In the event that a conflict or interpretive difference occurs between the EIA/TIA documents and the BICSI Telecommunications Distribution Methods Manual, the EIA/TIA 568 and 569 documents shall prevail.

The above requirement includes, but is not limited to, the current edition of the National Electrical Code, the National Board of Fire Underwriters Standards, Life Safety Code, Standards, rules and regulations of the State of Rhode Island.

2.2.2. Taxes

Vendor's bid proposals shall exclude all taxes. The State is exempt from taxes.

2.2.3. Insurance

Commercial General Liability Insurance: Vendor shall obtain at vendor's expense, and keep in effect during the term of this contract Commercial General Liability Insurance covering bodily injury, and property damage in a form and with coverage that are satisfactory to the State. This insurance shall include personal advertising injury liability, independent contractors, products completed operations, contractual liability and broad

form property damage coverage. Coverage shall be written on an occurrence basis. A combined single limit of $1,000,000 per occurrence and aggregate is required.

Auto Liability Insurance: Vendor shall obtain, at Vendor's expense and keep in effect during the term of this contract, Auto Liability Insurance covering all owned, non-owned or hired vehicles. A combined single limit per occurrence of $1,000,000 will be obtained.

Workers Compensation: Vendor shall obtain statutory Workers Compensation coverage in compliance with the compensation laws of the State of Rhode Island. Coverage shall include Employers Liability Insurance with minimum limits of $100,000 each accident, $500,000 disease or policy limit, $100,000 each employee. An Alternative Employer Endorsement shall be required for both the workers compensation and employer liability policy.

The State will be defended, indemnified and held harmless to the full extent of any coverage actually secured by the Vendor in excess of the minimum requirements set forth above. The duty to indemnify the State under this agreement shall not be limited by the insurance required in this agreement.

The Purchasing Agent reserves the right to consider and accept alternative forms and plans of insurance or to require additional or more extensive coverage for any individual engagement.

2.2.4. Due Care

In delivering, installing and removing equipment, due care shall be exercised to avoid damage to, or disfigurement of, buildings, equipment, driveways or other property. Any blemish, made by the Vendor, to physical plant or property of the Customer or its community of staff and students is to be restored by the vendor. Vendor(s) shall be required to complete restorations at its expense for any damage caused by it or by any of the subcontractors.

2.2.5. Vendor Activities

The Vendor's activities are not to be disruptive of business or residential activity– including excessive construction noises– and must not compromise the safety, security or self-respect of any student or staff employee of the Customer in any way. Customer reserves the right of approval of any on-site employees, and the right to dismiss from this, and any other work performed under this RFP (or contract), any individual without a statement of cause. The vendor will comply without compromising schedules or other contract terms.

2.2.6. Permits

The Vendor is responsible for obtaining all municipal permits and inspections as mandated by law for any work performed under this RFP.

2.2.7. State Purchasing Policies

All Vendors and subcontractors will be subject to policies, procedures, and legal terms and conditions of the State (as posted on the purchasing website and/or part of or attached to this solicitation). Violation of policies and procedures by vendor may be cause for termination of contract and elimination from participation under this RFP.

2.2.8. Start of Service Date and Services Duration

Vendor will note that the start date for the provision of services is no later than July 1, 2012 and that services will be provided for the full term of the agreement and therefore not stops before July 1, 2015.

3. PROPOSAL SUBMISSION

Responses (an original plus four (4) copies) shall be mailed or hand-delivered in a sealed envelope marked ["RFP #7457841– ResNet Services RIC"] on or before the deadline as indicated on the cover page of this RFP.

RI Dept. of Administration
Division of Purchases, 2nd floor
One Capitol Hill
Providence, RI 02940-6528

Proposals should include the following:

- A completed and signed three-page RIVIP Bidder Certification Cover Form, available at www.purchasing.ri.gov.
- A summary section providing an overview of the services being proposed.
- Responses to the information requests in the Vendor Capability, Capacity, and Qualifications section. It is preferable for the Response to contain the actual text of the RFP followed by the Vendor's response to that paragraph.
- Responses to the information requests in the Technical Requirements section (for services being proposed by Vendor). It is preferable for the Response to contain the actual text of the RFP followed by the Vendor's response to that paragraph.
- An exceptions listing (by paragraph number) of any specifications that have not been met (exceptions for specifications relating to services not being offered do not need to be provided).
- Itemized pricing for all services and equipment offered, as specified in the Cost section of the RFP.
- A completed and signed W-9 (taxpayer identification number and certification.) Form is downloadable at www.purchasing.ri.gov.
- In addition to the multiple hard copies of proposals required, offerors are requested to provide their proposal in an unsecured electronic format. Microsoft Word 2010 or PDF format is preferable. Include two CDs, each with a complete response.
- Vendor may include further sections or appendices containing drawings, planning documents, or any other supplementary information the Vendor would like to include in their response. Additional information such as marketing and sales

brochures is welcome, but is in no way a substitute for the information requested above.

The Vendor assumes responsibility for proposals submitted by mail or commercial delivery service. Proposals misdirected to other State locations or which are otherwise not present in the Division of Purchases at the time of opening, for any cause, will be determined to be late and will not be considered. The "official" time clock is located in the reception area of the Division of Purchases. Faxed or emailed proposals will not be considered.

Any additional information pertaining to this RFP or changes in the timeline may be posted on an as-needed basis. It is the responsibility of the Bidder to regularly review the RIVIP website (www.purchasing.ri.gov) to check for any additional postings.

It is strongly suggested that the vendor mark this RFP on the RIVIP Vendor Watch List for ease of monitoring critical information and amendments. Assistance in using this RIVIP feature can be obtained by reviewing the online tutorials available under the Vendor Center Section or by contacting the RIVIP Help Desk at (401) 222-3766.

The vendor will provide a cost proposal with enough detail to give the Selection Committee a clear understanding of all costs involved. **Submit the fee package in a separate sealed envelope.**

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

4. EVALUATION AND SELECTION

In order to select the Vendor that will be awarded this RFP, the RFP responses are evaluated in the following manner.

The Customer will convene a review committee that will score each response. The response will be scored in the following categories, in which each category is given a weight factor expressed as a percentage of the total. The response should score at least 75% of the total, and within each category the response should score 75% of the allotted scoring percentage, in order to warrant the review of the cost proposal.

The evaluation categories are:

- Vendor Qualifications — weight factor is 40%
- Standard ResNet Services and Support — weight factor is 40%
- Optional ResNet Services — weight factor is 10%
- Completeness of Response — weight factor is 10%

For the cost proposals that will be reviewed, cost will contribute to 40% of the overall score, while the total score of the four categories will contribute to 60% of the overall score.

5. VENDOR QUALIFICATIONS

Please respond to the following questions and information requests.

5.1. Experience with providing ResNet Services

5.1.1. Understanding of higher education environment

Vendor must have a detailed understanding of the higher education environment in general and student technology expectations and needs in particular. In order to do so Vendor must track and analyze student usage behavior and technology trends in preparation for transition to future technologies. Vendor's foresight should be reflected in past decisions concerning equipment/technology options including, but not limited to, robustness and expandability, replacement/upgrade timing, introducing new equipment or services to residential students. Please provide at least three (3) examples showing Vendor's ability to track and analyze student usage behavior and showing foresight in evolving the ResNet Services.

5.1.2. Extended experience

Vendor must have at least four (4) years of experience in providing ResNet Services to higher education customers with 1,200+ resident students.

5.1.3. References

Vendor must provide a verifiable customer reference list of at least five (5) ongoing contracts with higher education organizations where the ResNet Services offered are highly similar to the services described in this RFP. For each reference provide at least:

- Institution name and address
- Contact person and telephone number
- Start date of providing ResNet Services to the institution

5.2. Provisioning ResNet Services

5.2.1. Promotion and Communication ResNet Services

Vendor will work with Customer to provide a Customer-specific ResNet website. This website must contain all information relevant to Customer's ResNet Services and accessible to Customer, staff and (prospective) resident students.

Vendor performs at least one (1) customer satisfaction survey per academic year among all resident students and staff members. The results of the survey must be made available to Customer and resident students.

Vendor agrees that without the prior written consent of Customer, it will not use the name, service marks, or trademarks of Customer or of any of its affiliated organizations in any electronic media or in any advertising, publicity release or sales presentation. Such consent shall not be unreasonably withheld, delayed, or conditioned.

Vendor is to provide information on how their company will address advertising and promotional media to be distributed to resident students. Vendor will also provide information on how Vendor is able to assist Customer to publicize information to resident student, leveraging existing communication means within the ResNet.

Customer understands that in order for Vendor to communicate with the resident students and allow them to subscribe/register for the ResNet Services, Vendor needs a minimal sets of student identifying information. Please identity the resident student data Customer should provide and the frequency it needs to be provided.

5.2.2. Management and Maintenance Procedures ResNet Services

Customer accepts that Vendor has resident students sign a Responsible Use Agreement for the provided ResNet Services, as long as such agreement is not in conflict with Customer policies and federal and state laws and regulations.

If necessary, Vendor must provide an on-campus distribution point for any in-room equipment needed to provide ResNet Services, at least during the first week of every semester. Additionally, if necessary Vendor must provide an on-campus collection point the last week and the week following each semester to collect any in-room equipment. Vendor is responsible for manning such distribution/collection points.

Prior to commencement of ResNet Services, Vendor must provide Customer its policy and procedures on handling and resolving security and DMCA related network issues.

This policy and procedures must also be published on the customer-branded ResNet website.

Vendor is to provide written procedures to Customer regarding access to the Internet (i.e. Registration page, software used, etc.), prior to commencement of a ResNet Services agreement. For the purpose of the RFP provide a short description of these procedures and optionally provide procedures as appendix to the RFP response.

Vendor is to provide written procedures regarding preventive maintenance procedures, prior to commencement of ant ResNet Services agreement. For the purpose of the RFP provide a short description of these procedures and optionally provide procedures as appendix to the RFP response.

5.2.3. Additional and Optional ResNet Services

Vendor must provide and market optional services, above the standard ResNet Services, directly to resident students, staff members and guests in the residence halls.

5.2.4. Handling DCMA complaints

Vendor is responsible for handling of and responding to any DMCA complaints originating from a device communication on the ResNet network. If necessary, Vendor will work with Customer on DMCA complaints that involve resident students.

5.3. Maintenance ResNet equipment and infrastructure

5.3.1. Replacements, Upgrades and/or Service Calls

Vendor is responsible for the complete maintenance of the equipment making up the ResNet infrastructure and is responsible for the replacement and/or upgrades of any equipment in order to ensure the proper functioning of the ResNet infrastructure.

Vendor must provide all technical service support on campus such as network maintenance, individual service calls and network upgrades.

For larger scale replacements and/or upgrades Vendor has to organize such activities as a project.

5.3.2. Maintenance ResNet wiring plant

Vendor is responsible for any moves, adds and changes of the ResNet wiring plant as part of the maintenance of the ResNet infrastructure and provisioning of ResNet Services. Vendor has to submit proposed modifications in writing to Customer. After Customer approves a proposal Vendor can make the modifications under Customer's supervision.

At the end of the agreement the ResNet infrastructure must be left in fully working order, conforming to the requirements and qualifications identified in this RFP.

5.3.3. Vendor Licensing and Certification

In order for Vendor to perform modifications the ResNet wiring plant (see paragraph 5.3.2) Vendor must possess a valid Rhode Island Telecommunications Systems Contractor (TSC) license and all employees working on this job must possess the appropriate Rhode Island Telecommunications license for the level of work they are performing. Where appropriate, Customer's representative(s) will verify contractor's trade license.

When Vendor does not possess a valid Rhode Island TSC license, the work has to be performed by a subcontractor that has a valid Rhode Island TSC license. (See paragraph 5.3.5 regarding the use of subcontractors).

5.3.4. On-site Coordinator

Vendor must assign an on-site coordinator under the agreement.

The On-site Coordinator:

- Is responsible for addressing or coordinating all ResNet-related support and maintenance issues.
- Must remain constant at least for the duration of a semester (see note below)
- Must be an employee of Vendor.

Vendor must provide Customer (in the persons of Director and Assistant-director Security & Safety) the results of the security background check of the On-site Coordinator or any person performing this function. When Vendor is not able to provide such information Customer may perform a security background check and Vendor must provide full cooperation.

Note: only under circumstances of contract termination and medical leave Vendor is allowed to temporarily or permanently replace the On-site Coordinator during a semester.

5.3.5. Subcontractors

Vendor shall consult with Customer regarding the identification of all subcontractors and suppliers. All subcontractors supplying components, labor or other support are the responsibility of the Vendor, but must be approved by Customer prior to the issuance of any subcontracts.

Subcontractors will be held to the same requirements and qualifications as the Vendor.

5.3.6. Project Manager

It is expected that the Vendor's project manager and supervisory personnel will remain constant throughout the individual projects. Initial assignment and possible subsequent changes in project management personnel must have prior approval from the Customer.

5.4. Other Vendor Requirements

5.4.1. Contact list

Provide a list of all Vendor contacts relevant to this RFP.

During the term of the agreement Vendor must provide Customer with a full and up-to-date (account team) contact list.

5.4.2. Professional Manner

Work performed under this RFP may be performed while the students live in the residence halls. It is critical that the work does not disrupt normal operations at the Customer's premises. Vendor personnel are to conduct themselves in a professional manner, so as not to compromise the safety or self-respect of any student, staff member or guest. Customer reserves the right of approval of any on-site employees, and the right to dismiss from this, and any other work performed under this RFP, any individual without a statement of cause. The vendor will comply without compromising schedules and/or any other contract term.

5.4.3. Site familiarity

Vendor is responsible for being knowledgeable of all conditions of these specifications. Vendor, by submitting a response to this RFP, represents that the RFP response documents have been read and understood and the vendor is familiar with the local conditions under which the work is to be performed. This may include the first-hand inspection and understanding of each individual building's cable distribution specifics. No approval for additional funds will be given for work resulting from the vendor or its subcontractors being unfamiliar with the conditions under which the work is to be performed.

For the duration of the agreement, the Vendor is responsible for assuring that all Vendor personnel (including subcontractors) working on the Customer's account are kept informed on the site conditions.

5.4.4. Documentation

The Vendor is required to document all work performed for the Customer in general and of installation and configuration changes in particular. All documentation has to be provided or made accessible to the Customer in a format that allows the Customer to incorporate this into her own documentation system. Providing documentation is regarded as an integral part of providing services to the Customer.

5.4.5. Location Access and Security

For the purpose of access to site locations, Vendor's employees (including those of subcontractor) need to report to the Security and Safety office. For that purpose the Vendor being awarded the RFP will provide (certified) copies of identification of any employee that may need access to site locations.

To ensure the safety and security of Vendor's employees and Customer's students, staff and guests, Customer may decide on a case-by-case basis that Vendor's employees have to be escorted by a Customer-assigned person. In the case no escort is available Vendor must reschedule the activities to a day and time an escort is available.

6. STANDARD AND OPTIONAL RESNET SERVICES AND SUPPORT

Please respond to the following questions and information requests.

6.1. Definition of ResNet Services and Infrastructure

6.1.1. ResNet Services

The ResNet Services must be offered to all students, staff members and guests who are assigned living arrangements in the resident halls by Customer. This is also known as providing ResNet Services on a "per pillow" basis.

ResNet Services must at a minimum include:

- Unrestricted local Data network services.
- Ubiquitous Internet access (Internet-1 access is required and Internet-2 access is preferred) through wired and wireless access. (see note 1)
- Direct 24x7x365 Helpdesk Support and On-site Coordinator support.
- Guaranteed standard upload/download data speed (see Note 2) and optional higher data speeds for Internet access.
- Vendor maintained Customer-specific website with full information on the ResNet Services, accessible to Customer's resident students, staff and guests. This website includes at least basic ResNet information, policies, procedures, status updates, methodologies for securing computer and subscription/enrollment functions.
- Applications and tools provided by Vendor to subscribed/enrolled resident students, staff and guests.

Note 1: Vendor is prohibited from filtering any type of data or limit access to any Internet-based site or service under any circumstance without explicit written Customer consent. Vendor is also prohibited from applying any type of rate-control but for the purpose of restricting a subscribed/enrolled resident student, staff or guest from exceeding the guaranteed data speed.

Note 2: Although the minimum Internet data speed for standard ResNet Services is currently set at 5Mbps download and 512Kbps upload, historically there has been a data speed increase over time at the same cost to Customer. Please respond as to if and how the Vendor would handle increases of standard Internet data speed over time.

6.1.2. ResNet Infrastructure

The ResNet Infrastructure includes:

- All station wiring, inter-equipment wiring and wiring between the ResNet equipment and third-party (carrier) demarcation point.
- All equipment, including but not limited to switches, routers, firewalls, traffic shapers, and Vendor-issued devices.

6.2. Requirements ResNet Services

6.2.1. Support

Vendor must provide support for all ResNet Services including, but not limited to:

- technical support,
- customer support,
- user account billing,
- user account maintenance (creation, management, deletion),
- steps to obtain an account,
- initial troubleshooting,
- immediate notification of the On-Site coordinator of any issues the coordinator needs to address and
- system and network security.

Vendor must provide 24x7x365 direct helpdesk support to resident students, staff and guests for all the ResNet Services (standard and optional) via a toll-free telephone number. This telephone number should alert the helpdesk that the caller is a Customer's resident student, staff member or guest.

Vendor must ensure that the On-site Coordinator is present on site during the Fall and Spring semester move-in days.

Vendor must provide wired account moves for students, staff and guests that change rooms during each semester within 72 business hours and at no additional cost to the Customer, student, staff member or guest. The billing for optional ResNet Services must follow the student, staff member or guest.

Vendor must complete repairs affecting the ResNet Services to one (1) or more subscribed resident students, staff and/or guests within 48 business hours after the initial report.

6.2.2. Technical

As part of the standard ResNet Services, Vendor must provide wired connection per pillow and in designated common lounge areas based upon the occupancy rate provided by Customer.

Vendor must provide IEEE 802.11a/b/g/n wireless access in all areas within each residence hall to which students and guest have access. This is also known as wall-to-wall wireless coverage.

Vendor guarantees an Internet data speed for Standard ResNet Services per pillow of 5MBps download and 512Kbps upload for a single device.

Vendor provides at least one option for a higher Internet data speed per pillow that is at least 8Mbps download and 1MBps upload for a maximum of 10 devices.

Vendor can provide additional optional higher Internet data speeds. All optional Internet data speeds are offered on a per pillow basis directly to the student, guest or staff member.

The wireless network must support roaming within a residence hall.

Vendor must provide public IP addresses (routable) to the Internet for all connections within the ResNet Infrastructure.

Vendor must, to the extent technically feasible, monitor and manage the ResNet infrastructure and Services.

6.2.3. Services

Vendor must provide and support up-to-date security tools for resident student, staff member or guest at no charge for each semester the person remains a subscribed to the ResNet Services. These tools should at least include updatable anti-malware programs.

6.3. Optional ResNet Services

Vendor should also provide Customer with any enhancements or features that it feels would be beneficial to Customer as well as related costs.

Vendor must provide optional voice (dial tone, local and long distance and voicemail) services that will be provided and marketed directly to the resident students.

7. PRICING

7.1. Standard ResNet Services

Vendor must provide a cost breakdown for:

- Students; on a per pillow per 1-semester and 2-semester basis (see note 1):
    - Wired and wireless connection with standard Internet data speed

    - Wired and wireless connection for each optional Internet data speed level
- Staff members (for example Hall directors); on a per pillow per month basis:
    - Wired and wireless connection with standard Internet data speed
    - Wired and wireless connection for each optional Internet data speed level
- Guests; on a per pillow per day, week and month basis (see note 2):
    - Wired and wireless connection with standard Internet data speed
    - Wired and wireless connection for each optional Internet data speed level

Note 1: For the purpose of pricing the fall semester starts at August 1st and ends on December 31st. The spring semester starts at January 1st and ends on May 31st.

Note 2: For the purpose of pricing any person (except staff members) who wants to use the ResNet Services in the period between June 1st and July 31st are being treated as a guest.

7.2. Optional ResNet Services

Vendor must provide a per-pillow, per month cost for optional ResNet Services. All optional ResNet Services will be billed directly to the student, staff member or guest.

End Document