STEP CG

Allen County School District

2023 E-Rate MIBS

STEP SPIN#: 143044123

Allen County School District
Jason Bean
570 Oliver Street
Scottsville, KY 42164
(270) 618-3181
jason.bean@allen.kyschools.us

STEP CG

Proposal for
Allen County School District

2023 E-Rate MIBS

STEPcg

Cover Letter

Hello Jason -

On behalf of the team here at STEP CG, LLC., we are thrilled to have the opportunity to partner with the Allen County School District in response to your posted Form 470 230018909.

We are a well-established, Kentucky-based, Vendor Partner whose leadership has several decades of combined experience within the Kentucky Educational Technology System (KETS), Kentucky Department of Education (KDE), and with successfully navigating the E-Rate filing process.

We are well equipped to deliver, install, and configure all necessary hardware/services and ensure an efficient project management procedure for the materials and services you have requested on your bid.

We are a local Kentucky company, and value the ongoing working relationships we have with our Kentucky Public Libraries, Schools, and State/Local Government customers and helping them to succeed.

Why partner with STEP CG?

- Successful Networking, Voice, and Surveillance installations at many Kentucky School Districts including but not limited to Kenton County Schools, Jefferson County Public Schools, Clinton County Schools, Floyd County Schools, Warren County Schools, and Fayette County Schools.
- Our team of highly certified Network Engineers hold many certifications with our manufacturers to ensure proper installation, operation, and maintenance of hardware.
- Our Support Center (NOC) supports more KETS customer helpdesk tickets than any other market.
- We employ former KDE and KETS employees, ensuring effective working relationships with our customers.
- Kentucky is a priority for STEP CG; we have in-state, dedicated Network Engineers for services including installation, training, monitoring, and on-site response.
- We are a local Kentucky company who is humbled to serve our Kentucky Libraries, Schools, and Government.

We appreciate the time you have invested in this 470 filing and look forward to the opportunity to work with you as your local partner and to share in each other's successes.

Should any questions arise as a result of our submission, please reach out to me at (502) 420-8586 or mjoos@stepcg.com.

Thanks,

Marc Joos

Marc Joos
Regional Sales Executive

Executive Summary

Vendor Name: **STEP CG, LLC**

USF Service Provider Identification Number (SPIN):   **143044123**

For all inquiries and clarifications for additional activities that may be necessary, please contact the RFP Response Coordinator: **Marc Joos | 502-420-8586 | mjoos@stepcg.com**

This is a response to the Form 470:   **230018909**

Services and Materials requested:

At this time, the Allen County School District would like to solicit a Request for Quotes to provide our schools with Managed Internal Broadband Services (MIBS) as described below or their equivalent under the following conditions: Any services MUST be equal or better than what is described below and must be compatible with Extreme brand network equipment. Pricing MUST include installation and configuration.

References

Casey County Schools
Alejandra Woodrum
(606) 787-7689
alejandra.woodrum@casey.kyschools.us

Floyd County Schools
Wes Turner
(606) 886-2354 x5004
wesley.turner@floyd.kyschools.us

Scott County Schools
Maria Bennett
(502) 863-3663
maria.bennett@scott.kyschools.us

STEP CG MIBS Order Request Form

STEP CG	
50 E Rivercenter Blvd #900, Covington, KY 41011 USA	STEP CG SPIN Number 143044123
School District Name: Allen County Schools	February 12, 2023

For information, contact:

Marc Joos (502) 420-8586, email - mjoos@stepcg.com	Andrew Peach (502) 604-1285, email - apeach@stepcg.com

Send orders to:

Marc Joos (502) 420-8586, email - mjoos@stepcg.com

First Year Warranty Included on all items on this Price Contract

Description	Part Number	Cost	Quantity	Total Cost
STEP CG Services				
E-Rate Eligible				
STEP CG MIBS WLAN ($8.00/per student/per year) - 12 Month Term: July 1 - June 30	MIBS-WLAN-12	$8.00	3062	$24,496.00
STEP CG MIBS LAN ($5.00/per student/per year) - 12 Month Term: July 1 - June 30	MIBS-LAN-12	$5.00	3062	$15,310.00
Non-E-Rate Eligible				
Customized Captive Portal (Required for Managed WiFi Solution)	STEPCG-CCC	$1,000.00	1	$1,000.00
Network Access Control (Required for Managed WiFi Solution)	STEPCG-NAC	$1,000.00	1	$1,000.00

TOTAL E-RATE (ANNUAL) AMOUNT:	**$39,806.00**
USAC Portion (80%):	$31,844.80
Allen County Schools Portion (20%) + One-Time Setup Fee:	$9,961.20

Statement of Work

Allen County School District
STEP CG Managed LAN/WLAN Solutions (K-12)
02/12/23

STATEMENT OF WORK PREPARED BY:
Marc Joos, STEP CG Regional Sales Executive
(502) 420-8586 – mjoos@stepcg.com

CUSTOMER CONTACT:
Jason Bean
Allen County School District
570 Oliver Street – Scottsville, KY 42164
(270) 618-3181 – jason.bean@allen.kyschools.us

INTRODUCTION
This document serves as a formal agreement between STEP CG, LLC and the Allen County School District, outlining STEP CG's proposed network solution and related deliverables required to accomplish the Customer's business goals and objectives as outlined in this document.

OVERVIEW
STEP CG Managed LAN/WLAN Solutions (MIBS) provide school districts with emerging technologies and expert-level resources to support digital educational initiatives and technology integration in the classroom. STEP CG's managed network solutions provide access to STEP CG's highly-skilled network engineering staff that will design, implement, integrate, test and provide ongoing support for wired and wireless network infrastructures.

ANALYSIS AND FINDINGS

Solution Outline – STEP CG Managed LAN Solution (Dashboard)
The STEP CG proposed network solution includes the following deliverables:

- A comprehensive STEP CG Configuration Audit of the existing network infrastructure;

- One-time 'Get Healthy' technical support services for updating network device/ appliance operating systems, configurations, and groups to:

  - Address and/or remediate any issues or errors identified by the STEP CG Configuration Audit; and

  - Perform any necessary software and/or firmware updates on LAN devices/appliances identified by the STEP CG Configuration Audit in accordance with STEP CG's recommending versioning requirements.

- Implementation of a STEP CG Dashboard Network Monitoring Solution, including:

- The testing of the STEP CG Dashboard appliance in the STEP CG test lab before installation and deployment on the production network;

- The installation of the STEP CG Dashboard appliance on the network and on-site training;

- The configuration of Dashboard appliance to enable customer monitoring and alerting functionality that includes:
  - Setup of the Web User Interface (UI);
  - Setup of customer access and credentials;
  - Inclusion of network devices for monitoring and alerting;
  - Configure customer alert and notification rules; and
  - Provide overview and initial training of Web User Interface (UI) to customer;

- Ongoing technical support for the Dashboard appliance and its network connectivity;

- Regular performance review of the Dashboard appliance, which may include recommended equipment upgrades;

- Semi-annual software updates;

- Quarterly security patches;

- Installation of critical security patches as released/tested;

- The Dashboard's 24/7 automated monitoring and alerting for customer self-service;

- STEP CG management and incident response remediation, 8:00 a.m.-5:00 p.m. EST, Monday through Friday; and

- STEP CG initial support response time of eight (8) hours for change requests.

Solution Outline – STEP CG Managed WLAN Solution (Network Engine)
The STEP CG Managed WLAN solution is an extension of the STEP CG Managed LAN solution. In addition to the benefits and features of STEP CG Dashboard, STEP CG Network Engine can manage and monitor the wireless network, all in accordance with authentication, authorization, and accounting (AAA) best practices. The following deliverables are included in this solution:

- Review, redesign, and rebuild of current WLAN installation that includes:

  - Review of current WLAN environment;

  - Customer needs interview and assessment;

  - WLAN redesign and rebuild:
    - Network device code upgrades to STEP CG-recommended versions; and

      o   Radio frequency (RF) and channel planning;

    ▪   Post-rebuild documentation.

- Integration of the STEP CG Network Engine with existing and/or rebuilt WLAN installation, including:

  ▪   Installation and configuration of the STEP CG Network Engine appliance:
      o   RADIUS AAA policies and enforcements for network access/security;
      o   Customized captive portal for guest access that includes a public-access network web page tailored with the organization's logo and acceptable use policy (AUP); and
      o   Event triggers with adaptive policies;

  ▪   Provide overview and initial training of Web User Interface (UI) to customer;

- The testing of the STEP CG Network Engine appliance in the STEP CG test lab before installation and deployment on the production network;

- Self-service onboarding of devices and new users;

- Self-service client analytics;

- Policies based on device, user, or usage with automatic assignment;

- Ability to automatically promote or demote user access and experience based on specific event triggers;

- 24 / 7 automated monitoring and alerting to the Customer by the STEP CG Dashboard and Network Engine appliances;

- STEP CG remote management and incident response remediation, 8:00 a.m. – 5:00 p.m. EST, Monday – Friday.

Solution Benefits
The benefits of STEP CG managed network services are:

- Proactive network monitoring (customer self-service), management, and maintenance to ensure network stability and security;

- Increased network visibility;

- Highly skilled technical support services;

- Secure device configuration;

- Operating system version consistency;

- Automated security update management;

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Technology Towers Office Building 1, Suite 900
Covington, Kentucky 41011

513.795.6000
www.stepcg.com
info@stepcg.com

- ❧ Single point of contact for network issues;

- ❧ Single point of contact for device acquisition, configuration, testing and provisioning;

- ❧ Reduced IT-related overhead costs; and

- ❧ Increased business focus.

Solution Risks
The risks of implementing STEP CG-managed network services include:

- ❧ Possible extended network downtime that will occur during device configuration and testing to ensure optimal network performance; and

- ❧ Additional costs related to the replacement of legacy devices that may not accept latest OS version updates.

Timeframe
Initial analysis indicates that the design, installation, configuration, testing and implementation of the solution at the [insert customer name and location address] location, will be determined based on a detailed project plan that will be implemented upon receipt of the purchase order.

Schedule Resources – Time Requirements
All services are scheduled based on staff and resource availability. STEP CG will schedule a *Statement of Work (SoW) Review* with the Customer within 30 days of the receipt of a purchase order. A STEP CG project coordinator will provide the Customer Contact with a projected timeframe after the SoW Review meeting.

PROJECT SCOPE
This project involves the design, installation, configuration, testing and implementation of an integrated MIBS LAN/WLAN solution with ongoing support at the Allen County School District.

Responsibilities
STEP CG will be responsible for:

- ❧ Configuration management of STEP CG-managed devices (e.g. STEP CG Dashboard, STEP CG Network Engine), including:

  - ▪ Performing software and firmware updates as needed and in accordance with STEP CG's recommended versioning requirements; and

  - ▪ Installing critical security patches as needed;

  - ▪ Maintaining a one (1) year historical record of network device configuration backups & storage using STEP CG Dashboard.

- Providing initial STEP CG Network Engine Admin Web User Interface (UI) training;

- Responding to tickets and/or request for support in accordance to the *STEP CG Service Level Agreement (SLA) Incident Priority Definitions and Resolution Times* (refer to the Appendix);

- Responding to customer's change management requests within two (2) business days, conforming to customer's change management window;

- Providing support for network devices and appliances as outlined in this SoW, including APs, controllers, switches, and routers as requested, including:

  - Performing troubleshooting during STEP CG's normal business hours (8:00 a.m. – 5:00 p.m. EST, Monday through Friday);

  - Facilitating case escalation to vendor(s) and/or manufacturer(s) as required, including:

    o Assuming responsibility for the relationship with vendor(s)/ manufacturer(s) during support and troubleshooting escalation;

    o Maintaining shared communication between the Customer and vendor(s)/manufacturer(s) during escalated troubleshooting sessions; and

    o Coordinating with the customer in the creation and submission of any RMA requests for damaged or defective hardware.

The Customer will be responsible for:

- Appointing an onsite contact with the authority to make decisions related to Project and support implementation/deployment;

- Arranging premises and infrastructure access for STEP CG Project Staff;

- Identifying secure equipment placement areas and ensuring STEP CG Project Staff's access during installation;

- Providing network access/readiness (i.e., Internet access, VLANs, DHCP, etc.);

- Providing installation materials (i.e., wiring, racks, p panels, cords, jacks, cabling, Amphenol tails, punch blocks, cabling peripherals, etc.);

- Providing appropriate infrastructure documentation as required, i.e., network architecture diagrams, architectural drawings with network closets marked with highlighter, etc.;

- Providing applicable IP addresses, subnet mask, default gateway;

- Providing documentation of the MAC addresses of district-owned devices to STEP CG Support Services;

- Assisting STEP CG Project and Support Staff in the joint discovery, diagnosis, troubleshooting, resolution planning & implementation, testing & verification, and documentation, including the following:

  - Maintaining active communication with STEP CG Support Services in the event of vendor and/or manufacturer case creation and escalation;

  - Coordinating with STEP CG Support Services and vendor(s)/ manufacturer(s) during escalated troubleshooting sessions; and

  - Coordinating with STEP CG Support Services in the creation and submission of any Return Merchandise Authorization (RMA) requests for damaged or defective hardware;

- Providing design assurance;

- Submitting to STEP CG in writing via an authorized Customer contact any requested configuration and profile changes to the Customer's network;

- Monitoring the STEP CG Dashboard and Network Engine appliances (post implementation) for network and/or device alerting and notifications and opening tickets for issues that require assistance from STEP CG;

  IMPORTANT NOTE: STEP CG is not responsible for the proactive monitoring of the STEP CG Dashboard's and/or the STEP CG Network Engine's alerting and notifications.

- Notifying STEP CG of any change management-related issues affecting STEP CG-managed devices and infrastructure and working jointly with STEP CG Support Services to coordinate a maintenance window to perform necessary service;

- Inform STEP CG of any outages, incidents, or issues requiring STEP CG Support Services by contacting STEP CG via one of the following methods (for more information refer to the Appendix):

  - STEP CG Support Services at 844.478.3724;
  - STEP CG Support Services Help Desk at helpdesk@stepcg.com; or
  - STEP CG Customer Support Portal at http://support.stepcg.com; and

- Requesting STEP CG Network Admin Web UI training as needed and coordinating the scheduling of training sessions with STEP CG Support Services as outlined below:

  - Customer must submit a request for training at least 48-hours in advanced of the preferred training session time. STEP CG will schedule training on a 'best-effort' basis dependent upon engineering resource availability.

Out-of-Scope
The following items are outside the scope of this project:

❧ STEP CG monitoring, management, or support for any infrastructure or hardware not stipulated in this SoW

Support Services
STEP CG support services will be performed in a remote manner during normal business hours. If the customer desires onsite support, work will be performed utilizing STEP CG and/or contract staff at STEP CG's normal hourly rates.

STEP CG normal business hours are 8:00 a.m. to 5:00 p.m. EST Monday through Friday.

STEP CG offices will be closed in observance of the following federal and STEP CG holidays:

- New Year's Eve
- New Year's Day
- Memorial Day
- Independence Day
- June 19th - Juneteenth
- Labor Day
- Veterans Day
- Thanksgiving
- Day After Thanksgiving
- Christmas Eve
- Christmas Day

GENERAL STATEMENT ASSUMPTIONS
1. The Quote/Statement of Work (SoW) within this STEP CG Services Agreement contains a summary description of the services to be performed by STEP CG or its subcontractors.

2. Site and system preparations are the responsibility of the Customer, unless otherwise noted in this SoW.

3. Any changes to the SoW, additional out-of-scope services and rescheduling of dates/time experienced under this engagement shall be subject to STEP CG standard time and material rates. No oral statements by any party shall constitute an official modification of this SoW. All SoW changes shall be requested in writing and accepted/rejected by the STEP CG Project Manager in writing.

4. Any missing, dead on arrival (DOA), unrelated equipment and network unavailability may require additional visit(s), which will be billed at normal T & M rates, plus a visit charge per occurrence with associated travel cost.

5. Overtime and emergency hours:
   - Evening, Saturday and/or weeknight emergencies will be billed at the overtime rate of 1.5 multiple with a two-hour minimum.
   - Sunday and holidays will be billed at the overtime rate of 2 times multiple of the applicable hourly rate with two-hour minimum.

6. Customer requested security patches that fall outside the normal maintenance schedule (semi-annually) will be billed at the overtime and emergency rates listed above.

PROJECT BUDGET/QUOTE TOTAL

The budget cost is listed below for quote details & work to be performed. This quote for services is given in good faith and is valid for 90 days from the date of the Statement of Work (SoW) creation.

The estimated costs for STEP CG managed support services, based on preliminary analysis, are:

E-Rate Total:	$39,806.00
Non-E-Rate Total:	$2,000.00
TOTAL	$41,806.00

STANDARD TERMS AND CONDITIONS

By agreeing to these standard terms and conditions your statutory rights are not affected:

1. STEP CG will perform services/support in a professional and workman-like manner. We will use reasonable efforts to complete services/support in accordance with the project agreement set forth in the Statement of Work (SoW), subject to the fulfillment by the Customer of its responsibilities as set forth in this agreement.

2. STEP CG Project Management/Project Coordination will forward specific requirements and responsibilities related to agreed-upon services/support implementation/deployment after a signed acceptance/authorization agreement has been submitted and work has been scheduled.

3. This SoW applies to services/support shown in quote details and work to be performed section only. Any other services/support identified under this Agreement must be reflected in a separate SoW agreement or addendum with additional applicable fees.

4. A copy of the SoW estimate/quote is to be signed and dated by the Customer manually (cursive or print) or digitally to indicate acceptance and should be returned to STEP CG. As well as, the Customer may send an official Purchase Order Number (PO#) in reply to the estimate/quote which binds the Customer to accept STEP CG terms and conditions. No work on a SoW will commence until receipt of a signature and associated PO# has been received by STEP CG.

5. Project prices are valid for 60 days from the date of the SoW acceptance/ authorization. STEP CG may re-negotiate prices after 60 days from original acceptance/authorization, if services/support has not been scheduled.

STATEMENT OF WORK ACCEPTANCE AND AUTHORIZATION

By accepting/authorizing this Statement of Work (SoW) agreement, the Customer agrees to all stipulations shown above.

Terms and conditions of this agreement apply in full to services/support provided under this SoW. The customer contact shown below acting with proper authority has executed this SoW agreement.

_____

Customer Name

_____   _____

Printed Customer Contact Name   Title

_____   _____

Authorized Customer Signature   Date

_____   _____

Customer Contact Telephone   Customer Contact Email Address

_____

Requested Due Date

Please complete and return this signed SoW Acceptance & Authorization to STEP CG via email at:
mjoos@stepcg.com

APPENDIX

The Project's roles and responsibilities are outlined below to provide clarity and set expectations for those performing the Project's work:

Project Manager is responsible for:
- Managing the delivery of the Project in-scope
- Managing the delivery of the Project on-schedule
- Providing and managing milestones to keep Project on-schedule and on-budget
- Coordinating and conducting initial kick-off call and weekly update calls with customer
- Developing milestones and task for all areas of the Project
- Providing third party contractors for the Project

Solutions Architect is responsible for:
- Identifying and allocating engineering resources required for the project
- Identifying the technologies / hardware / software resources required for the project
- Managing technical implementation considerations
- Developing and providing configuration scripts for Layer 2
- Providing and reviewing design form
- Onsite coverage first day of business
- Training users and/or IT staff
- Preparing customer closing documents

Implementation Solutions Engineer is responsible for:
- Creating login credentials
- Installing firmware updates (latest version)
- Verifying configuration scripts
- Installing and configuring hardware

Account Manager is responsible for:
- Providing Statement of Work (SoW) documentation
- Providing the most recent quote with customer sign-off
- Providing customer purchase order documentation
- Providing STEP CG purchase order documentation given to distributor (used to order material for project)
- Providing high level timeline
- Providing all document revisions throughout the project lifecycle
- Sending introduction email to customer to introduce Project Manager

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Customer is responsible for:

- Assigning a lead contact person within the organization to work with STEP CG
- Providing access to systems and networks as required for the Project
- Defining Project requirements and communicating those requirements to the Project Team in order to produce deliverables
- Finalizing Project scope and acceptance criteria
- Participating in Project activities when required, i.e., kick-off call, project status updates, etc.
- Reviewing and approving the Project Plan
- Confirmation of Project modifications when necessary
- Providing input during the deployment phase, as required
- Approving or rejecting deliverables at Project end
- Providing an onsite contact for technical support activities
- Providing staff for ongoing participation in troubleshooting for remote STEP CG Support staff.

STEPcg
Where Innovation Meets Execution

Customer Care Center

Step-by-step guide to our support services portal and how to contact our customer care center.

Contact Us:
Phone
844.4.STEPCG
(844.478.3724)
Email
helpdesk@stepcg.com
Website
support.stepcg.com
Hours
Mon - Fri
8:00am-5:00pm

1 ACCESS THE PORTAL

Visit http://www.stepcg.com/-contact "SUPPORT LOGIN" is also located in the footer of STEP CG's website.

Login Here

2 SIGN UP

Click "Sign Up" and proceed with creating an account by providing your name and email. A confirmation page will appear.

Create Account
36KGAV

3 CONFIRM ACCOUNT

A confirmation email has been sent to the appropriate email. Click on "ACCEPT THE INVITATION" to confirm your support services account. You will be directed to setup your password.

ACCEPT THE INVITATION

4 CREATE PROFILE

Complete the appropriate fields for your account profile and preferences.

5 SUBMIT A TICKET

Complete the form found under "Submit a Ticket". To best assist your request, be sure to add any relevant files as attachments. "Submit" and a confirmation email will be sent.

Submit a ticket

6 STATUS / UPDATES

Utilize "My Area" to access the status and updates of all current and past ticket requests.

Tickets

STEP CG Service Level Agreement (SLA) Incident Priority Definitions and Resolution Times

Priority *How Quickly STEP CG Should Address*	Urgency *Extent to Which Customer Can Bear Delay*	Impact *Effect Incident has on Customer's Business*	Initial Help Desk Response Time	Status Update Interval *Timeframe for STEP CG to Provide Updates to Customer*	Ticket Resolution Time	Description
1	Critical	Severe	1 Hour from Ticket Creation	Hourly (Minimum)	ASAP – Dedicated Continuous Effort Until Resolved	• Critical impact to customer's business functions or employees • <u>No alternative workaround</u> • Mission critical network, system or application down • Financial impact • Multiple users/sites impacted
2	High	High	1 Hour from Ticket Creation	3 Hours	Within 8 hours from Ticket Creation	• Major business impact, alternative or bypass available • Mission critical system or component down or degraded (slow response time, etc.) • Multiple users with partial functionality • Single user cannot perform critical work with no workaround or unable to connect
3	Important	Medium	2 Hours from Ticket Creation	End of Workday	Within 24 Hours from Ticket Creation	• Single user with partial functionality • Single user productivity impacted. Workaround may exist • Moderate business impact
4	Normal	Low	12 Hours from Ticket Creation	As Status Changes	Within 72 Hours from Ticket Creation	• Affects single user – problem that is not critical but needs to be addressed • Generally, Help Desk resolvable • Requests

CONTACTS AND ESCALATIONS

	Sales	Services
Primary Contact	**Marc Joos, Sales Executive** **mjoos@stepcg.com** **502-420-8586**	**support.stepcg.com** **helpdesk@stepcg.com** **844-478-3724**
Escalation Tier 1	**Gary Rolfsen, Sales Director** **grolfsen@stepcg.com** **513-218-0342**	**Nelson Karrick, Operations Manager** **nkarrick@stepcg.com** **513-795-6000 X 3157**
Escalation Tier 2	**Rob Huff, President and CRO** **rhuff@stepcg.com** **859-653-0960**	**Mark Woods, Operations Director** **mwoods@stepcg.com** **513-795-6000 X 3175**

CONTRACT FOR SERVICES AND/OR PRODUCTS FOR E-RATE FUNDING YEAR 2023

This agreement is by and between the Allen County School District and STEP CG, LLC **("Service Provider**") for the purchase of eligible equipment and services as described on the attachment to this letter as part of the E-Rate Year 2023 effort. Service Provider was selected based on Service Provider's response to our RFP or on the basis of a qualifying Form 470. We intend to file a Funding Request Form 471 with the Universal Services Administrative Company (USAC), Schools and Libraries Division (SLD) E-Rate Program for eligible equipment and services based upon Service Provider's proposal.

Service Provider agrees to abide by all terms and conditions of the Universal Service Act of 1996 as implemented by the SLD E-Rate Discount Program in the procurement, delivery, invoicing and all other transactions associated with the project. The term of this contract shall commence on July 1, 2023 and shall terminate on June 30, 2024 for non-recurring services.

The contract may be subject to the Owner receiving E-Rate funding in the form of a funding commitment decision letter in the amount requested. Prices must be held firm for the duration of the E-Rate Year fiscal year ending June 30, 2024 or until all work associated with the project(s) are complete (including any SLD approved extensions). The work shall be subject to the following conditions:

A.   Service Provider holds a valid Service Provider Identification Number (SPIN) and is not "Red-Light Status" with the FCC.
B.   These services may depend on partial funding from the E-Rate program.
C.   The District expects Service Provider to make themselves thoroughly familiar with any rules or regulations regarding the E-Rate program.
D.   Contract may be contingent upon the specific funding of the FRN at the percentage rate submitted for.
E.   The maximum percentage the District will be liable for is the pre-discount amount minus the funded amount as shown on the form 471 Block 5. The Service Provider will be responsible for invoicing the Schools and Libraries Division for the funded amount unless the applicant elects to proceed without receipt of a Funding Commitment Decision letter.
F.   No E-Rate USAC billing can take place before July 1, 2023. If District elects to take delivery after April 1, 2023 but prior to Receipt of a Funding Commitment Decision letter then District is liable for all amounts and agrees to pay progress payments and invoice USAC via the Billed Entity Application for Reimbursement (Form 472)
G.   No installation work can take place before April 1, 2023.
H.   In the event of questions during the E-Rate audit process, Service Provider is expected to reply within 3 days to questions associated with their proposal.
I.   All work is subject to the 100% approval of the project or purchase by the FCC under the E-Rate discount program of the Telecommunications Act of 1996 unless otherwise approved by District
J.   The Service Provider will be required to send copies of all forms and invoices submitted to SLD prior to invoicing the SLD to the District.
K.   Service Provider will be responsible for procuring the discounted amount from the SLD unless District elects otherwise.
L.   In addition, District reserves the right to fund, or partially fund (proceed with project or purchase) or not to fund regardless of E-Rate approval.
M.   It is understood that, subject to state and local law, this contract is for 1 year with 3 voluntary annual renewals (4 years).

N. District agrees to promptly file Form 486 - Receipt of Service Confirmation upon receipt of a Funding Commitment Decision Letter.
O. The contractor will submit all pricing in the Form 471 Item 21 format found at http://www.usac.org/sl/tools/forms/471-templates.aspx
P. District agrees to promptly respond to Invoicing Service Certification requests. District agrees that a failure on its part to file a Service Certification in a timely manner will result in the loss of funding to the Service Provider and would therefore become liable for any unpaid amounts.
Q. District agrees that progress payments based on percentage of completion and partial delivery of equipment are acceptable. Annual invoicing for Managed Internal Broadband Services in advance is acceptable.
R. A party shall not be held liable for failure of or delay in performing its obligations under this Agreement if such failure or delay is the result of an act of God, such as earthquake, hurricane, tornado, flooding, or other natural disaster, or in the case of war, action of foreign enemies, terrorist activities, labor dispute or strike, government sanction, blockage, embargo, or failure of electrical service. This includes delay or inability to secure products, parts, materials, fuel, supplies, equipment or power at reasonable prices or in sufficient amounts through usual sources of supply due to government action. The non-performing party must make every reasonable attempt to minimize delay of performance. In the event *force majeure* continues longer than 120 days, either party may terminate the Agreement.

The Allen County School District agrees to pay, in conjunction with USAC, the contract amount of $41,806.00. It is understood that this contract is for 1 year with 3 voluntary annual renewals (4 years).

STEP CG, LLC: **Allen County School District:**

SPIN: 143044123   Billed Entity Number:

Signature: _____   Signature: _____

Printed Name: _____   Print Name: _____

Title: _____   Title: _____

Date: _____   Date: _____

Managed WLAN

A network solution for K-12 education

The wireless networks in K-12 schools are getting "heavy". More and more resources are running across them and adding challenges for the limited IT staff to keep them operational at their peak. Maintaining security and enhancing client visibility without adding great cost of near enterprise level hardware and software can be very difficult on a limited budget, even with USF funding. Utilizing the MIBS category of E-rate Eligible Services List, STEPcg can operate, manage, and monitor your internal connection components. We bring the IP, Ethernet and networking knowledge and expertise. You bring your WLAN hardware and software.

Your network is a utility...

Let us handle the technical configuration & troubleshooting of your WLAN from OSI layer 1 - 7. We provide the services and solution to enhance the authentication, authorization, and accounting of your WLAN. We use our tools to make sure the RF is right at OSI layer 1, or identify client usage and identification at OSI layer 7.

FEATURES & BENEFITS

- ☑ E-rate eligible under MIBS category of USF
- ☑ A unified captive portal branded for your schools
- ☑ Best practice design & configuration audit provided by STEP CG engineers
- ☑ Intuitive network utility graphs, charts, analytics, monitoring and alerting
- ☑ WLAN controller & APSW recommendations, management, & operation
- ☑ WLAN configuration backups archived
- ☑ Integration with school district Microsoft
- ☑ Active Directory for staff & student authentication
- ☑ Work on your behalf with WLAN manufacturer support for technical issues & RMAs
- ☑ A group of experienced engineers dedicated to LAN, WLAN, & the OSI model in your corner
- ☑ All the approved features of our Network Engine for your Wi-Fi
- ☑ Access to STEP CG ticketing system for visibility into issues

HARDWARE & REQUIREMENTS

K-12 Managed WLAN

Supporting Partners:

- Aerohive Networks
- Aruba Networks
- Avaya Networking
- Extreme Networks
- Nortel Networks

Requirements:

- Public IPv4 address(es)
- Public DNS host name record(s)
- 2 10/100/1000 RJ45 or SFP+ optic per HW
- 1 110V standard power outlet per HW
- A # of VLANs depending on design
- A # of IP networks depending on design
- STEPcg Managed (MIBS) LAN is a prerequisite

Network Design & Configuration

- ☑ VLAN & IP network layout adhering to OSI best practices
- ☑ WLAN APRF power & channel design
- ☑ RADIUS AAA policies & enforcements
- ☑ WLAN controllers & AP configuration to the predefined design & blueprints
- ☑ Guidance & recommendation of stable firmware from WLAN manufacturer.
- ☑ Configuration changes & adjustments as needed throughout the year

External Services & Subscriptions

- ☑ Web content filtering
- ☑ Billing and payment gateway integrations

SERVICES & SUPPORT

K-12 Managed WLAN

- Full access to wiki.stepcg.com.
- Monday - Friday from 8am - 5pm EST/EDT support
- 24x7 automatic monitoring and alerting from Network Engine.
- SLA for Annual Managed WLAN (MIBS) service available.
- Highly skilled and technical personnel available: helpdesk@stepcg.com or 844-4-STEP CG

Managed Internal Broadband Services (MIBS):
A category of service on the Eligible Services List. These services are provided by a third party for the operation, management, and monitoring of internal connections components. E-rate support is limited to eligible expenses or portions of expenses that directly support and are necessary for the broadband connectivity within schools and libraries.

513.795.6000

www.stepcg.com

info@stepcg.com

50 East RiverCenter Boulevard
Technology Towers Office Building 1, Suite 900
Covington, Kentucky 41011

Managed LAN

A network solution for K-12 education

The core and edge networks in K-12 schools are getting "heavy". More and more resources are running across them and adding challenges for a limited IT staff to keep them operating at their peak. Maintaining security and improving operational up time without adding great cost of enterprise level hardware and software can be very difficult on a limited budget, even with USF funding. Utilizing the MIBS category of E-rate Eligible Services List, STEPcg can operate, manage, & monitor your internal connection components. We bring the IP, Ethernet and networking knowledge and expertise.

Your network is a utility...

Let us handle the technical configuration and troubleshooting of your core and edge LAN from OSI layer 1 through 7. We provide the services and solution to enhance the core routing and edge switching for all your users, clients, and applications. We use our tools to make sure the Ethernet errors are non-existent at OSI layer 2, or identify routing issues at OSI layer 3.

FEATURES & BENEFITS

- ☑ E-rate eligible under MIBS category of USF.
- ☑ A dashboard for you & your IT staff.
- ☑ Best practices applied to your networking LAN upon which everything rides.
- ☑ Freeing your IT staff up for more staff & student focused services.
- ☑ Design & configuration audit provided by STEP CG.
- ☑ Intuitive network utility graphs, charts, analytics, monitoring, & alerting.
- ☑ Networking core routing & edge switching SW recommendations, management, & operation.
- ☑ Core & edge configuration backups archived.
- ☑ Integration with school district Microsoft Active Directory for staff & student authentication.
- ☑ Work on your behalf with LAN manufacturer support for technical issues & RMAs.
- ☑ A group of experienced engineers dedicated to LAN, WLAN, & the OSI model, in your corner.
- ☑ All the approved features of our Dashboard service for your core & edge LAN.
- ☑ Access to STEP CG ticketing system for visibility into issues.

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HARDWARE & REQUIREMENTS

K-12 Managed LAN

Supporting Partners:

- Extreme Networks
- Aruba Networks
- Avaya Networking
- Enterasys Networking

Requirements:

- 1 10/100/1000 RJ45 Ethernet port
- 1 110V standard power outlet per HW
- SNMP & SSH access to core & edge LAN mgmt addresses
- SNMP read access to core & edge LAN mgmt addresses

Network Design & Configuration

- ☑ VLAN & IP network layout adhering to OSI best practices
- ☑ Core routing best practices
- ☑ Edge switching best practices
- ☑ RADIUS AAA policies & enforcements
- ☑ Core & edge configuration to the predefined design & blueprints
- ☑ Guidance & recommendation of stable firmware from core & edge LAN manufacturer.
- ☑ Configuration changes & adjustments as needed throughout the year

SERVICES & SUPPORT

K-12 Managed LAN

- Full access to wiki.stepcg.com.
- Monday - Friday from 8am - 5pm EST/EDT support
- 24x7 automatic monitoring and alerting from Dashboard.
- SLA for Annual Managed LAN (MIBS) service available.
- Highly skilled and technical personnel available: helpdesk@stepcg.com or 844-4-STEP CG

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