



# Dayton Independent School District

## 2026 E-Rate MIBS

STEP SPIN: 143044123

Dayton Independent School District  
Casey Woods  
200 Clay Street  
Dayton, KY 41074  
(859) 491-6565  
[casey.woods@dayton.kyschools.us](mailto:casey.woods@dayton.kyschools.us)

STEP

STEP

**Proposal for**  
**Dayton Independent School District**  
**2026 E-Rate MIBS**



## Cover Letter

Hello Casey,

On behalf of the team here at STEP CG, LLC (STEP), we are thrilled to have the opportunity to partner with the Dayton Independent School District in response to your posted Form 470 260003441.

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.

Being local to Kentucky, we 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?

- Successful Networking, Security, and Voice installations at many KETS school districts including but not limited to Boone County Schools, Clinton County Schools, Hancock County Schools, Leslie County Schools, and Powell County Schools.
- Our team of highly certified Network Engineers hold many certifications with our manufacturers to ensure proper installation, operation, and maintenance/support 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; we have in-state, dedicated Network Engineers for services including installation, training, monitoring, and on-site response.
- We are headquartered in Kentucky, and we are humbled to serve our libraries, schools, and government across the Commonwealth.

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 the success of each other.

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

**470/RFP Response Coordinator:** Marc Joos | (502) 420-8586 | [mjoos@stepcg.com](mailto:mjoos@stepcg.com)

**E-Rate Form 470:** 260003441

### **Services and Materials Requested:**

Dayton Independent School District (the “Applicant”) seeks services provided by a third party for the operation, management, and monitoring of eligible broadband LAN/WLAN components (managed Wi-Fi). We seek a 3-year contract with or without the option of 2 voluntary extensions for eligible MIBS services under this agreement. The Applicant requests that **no** Basic Maintenance of Internal Connections be bid in relation to this RFP.

*Managed Internal Broadband Services* are those that include the operation, management, and monitoring of eligible broadband internal connections. Service Providers should include those expenses that directly support and are necessary for the broadband connectivity within schools. Those expenses include the management and operation of the LAN/WLAN, including installation, activation and initial configuration of eligible components, and on-site training on the use of eligible equipment. The applicant will own the equipment and the service provider will manage it for them.

*Basic maintenance and technical support services* are those appropriate to maintain reliable operation when provided for eligible broadband internal connections. Repair and upkeep of E-rate eligible hardware, wire and cable maintenance, configuration changes, basic technical support including online and telephone based technical support, software upgrades and patches including bug fixes and security patches.

Bidders are advised that this project will be contingent upon the successful obtaining of Category 2 E-Rate funding, and the contract agreement between the district and the successful bidder must recognize that contingency.



**Proposed Solution/Offering:**

STEP is excited for the opportunity to be an extension of the Dayton Independent School District team. Our team of highly skilled Network Engineers provide decades of combined experience, working with KETS customers.

We are local. STEP is headquartered in Covington, KY and we have 40+ employees located throughout the Commonwealth of Kentucky. Most of these employees are manufacturer certified Network Engineers.

STEP currently provides Managed Internal Broadband Services for approximately 50 other KETS districts.

STEP has received numerous awards from multiple manufacturers over the last several years, including being awarded the 2023 Extreme Networks Worldwide Partner of the Year.

As requested, our proposed MIBS offering is for a 3-year contract with or without the option of 2 voluntary extensions.

Our included pricing is for remote support, based upon student count. Thus, your pricing will not change based upon the amount of networking equipment you add/change. If you may require on-site support, we can provide this on an as-needed basis, at an hourly rate of \$150.

We are certified to support Extreme, Fortinet, and HPE Aruba/Juniper.



## **References**

### **Pendleton County School District**

2525 US-27 North - Falmouth, KY 41040

Craig Smith

(859) 654-6911

[craig.smith@pendleton.kyschools.us](mailto:craig.smith@pendleton.kyschools.us)

### **Taylor County School District**

1209 E Broadway Street - Campbellsville, KY 42718

Kyle Arnett

(270) 465-5371

[kyle.arnett@taylor.kyschools.us](mailto:kyle.arnett@taylor.kyschools.us)

## 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.

### 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.

### 6 STATUS / UPDATES

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



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

<b>Priority</b> <i>How Quickly STEP CG Should Address</i>	<b>Urgency</b> <i>Extent to Which Customer Can Bear Delay</i>	<b>Impact</b> <i>Effect Incident has on Customer's Business</i>	<b>Initial Help Desk Response Time</b>	<b>Status Update Interval</b> <i>Timeframe for STEP CG to Provide Updates to Customer</i>	<b>Ticket Resolution Time</b>	<b>Description</b>
1	Critical	Severe	1 Hour from Ticket Creation	Hourly (Minimum)	ASAP – Dedicated Continuous Effort Until Resolved	<ul style="list-style-type: none"><li>• Critical impact to customer's business functions or employees</li><li>• <u>No alternative workaround</u></li><li>• Mission critical network, system or application down</li><li>• Financial impact</li><li>• Multiple users/sites impacted</li></ul>
2	High	High	1 Hour from Ticket Creation	3 Hours	Within 8 hours from Ticket Creation	<ul style="list-style-type: none"><li>• Major business impact, alternative or bypass available</li><li>• Mission critical system or component down or degraded (slow response time, etc.)</li><li>• Multiple users with partial functionality</li><li>• Single user cannot perform critical work with no workaround or unable to connect</li></ul>
3	Important	Medium	2 Hours from Ticket Creation	End of Workday	Within 24 Hours from Ticket Creation	<ul style="list-style-type: none"><li>• Single user with partial functionality</li><li>• Single user productivity impacted. Workaround may exist</li><li>• Moderate business impact</li></ul>
4	Normal	Low	12 Hours from Ticket Creation	As Status Changes	Within 72 Hours from Ticket Creation	<ul style="list-style-type: none"><li>• Affects single user – problem that is not critical but needs to be addressed</li><li>• Generally, Help Desk resolvable</li><li>• Requests</li></ul>





## **CONTACTS AND ESCALATIONS**

	<b>Sales</b>	<b>Services</b>
<b>Primary Contact</b>	<b>Marc Joos, Sales Executive</b> <a href="mailto:mjoos@stepcg.com">mjoos@stepcg.com</a> <b>502-420-8586</b>	<b>support.stepcg.com</b> <a href="mailto:helpdesk@stepcg.com">helpdesk@stepcg.com</a> <b>844-478-3724</b>
<b>Escalation Tier 1</b>	<b>Gary Rolfsen, Sales Director</b> <a href="mailto:grofsen@stepcg.com">grofsen@stepcg.com</a> <b>513-218-0342</b>	<b>Mark Woods, Operations Manager</b> <a href="mailto:mwoods@stepcg.com">mwoods@stepcg.com</a> <b>513-795-6000 X 3157</b>
<b>Escalation Tier 2</b>	<b>Rob Huff, President and CRO</b> <a href="mailto:rhuff@stepcg.com">rhuff@stepcg.com</a> <b>859-653-0960</b>	<b>Rob Aldred, Director of Managed Services</b> <a href="mailto:raldred@stepcg.com">raldred@stepcg.com</a> <b>339-206-6135</b>



## STEP CG Managed Services

STEP CG					
50 E RiverCenter Blvd., Suite 900 - Covington, KY 41011		STEP CG SPIN Number 143044123			
Customer Name: Dayton Independent School District		November 5, 2025			
For information, contact:					
Marc Joos: (502) 420-8586   mjoos@stepcg.com		Max Kaywork: (502) 552-5802   mkaywork@stepcg.com			
Send orders to:					
Marc Joos: (502) 420-8586   mjoos@stepcg.com					
Description		Part Number	Cost	QTY	Total Cost
E-Rate Eligible					
STEP CG MIBS WLAN (\$8.00/per student/per year) - 12 Month Term: July 1 2026 - June 30 2027		MIBS-WLAN-12	\$ 8.00	791	\$ 6,328.00
STEP CG MIBS LAN (\$5.00/per student/per year) - 12 Month Term: July 1 2026 - June 30 2027		MIBS-LAN-12	\$ 5.00	791	\$ 3,955.00
TOTAL (ANNUAL) AMOUNT:			\$	10,283.00	

# STEP

## Highly Awarded Strategic Partners

*The Power of E: Experienced, Empowered, Excellence*

### Certifications & Top Partnerships



**FORTINET**



### Highly Recognized in Market

**HPE aruba**  
networking

2018 – Present: Authorized Reseller  
Sales Certified/Aruba Networking Solutions (SCE-APAS)  
Edge Associate (ACEA)  
ClearPass Professional (ACCP)  
ClearPass Associate (ACCA)  
Switching Professional (ACSP)  
Switching Associate (ACSA)  
Mobility Associate (ACMA)

**cradlepoint**

2015 – Present: Authorized Reseller  
Partner Advisory Council Member  
2015 Emerging Partner of the Year  
2016 Circle of Excellence  
2021 Deal of the Year  
2022 Partner of the Year  
2023 Partner of the Year

**Extreme**  
networks

2017 – Present: Authorized Reseller  
Partner Advisory Council Member  
2018 Americas Partner of the Year  
2018 Ultimate Warrior Winner  
2018 Black Diamond Award Winner  
2018 Master Specialized Partner  
2019 Black Diamond Partner  
2019 Network Services Partner of the Year  
2020 Enterprise & Growth Partner of the Year  
2020 Service Partner of the Year  
2021 Enterprise & Growth Partner of the Year  
2021 Cloud Revenue Partner of the Year  
2023 Americas Services of the Year  
2023 Partner of the Year

**FORTINET**

2020 – Present: Authorized Reseller  
Advanced Partner Certification  
Over 35 Fortinet Certified engineers (including 3 NSE-7 certifications)  
One of only two North American Partners with the following specializations (the only one located in Kentucky):

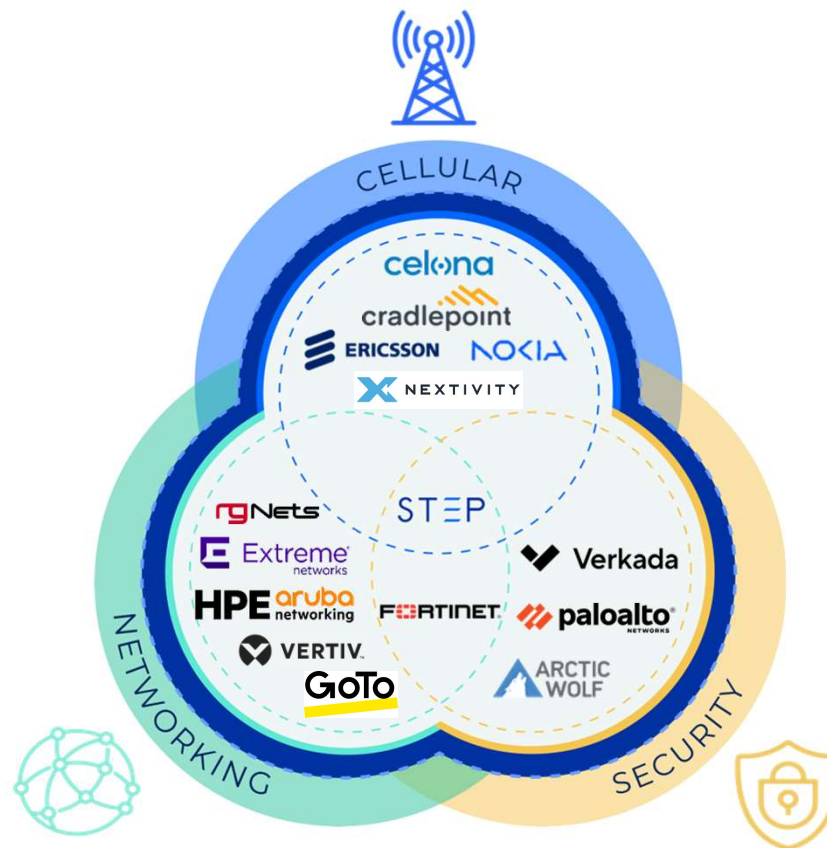
- Operational Technology
- SD-WAN
- Secure Connectivity LAN

**VERTIV**

2016 – Present: Authorized Reseller  
2020 Regional Partner of the Year  
2021 Vertiv Regional Partner of the Year

# STEP

## KETS Partner Ecosystem & Strategy



## CONTRACT FOR SERVICES AND/OR PRODUCTS FOR E-RATE FUNDING YEAR 2026

This agreement is by and between the Dayton Independent 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 2026 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, 2026 and shall terminate on June 30, 2027 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, 2027 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, 2026. If District elects to take delivery after April 1, 2026 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, 2026.
- 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 3 years with up to 2 voluntary annual renewals (5 years). This is Year 1 of the contract.

- 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 <https://www.usac.org/e-rate/resources/forms/>
- 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 Dayton Independent School District agrees to pay, in conjunction with USAC, the annual contract amount of \$10,283.00.**

**STEP CG, LLC:**

SPIN: 143044123

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**Dayton Independent School District:**

Billed Entity Number:

Signature:  \_\_\_\_\_

Print Name: Casey Woods

Title: District Technology Coordinator

Date: 12/10/2025

## 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](http://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](mailto: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.



## 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.

# 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](http://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](mailto: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.