

**Minimum Standards for Preparing  
Broadband Wi-Fi Service Request for Proposals  
for Office of Migrant Services (OMS) Centers**

<b>Purpose of Broadband Wi-Fi Service Implementation for OMS Centers</b>	<ul style="list-style-type: none"> <li>• Provide access to broadband wireless service in underserved areas to lower-income families that promotes and supports distance learning, telehealth services and access to health care providers, delivery services, job opportunities, and other online resources.</li> </ul>
<b>Organizational Capacity</b>	<ul style="list-style-type: none"> <li>• Bids received shall include a request for a brief history of the organization, an overview and experience with broadband products and/or services, and any relevant industry expertise.</li> </ul>
<b>Cost Estimate \ Proposals \ Quotes</b>	<ul style="list-style-type: none"> <li>• Bids received shall include clear and concise cost estimates, proposals, and quotes related to Wireless Broadband services (site location, service name, description, broadband speed, cost, etc.).</li> <li>• Bids received shall include breakdown of construction costs, installation costs, monthly recurring charges, and any applicable discounts per location.</li> <li>• Bids shall itemize the construction and installation costs by separating the costs to bring fiber internet lines to the migrant center and the cost to install the wireless network.</li> <li>• Bids shall itemize the reoccurring monthly costs by separating costs for fiber access, wireless network service and content filtering. Bids shall include total pricing for 36 months of service.</li> <li>• Bids shall include a detailed project schedule for construction, installation, and network implementation.</li> <li>• Bids shall be specific and specialized to one migrant center location.</li> </ul>
<b>Network Design</b>	<ul style="list-style-type: none"> <li>• Bids shall include a network design that shows an overview of site buildings, structures, and floors. Intermediate Distribution Frame (IDF) service areas, Main Distribution Frame (MDF) service areas (conduit for Fiber runs), and proposed location of network equipment and Wireless Access Points (WAPs) shall be clearly visible on the network design.</li> <li>• Bids shall include all the ethernet drops needed for the wireless access points to be deployed in a centralized solution.</li> <li>• Bids shall include detail of components, such as ruckus access points, and cisco/brocade switches.</li> </ul>

	<ul style="list-style-type: none"> <li>• Bids should allow for fiber internet access scalable from 1GB to 10GB.</li> <li>• Bids shall include an enterprise firewall that is Children's Internet Protection Act (CIPA) compliant.</li> </ul>
<b>Wireless Access</b>	<ul style="list-style-type: none"> <li>• Wireless Access shall be available and accessible from all designated areas of the site, including individual housing units, office spaces, community rooms, day care facilities, etc.</li> <li>• Wireless access controllers (WACs), Wireless access points (WAPs), and related network equipment shall be designed to ensure network performance, security, and radio frequency (RF) performance.</li> <li>• Bids shall specify the guaranteed indoor Wi-Fi Internet access coverage signal strengthen. The minimum signal strengthen shall be -65 Decibel Milliwatts (dBm) or better.</li> <li>• After completion of Wi-Fi installation, it shall be certified and tested.</li> </ul>
<b>Power</b>	<ul style="list-style-type: none"> <li>• Bids shall confirm that ISP will provide Uninterruptable Power Supplies (UPS) to Main Distribution Frame (MDF) and at any Intermediate Distribution Frames (IDFs), as well as the Wireless Access Points (WAPs) that connected to them. The UPS equipment provides AC power during short power outages and protects the equipment from brownouts and power spikes.</li> </ul>
<b>Managed Wi-Fi</b>	<ul style="list-style-type: none"> <li>• Bids shall include options for a custom splash and landing pages.</li> <li>• Bids shall include encryption and authentication options.</li> <li>• Bids shall include option for multiple Service Set Identifiers (SSIDs) and Personal Area Network.</li> </ul>
<b>Contracts</b>	<ul style="list-style-type: none"> <li>• Bids shall include service offered on a month-to-month basis or through a long-term contract, not to exceed 36 months. No early termination fees shall be included in service contract.</li> <li>• Each contract should state clearly the Contractor's Name, Service Type and Description, Start and End Dates (Duration of Agreement), Contract Costs, Termination Agreement, Service Level Agreements (SLA's).</li> <li>• Internet Service Provider (ISP) should follow industry best practices throughout the entire scope of the project implementation.</li> <li>• Bid shall specify the total number of buildings, offices, dwellings to be provided service.</li> </ul>

<b>Services</b>	<ul style="list-style-type: none"> <li>• ISP will provide “Flat Rate Internet Services” with Wireless Broadband connectivity. No limits nor caps.</li> <li>• Minimum speed for downloading is =&gt; 25 Mbps, and minimum speed for uploading is 3 Mbps.</li> <li>• ISP should aim to provide speed for downloading between 100 Mbps to 1,000 Mbps or greater.</li> </ul>
<b>Service Level Agreements (SLA's)</b>	<ul style="list-style-type: none"> <li>• Service Availability should be &gt; 99.9%, while Restoral Time should be &lt; 30 minutes, and Total Loss of Service at any single site should be &lt; 2 hours</li> </ul>
<b>Purchase Order</b>	<ul style="list-style-type: none"> <li>• Purchase Order should be available in an electronic format that can be emailed (ePO)</li> </ul>
<b>Circuit Monitoring</b>	<ul style="list-style-type: none"> <li>• 24 x 7 x 365 circuit monitoring and proactive issue resolution</li> </ul>
<b>Support</b>	<ul style="list-style-type: none"> <li>• Support should be available for Migrant Center Operators as well as Migrant Center Users and Guests.</li> <li>• Support should be available 24 x 7 via toll-free number for users and property staff, in Spanish and English.</li> </ul>
<b>Dedicated Account Executive</b>	<ul style="list-style-type: none"> <li>• There should be a Dedicated Account Executive assigned for assisting with ordering services.</li> </ul>
<b>Dedicated Client Service Manager</b>	<ul style="list-style-type: none"> <li>• There should be a Dedicated Client Service Manager for service and billing assistance</li> </ul>
<b>Alternatives</b>	<ul style="list-style-type: none"> <li>• If minimum standards are not possible due to site or infrastructure limitations, then bidder shall submit a detailed and itemized response to the minimum standards conflicts and an alternative solution that provides comparable service shall be proposed and detailed.</li> </ul>