



Education Proposal

PREPARED FOR: **North Slope Borough School District**

IN RESPONSE TO A REQUEST FOR: **FY23-24 Network Managed Services RFP**

DATE: **April 25, 2023**

Thank You for Your Consideration

It is with sincere pleasure that we at GCI Education offer this proposal to be North Slope Borough School District's managed service provider and education partner. Our team shares your deep passion for and commitment to high quality education.

We are proposing our IT Essentials service, a cost-effective managed services solution for school districts. All options are crafted in accordance with the requirements outlined in your RFP. This proposal is a demonstration of how we will continue to provide value that is unique for your schools and offers some suggestions as to new ways we can help you meet your education goals. Here are some of our strengths we see as being advantageous to NSBSD:

- **Technical Expertise:** GCI is the largest provider of telecommunications in Alaska. We understand that building and managing networks throughout the state presents a unique set of challenges, unlike doing so anywhere else in the world.
- **Institutional Knowledge of Your Network:** As your current service provider, we know your network and have previously delivered Internet as well as Exchange management. We have reviewed LAN configurations and have an excellent working knowledge of your systems that require support.
- **Best Support:** GCI's Education service desk provides superior support for Alaskan schools with our Anchorage-based team that focuses on rural education. Our team is intimately familiar with our school customers and their needs and networks. We also have local agents to support our service desk staff and engineers with onsite issues. This same team that works with you on a day-to-day basis is ready and able to travel onsite if necessary.

We hope we have the opportunity to continue to work with NSBSD as you develop the next generation of Alaskans.

This proposal is crafted and offered in accordance with the requirements outlined in the District's Network Managed Services RFP. Please contact Bryce Coryell at (907) 230-8062 or bcoryell@gci.com with any questions.



Proposal Requirements

Requirement	Section in Proposal
1. A brief description of the history and organization of the bidder's firm, and of any proposed sub-vendor.	Partners in Education - page 4
2. Copies of business licenses, professional certifications, or other credentials, together with evidence that the bidder, if a corporation is in good standing and qualified to conduct business in Alaska.	Alaska Business License - page 27 Technical and Alaska Education Expertise (credentials) - page 6
3. A description of similar projects completed by the bidder within the past three (3) years.	References - page 9
4. Qualifications, background, and experience of the project director and other staff proposed to work on the project.	Staff Capabilities - page 6 Technical Staff - page 7
5. References with contact information from organizations that have used bidder's services for similar projects within the last 12-18 months.	References - page 9
6. A general description of the techniques, approaches, and methods to be used in completing the project.	Proposed Operational Delivery - page 11 IT Essentials - page 13
7. A detailed cost proposal, including any travel costs and other expenses.	Pricing - page 24

Partners in Education

We share your deep passion for high-quality education and commitment to bridging the digital divide.

With GCI Education, you get much more than just a service provider. You get a committed partner that has invested in infrastructure for the last 25 years to drive communications and technology forward in Alaska schools.

What makes GCI Education unique is our team approach, which empowers action, engages passion, and engenders loyalty. From Kevin Fradley's leadership of the service desk, to Heath Day's engagement with rural communities, to Karolina Bednarska's ability to guide customers through the E-Rate process, our team is our difference and enables us to deliver the value and flexibility Alaska's schools desire. Today, GCI Education delivers E-Rate services to 207 schools and libraries, and 75% of Alaska's students use our services.



Jason Tomberlin

Senior Director, GCI Education

Technology is my lifelong passion. When I joined GCI 19 years ago, it was to help schools overcome their challenges with technology. In the intervening years, I have seen how technology and innovative education methodologies can close the achievement gap and provide equitable access for all learners.

As the Senior Director of GCI Education, I channel my passion for education as your advocate and resource. My goal is to ensure our Alaska school customers benefit from the entirety of GCI's expertise. I will be your champion within GCI — supporting your needs today and guiding our team to help you achieve your education goals tomorrow.



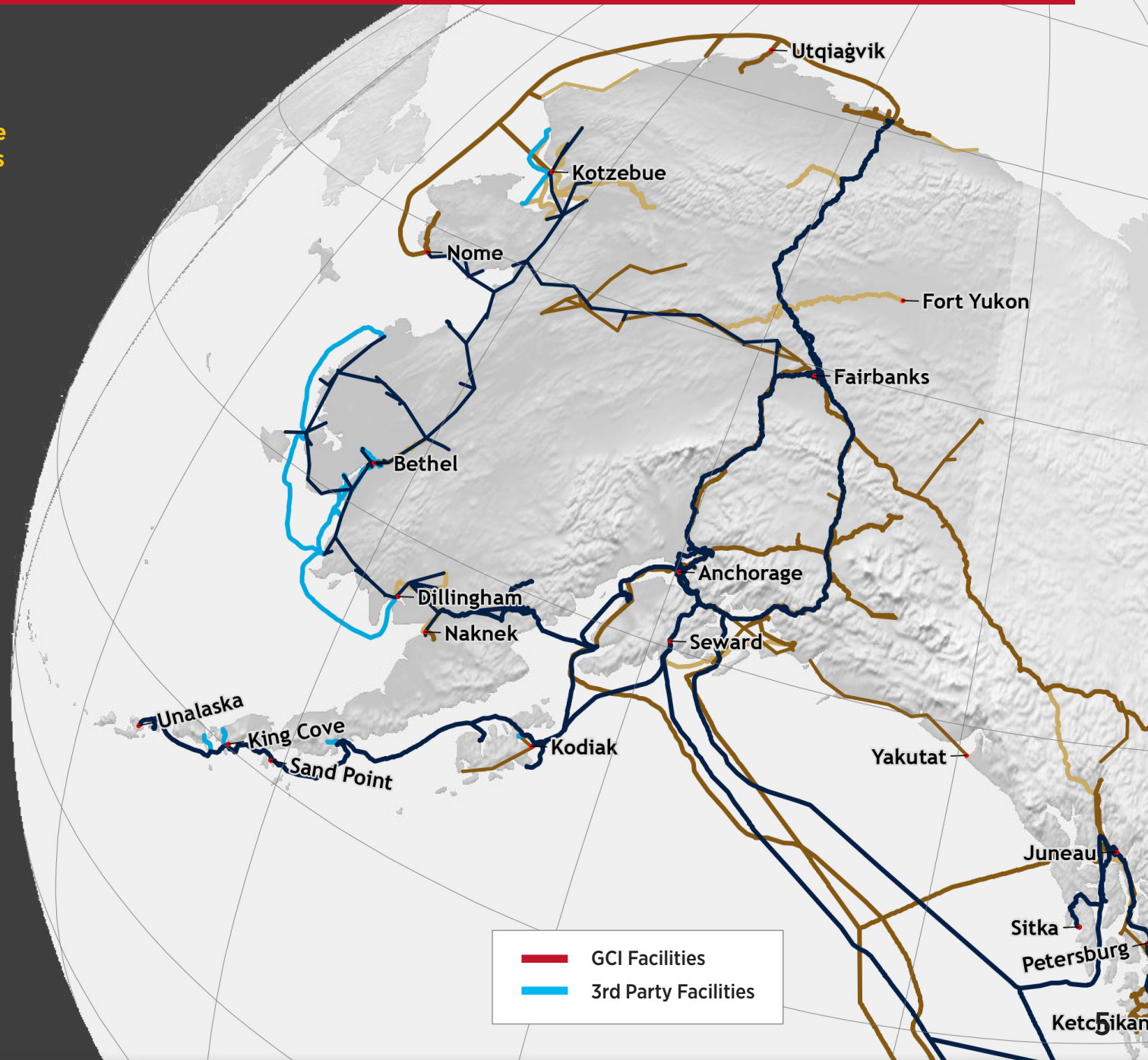
More Choices for Alaska

GCI has always believed that the people of Alaska deserve choice when it comes to technology — and there have never been more options than there are now.

This proliferation of technologies is a direct result of investment. Since the E-Rate program was founded, much of GCI's rural investment has been made in direct response to the requests of school districts like NSBSD. As a result, we now offer a variety of connectivity solutions, including terrestrial microwave, fiber, satellite, and wireless.

GCI's landmark TERRA network and fiber infrastructure projects have been joined by federal funding for broadband, new advances in satellite technology, and projects from other providers. Through it all, GCI has been cultivating partnerships that allow us to leverage the best facilities and offer our customers the most advanced solutions.

What sets GCI Education apart from our competitors is our ability to design solutions that leverage the best available technology — whether on our facilities or a local carrier's.



Staff Capabilities

Our management team primarily focuses on supporting our customers' education requirements. We have a proven record of dedicated service to school districts throughout Alaska and of success in the E-rate program. In addition to the management team introduced below, our team includes many dedicated engineers, service staff, and product developers.

We organize our internal structure to support Alaskan education organizations with a concept designed to produce a customer-centric approach. This approach also reflects GCI's goal of maintaining long-term customer relationships and provides a mechanism to ensure service during the contract remains consistently excellent. With GCI Education, NSBSD will receive premier customer service and access to all the expertise and experience represented throughout GCI.

Certified Technical and Service Staff

GCI Education customers have access to the largest technical support team in Alaska. Over 300 Alaskan professionals comprise our technical support, design, and implementation team. They are amongst the most credentialed in Alaska, with degrees and certifications including PhD, MBA, BA, BS, PE, PMP, CISSP, CCIE, CCDP, CCNP, CCNA, CCVP, CCIP, MCSE+S, MCP, Security+, A+, N+, GCIH, VTSP, JNCIA-JUNOS, JNCIA-ER, JNCIA-M, JNCIA-EX, JNCIS-M, and Linux+.

Administrative Staff

Jason Tomberlin, Senior Director, GCI Education

Jason is a passionate advocate of using technology and innovative education methodologies to close the achievement gap and provide equitable access for all learners. He has seen how technology adoption can positively support change in education. As the Senior Director of GCI Education, Jason will be your advocate and resource, leveraging his extensive experience with network design and planning in rural Alaska to help you achieve your education goals.

Bryce Coryell, Education Account Manager

Bryce loves using technology to solve the challenges of organizations. Over the course of his ten year career, his focus on IT consulting has put him in a position to stay ahead of trends and experience the power of technology in business transformation. Bryce works with GCI Education's customers to design solutions and work to assure they are successful in the long-term.

Heath Day, Education Program Manager

Heath believes in holistic education — in finding the right way to engage students to make learning effective and fun. Whether through classroom instruction or extracurricular activities, everyone has potential waiting to be realized. Heath has spent the past sixteen years working as an educator, a coach, and a nonprofit director with that goal of engaging students' passions. As Education Program Manager, Heath works to support and sustain positive momentum in Alaska communities, both inside and outside the classroom.

Karolina Bednarska, USAC Data Analyst

Karolina's job is to make sure that GCI and its customers can continue to benefit from the services and subsidies of the E-Rate program. To the extent allowed by FCC rules, she is available to help guide customers through the E-Rate application and funding process. She works with them to assist with their FCC Forms 471 and Program Integrity Assurance audits. Part of her role is ensuring GCI is in good standing with the FCC, USAC, and USF. GCI is current on all documentation required to participate in the USF program.

Megan Tankersley - Senior Project Manager

Megan Tankersley is a PMP-certified senior project manager with more than ten years of experience supporting GCI's education customers. A graduate of University of Alaska Fairbanks, she holds an MA in International and Intercultural Communication and is highly skilled in a wide range of service delivery techniques.

Marvin Barchlett - Senior Network Architect/Manager

As a senior-level network engineer, Marvin Barchlett is responsible for the overall design and implementation of data and voice networks and security features for schools, hospitals, and villages in rural Alaska. He has more than 20 years of experience in network communications and IT management and has successfully managed many large-scale projects to completion.

Marvin works closely with GCI's customers to build unique solutions to meet their specific business needs. A graduate of the University of Phoenix, Marvin has in-depth knowledge of and experience with a multitude of network systems and technologies, including Cisco, Juniper, Palo Alto, BlueCoat, F5, AeroHive, Avaya, Polycom, and more.

Technical Staff

Project Engineering

Kelvin Goode - Project Manager III

Kelvin is of indigenous decent from Egegik, AK. He obtained a Bachelors of Science Mechanical Engineering degree and a Masters of Science Project Management degree from the University of Alaska Anchorage. Kelvin has experience in a broad range of industries across Alaska. He has managed projects in both urban and rural settings across Alaska, with a majority of his experience as a healthcare and education facilities engineer.

Darnell Andrada - Network Engineer III

Darnell was born in Virginia Beach, VA and raised on the Island of Guam. He obtained a Bachelor's degree in Information Systems and Network Security from Old Dominion University. He has been with GCI for 6 years and previously worked as a Network Engineer for Providence St. Joseph Health for another 4 years in various technical roles with a focus on customer deliverables and satisfaction. He enjoys troubleshooting complicated break/ fix scenarios and finding solutions. Darnell has CCNA, CCNP, and ECSE certifications.

Douglas Schroeder - Construction Manager III

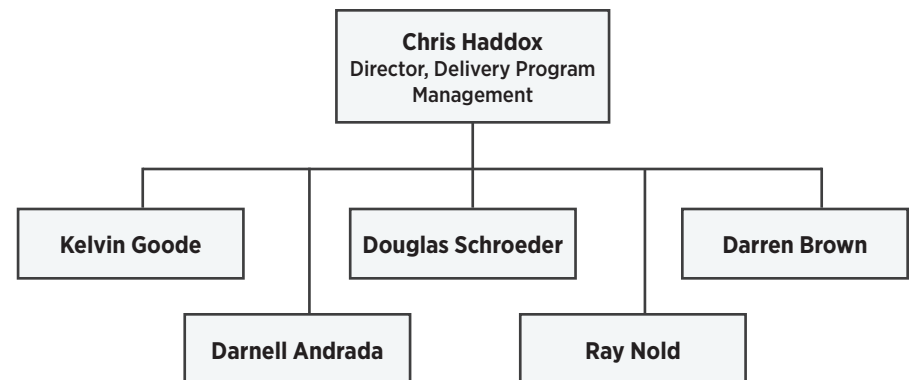
As a long time Alaskan, Doug has been with GCI for over 15 years. He is responsible for construction of many GCI facilities including coax and fiber to residential, commercial and wireless projects. His project experience includes installation of CATV to telecommunications involving fiber optics, FTTX, internet and telephony. Doug has certifications from NCTI and SCTE as an advanced system technician, fiber optics splicer/technician and system broadband technician.

Ray Nold - Principal RF Engineer

Ray is a senior engineering manager with 25 years of experience in telecommunications and is a licensed Professional Engineer with the state of Alaska, New Mexico, and Texas. He holds a B.S. in Electrical Engineering from Texas A&M University. His background includes design, installation, and O&M of fiber optic networks, microwave and satellite networks, and wireless systems for cellular, broadband, private and carrier networks. As an engineering manager he has experience building teams with different subject matter experts that are necessary for a typical telecom project.

Darren Brown - Senior Network Engineer

Darren was born and raised in Anchorage, AK where he obtained a degree in Computer Networking and Technology from University of Alaska Anchorage. He has been with GCI for over 15 years in a variety of technical roles varying from Business Tech Support, Network Administrator, and as a Network Engineer for multiple platforms. He enjoys the puzzle of networks, turning up new services and connectivity, along with troubleshooting outages and break\fix scenarios.



Technical Staff (cont.)

Technical Support Team

Kevin Fradley - Education Support Lead

Kevin's passion for working with customers has been fueling GCI's service and support team for over 21 years. Today, Kevin mentors a team of technicians, instilling the Service Desk with his love of rural Alaska and his customers. Going on-site allows him to better understand the unique challenges facing their communities and provides added perspective for solving their problems. He wants all GCI's customers to think of the technicians on the Service Desk not just as trusted technical resources but as valuable members of their team and an extension of their own staff. Kevin has a Bachelor's degree in IT Engineering and has earned certifications in: Cisco CCNA, Juniper JCNIA, PaloAlto PCNSE

Jason Kauke - Administrator II

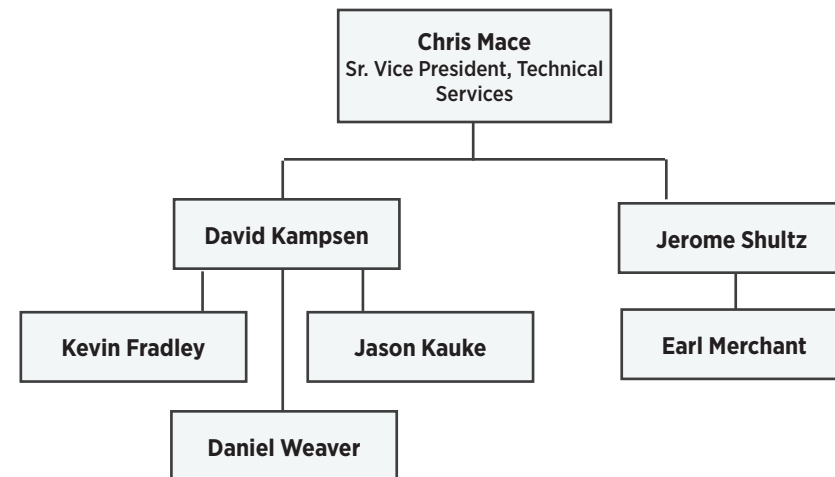
Jason has been with the GCI since 2015 supporting rural health care and education customers. His experience includes network, wireless and server infrastructure support. He has extensive experience throughout rural Alaska and has visited customer locations in over 30 villages. Jason completed his BA at Charter college in 2015. Before GCI, he worked as an FCC/FAA coordinator for AT&T and is a Veteran of the Iraq war where he was deployed multiple times in the early 2000's with the Marine Corps.

Daniel Weaver - Network Administrator

Daniel supports rural healthcare and education customers as a new member of GCI's Service Management Center (SMC). As a local Alaskan with over 10 years of IT industry experience, Daniel combines with technical expertise with regional familiarity to deliver excellent customer service.

Earl Merchant - Regional ROPS Manager

Earl Merchant has been with GCI for 25 years. Beginning as a cable TV installer, he worked his way up to a senior management position in Nome and Kotzebue, where he manages this region of the statewide TERRA network. A lifelong resident of Alaska, Earl has called Nome home for the last 51 years and has enjoyed helping bring rural Alaska into the digital age with the services GCI provides.



David Kampsen - Senior Manager, Service Management Center

David is responsible for leading the Education and Healthcare team for Major Accounts Technical Support (MATS) in the GCI Service Management Center (SMC). He is an escalation point to provide the best customer service possible. Other duties include Business Continuity and Disaster Recover point of contact for the SMC. David has been with GCI for 15 years: five years as a network Engineer both operations and service delivery, one year as a sales engineer for the GCI Education team, and nine years as a manager for both Network Operations, Business Technical Support, and Major Accounts Technical Support (SMC). David also worked as lead network engineer for the Alaska Railroad for 11 years and is a 12-year Army veteran.


JD Schultz - Director, Rural Operations

Jerome was born and raised in Anchorage. He joined the USAF in 1986 and was deployed in Operation Desert Storm in 1990/91. After the war, he made his way back to Alaska and started his career with GCI. He has spent the last 30+ years in varying roles from technician to engineer and eventually landed in management, where he is currently in charge of GCI's network in rural Alaska.

References

Organization	Contact	Project Description
Lower Yukon School District	Mr. Andrew Leavitt, Director of Finance and Administration aleavitt@lysd.org (907) 662-5782	Internet Connections, Managed LAN, Professional Service, Server Upgrade, Distance Education/VTC
Kuspuk School District	Pete Vraspir, Contract IT pete@lynxak.com 907-290-5587	Internet Connections, Local Connections, Local WAN Delivery, IT Essentials, Professional Services
Bering Straight School District	Mark Vink, Business Manager mvink@bssd.org (907) 624-4256	Internet Connections, Network Connections, Professional Services (LAN, Unified Communications), Video

Delivering Your Service

<p>Project Kick-off</p> <p>Assign resources. Outline engineering requirements.</p>				
<p>Planning</p> <p>Present to customer. Determine next steps and points of contact.</p>				
<p>Installation</p> <p>Implement network equipment on location. Bring network into operation.</p>				
<p>Quality Control</p> <p>Confirm proper network functionality. Assure highest quality levels.</p>				
<p>Customer Acceptance</p> <p>Verify service delivery by customer.</p>				
<p>Operations Hand-off</p> <p>Meet to review network diagrams and requirements.</p>				



Megan Tankersley
Senior Program Manager

Our team's experience is rooted in project management, driving a systemic approach to service delivery and achieving tangible results. We have managed projects in nearly every community in the state and are proud of our contribution to helping create a connected Alaska.

Every year, the culmination of the project team's efforts happens on the same USF-mandated date: **July 1**. For our customers, this fixed milestone is a boon. It requires our team of project managers and engineers to operate within a system that guarantees reliable delivery — one that takes into consideration the unique requirements associated with rural Alaska projects, from the type of technology being used to coordinating logistics.

Proposed Operational Delivery

Project Management

GCI has an extensive project management team to manage the delivery of all services to NSBSD. Within the GCI team, project management is managed by the technical services group. This group has successfully completed hundreds of projects throughout Alaska for education and healthcare customers.

Our project team is dedicated to ensuring frictionless service installations in all school environments. To coordinate the execution of this project scope, one leading project manager will be assigned with experience professional services staff to ensure work is done on a predictable schedule and with a quick response time in concert with North Slope School District's expectations.

Responsible Parties

Executive Contact

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Sales Contact

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bcoryell@gci.com

Project Management Approach

Our proven delivery approach has been validated, most notably by the delivery of a complex multi-million dollar infrastructure project (TERRA-SW) that delivers advanced communications services throughout a broad area of Alaska. It was completed a year early with an overall budget savings of over \$2 million. This success was recognized by a national award honoring outstanding individuals and projects that seek to improve government and public options in broadband technology.

A textbook approach to project management does not account for the realities of working in Alaska. To successfully plan and deliver complicated projects, such as the one being proposed, GCI uses a blend of real-life best practices, the Project Management Institute's process, and the Agile project management process. Our team of certified PMPs aggregated these methodologies into a robust, comprehensive, and effective system that ensures all network designs, projects, and service installations are completed on-time, on-budget, and within scope. Our iterative method is highly flexible and interactive, benefiting from customer collaboration and rewarding creativity. It focuses on creating teams from relevant components of our business and your organization, then empowering their success.

Proposed Operational Delivery (cont.)

Time Commitments for Potential Staff

GCI operates as a matrix organization using project managers to coordinate resource pools. Though there are a number of ongoing projects, including the expansion of our largest statewide deployment of wireless infrastructure, our actively managed engineering resource pool will allow GCI to deliver these services without contention on our staff's time.

Support Personnel and Facilities

We stand squarely behind all our Education services. After more than 24 years of working with many different schools throughout Alaska, we fully understand that quality education is driven by highly demanding goals and schedules.

Our widely admired support system provides:

- A single point of contact, 24x7, for all incidents, work requests and questions.
- One toll-free number (888-254-2858) that connects you quickly and easily to highly skilled, certified technicians and engineers.
- A ticket and work flow tracking system gives you a ticket number on your very first call.
- 24x7 support from our service desk.
- 24x7 remote technical support for real-time troubleshooting help.
- Technicians located throughout Kodiak to provide rapid on-site support.

Capacity to Reassign Resources

Project managers within GCI coordinate amongst their peers and with the engineering resource pool's managers to have a dynamic understanding of work load and capacity. Should additional resources need to be assigned to complete the project scope, the lead Project Manager will be authorized to enact a resource change.

IT Essentials

IT Essentials is GCI's solution for proactive management and monitoring support of existing equipment for E-Rate Category 2 eligible services. IT Essentials includes:

- 24x7 Monitoring
- Network Analytics and Reporting
- Performance Monitoring
- Up/Down and Error Alerting
- Incident Response and Management

Please refer to the table on page 18 for a comprehensive breakdown of how IT Essentials meets your RFP requirements.

General Support

This proposal and technical response is based upon the experiences GCI's staff has gained while managing networks across hundreds of customer sites with 1,000's of nodes. In addition to direct experience by GCI, recent acquisitions of Network Business Systems and Integrated Logic expanded our pool of professional services talent with direct experience managing school networks. Below are the functions offered as part of this proposal.

General Support Includes:

- Management of current and future network to provide a reliable, scalable, responsive and secure data communications network
- Secure network management and remote access control for local users and authorized third parties
- Centralized management of network assets
- Third party incident support
- Physical infrastructure support
- On-site support as needed

Design and Technical Execution: IT Essentials

- Support for server to desktop performance concerns
- Project-based support and communications
- Break-fix and RMA support
- Day-to-day network operations and administration
- Maintain, support and report on Remote Access Services
- Network and firewall security policy management
- Network and security engineering level escalated support

Network Support

GCI will maintain all managed network devices—switches, routers, wireless access points, and media transceivers—in a centralized management system. This system will provide monitoring, reporting, and asset tracking. All supported devices will be monitored 24x7x365. Network performance, and security will be maintained in accordance with established metrics and thresholds. GCI will utilize standard network tools and troubleshooting procedures to ensure that server to desktop performance remains optimal.

The GCI support team will be available 24x7x365 to provide remote and on-site support as needed. Day-to-day operations and administration tasks will be worked remotely. Deploying and implementation of changes to security services assets, firewall policies, and managed network devices – whether hardware specific or software updates and patches – will be worked via the accepted change control process. All break-fix work or RMA efforts will be processed as emergency changes to replace damaged or failed equipment with comparable equipment. Additions to or changes in equipment will require adjustment to monthly recurring charges.

Our team will also work with third-party providers and vendors as an agent of NSBSD in support of the network.

Physical Network and Cable Plant

GCI will provide support for cabling and patching in the form of consultative support, documentation, and through T&M – repair or replacement. Standards will be documented and an agreed upon plan implemented to support the management of NSBSD inside wiring. As a part of a preventative maintenance plan.

Network Management System

In order to properly maintain and support the NSBSD network, performance metrics and thresholds will be monitored and responded to. Thresholds, network and security monitoring tools, along with an integrated ticketing system provides a complete Network Management System.

Network Management System Provides:

- Monitoring the network for reliability, performance, security, and responsiveness
- Centralized management, reporting, ticketing, and analysis
- 24x7x365 monitoring of all framework components
- Automatically generated trouble tickets based on established metrics and thresholds
- Managed device software monitoring to ensure appropriate patching or updating
- Monitor capacity and performance for compliance with established policies and procedures
- Maintain configuration files and IP addressing schemas

Design and Technical Execution: IT Essentials

Metrics and Thresholds

Thresholds enable proactive monitoring and “self-healing capabilities” that limit risk of emergency break-fix responses. Performance metrics are used to provide quantitative data to assess optimal performance as network uses change.

The existing metrics and thresholds established in collaboration with NSBSD technical staff will be reviewed regularly. Changes will be implemented via the accepted change control process.

Any software application validation and/or performance requirements analysis for new systems will be handled as a T&M project. Existing servers and services running in the network at time of contract will be validated and performance metrics established, new systems will require a project outside the scope of this management service.

Network Monitoring Systems / Ticketing

The GCI Network Management Systems (NMS) will provide a centralized management system for ensuring all network assets, configurations, and performance characteristics are available to both NSBSD and GCI personnel. This system will provide all required network information and documentation.

In addition to monitoring the network the NMS will use established thresholds to trigger automatic alarms that generate an appropriate response. One such response is an auto-generated trouble ticket. This will be the standard communication channel for all activities.

GCI Documentation Includes:

- Network diagrams, IP schemas, and related architecture documents
- Cable plant documentation
- Standards documentation

- Device configurations – including historical configs
- All agreed upon policies and procedures
- Deploy, manage, communicate and report on activities related to Data Network Services refresh
- Service and support contracts for all managed equipment
- Network and security reports

Continuous Improvement Plan (CIP)

As part of the CIP, NSBSD may revise or create new network management plans. To accommodate changes in the plan, we will conduct quarterly reviews to ensure the managed services are operating consistent with the plans intentions.

Quarterly Reviews Include:

- Education aware technology assistance in planning and standard-setting activities
- Security policy review
- Review of current infrastructure and standards
- Network performance review and bandwidth analysis
- Current network documentation, analysis, and recommendations
- Review of standing projects
- Ticketing and reporting concerns

The GCI continuous improvement model will be applied to all policies and procedures for change management, security and access controls, operational thresholds, and general support. This model for improvement includes reviewing the current processes, identifying strengths and weaknesses, and implementing controlled changes that provide beneficial results.

Design and Technical Execution: IT Essentials

Professional Services

GCI's Professional Services take a consultative approach in support of future planning, design, testing, implementation, and recommendations related to eligible Category 2 services. GCI will determine the service necessary on a case-by-case basis and inform the customer prior to engagement. All travel, logging, and per diem will be billed separately when travel is required to perform services.

Preventative Maintenance Plan

A preventative maintenance plan will be implemented to ensure documentation and systems remain current; this includes software management, end-of-life management, and testing. This will ensure that the network is also performing to standards, secure from vulnerabilities, and fully supported by the manufacturer.

Preventative Maintenance Includes:

- Cable plant documentation, verification, and standards compliancy checks
- Non-emergency software updates and patches for infrastructure
- End-of-life equipment checks and service reports
- WAN & LAN bandwidth and performance validation testing

Policies and Procedures

GCI will continue to work with NSBSD to adhere to existing policies and procedures, and adapt to new requirements as planning dictates. These policies match up with the requirements defined in your RFP. Operationalizing these policies and procedures is covered by General Support. Below are details of the major policy areas that will need to be covered.

Security Services (Section H of the RFP)

The overall security policy for which all network elements will play a part in executing the network management service. The policy will include network and user access controls, port security, physical security, remote access, firewall rules, and change authorizations

Change Control (Sections B, D, F, and H of the RFP)

Change control is the process for managing changes in the network. It covers a variety of tasks from switch-port activations to firewall policy changes and implementing a new network element.

Performance Metrics & Thresholds (Sections B and D of the RFP)

This is the process for establishing and implementing performance metrics. It applies to network elements includes servers and workstation performance, switch-port and AP error thresholds, latency tolerances, and IPLAs.

Operations and Provisioning (Section D of the RFP)

Processes that involve interactions between NSBSD and GCI staff as well as general operating guidelines.

Cable Management and Standards (Section B of the RFP)

Policies to establish and maintain standards associated with physical wiring.

Project Understanding and Methodology

With its RFP, NSBSD outlined substantial technical requirements for the management of its network. In crafting a solution, GCI considered the District's stated objectives and general requirements enumerated throughout the RFP. We also considered our understanding of the current NSBSD hardware and IT services garnered through the direct experience of having worked with your district of the past twenty years. Below is a table that correlates NSBSD's RFP requirements with our proposed service options.

Network Service Requirements

	Requirement	Proposal Response
1	The vendor shall monitor and manage the current and future network to provide a reliable, scalable, responsive, and secure data communications network with connectivity to all locations.	General Support
2	The vendor will provide technical assistance and support to North Slope Borough School District in planning and standard-setting activities.	General Support / Professional Services
3	The vendor shall maintain a secure network and remote access to the North Slope Borough School District users and authorized third parties.	General Support
4	The vendor shall incorporate technology security improvements for business requirements without compromising the security, integrity, and performance of the NSBSD enterprise and its information.	General Support / Professional Services
5	The vendor shall perform centralized management of network assets.	General Support / Network Management System
6	The vendor shall ensure all network-attached assets are operating at optimal and maximum performance.	Network Management Systems
7	The vendor shall continuously manage the network to meet the demands of the NSBSD requirements including recommending network bandwidth and technology upgrades as needed.	Quarterly Review
8	The vendor shall continuously investigate technology that improves the overall network efficiencies, lowers overall network costs, and improves user network satisfaction.	General Support / Professional Services
9	Collaborate with third-party network carriers and vendors, to resolve incidents as needed.	General Support
10	Produce and submit network architecture documentation for the current and future environment.	Network Management Systems / Professional Services
11	Produce and submit capacity and trending analysis for network infrastructure.	Quarterly Review
12	Produce and submit impact analyses and associated plans.	Quarterly Review
13	Provide maintenance and support for all network services, including the cable plant, network hardware, and circuits.	General Support / Professional Services

Project Understanding and Methodology (cont.)

14	Provide centralized management of Network Services operations including security.	Network Management System
15	Provide as-needed local 24x7x365 engineering technical support.	General Support
16	Implement and operate network management tools that automatically generate service desk trouble tickets in the event of network device failure.	Network Management System
17	Measure and benchmark the server-to-desktop network performance using network performance tools.	General Support
18	Model and evaluate the effect that an introduction of a new application will have on the network infrastructure and identify, quantify, and accommodate bandwidth requirements before production deployment of the application takes place, as requested by NSBSD.	Professional Services
19	Provide updates to network standards documentation as required.	General Support / Quarterly Review
20	Backup network device configurations.	General Support / Network Management System

Data Network Service Requirements

	Requirement	Proposal Response
1	Vendor shall establish and maintain software currency on Data Network Services assets (Data Equipment).	General Support
2	Produce and submit recommendations for Data Network Services architecture.	Professional Services
3	Produce and submit the Data Network Services migration plan.	Professional Services
4	Perform, produce, and submit recommendations for Data Network Services capacity and performance policies and procedures.	Professional Services
5	Produce and submit recommendations for Data Network Services migration to current technology.	Professional Services
6	Produce and submit operational policies and procedures for monitoring and maintaining Data Network Services.	Professional Services
7	Produce and submit network provisioning policies and procedures.	Professional Services
8	Produce and submit network administration policies and procedures.	Professional Services
9	Produce and submit documentation of Data Network Services asset configuration files and IP addressing schemas.	Network Management System
10	Produce and submit to NSBSD all design and engineering documentation to support Data Network Services.	Network Management System
11	Design, test, and implement approved Data Network Services architecture.	Professional Services

Project Understanding and Methodology (cont.)

12	Implement approved Data Network Services migration plan.	General Support
13	Deploy, manage, communicate, and report on activities related to Data Network Services refresh.	General Support
14	Design and Implement Data Network Services capacity and performance policies and procedures.	Professional Services
15	Implement operational policies and procedures for monitoring and maintaining Data Network Services.	Policies and Procedures
16	Design and implement network provisioning policies and procedures.	Policies and Procedures / Professional Services
17	Implement approved network administration policies and procedures.	Policies and Procedures
18	Provide support, including Break-Fix, for all Data Network Services assets.	General Support
19	Manage public carriers and other public carriers and other circuit providers to ensure delivery of WAN services.	General Support
20	Monitor Data Network Services to establish baseline and thresholds.	Network Management System
21	Provide and support Data Network Services migration to new technology or architecture.	General Support / Professional Services
22	Produce and submit Data Network Services utilization, capacity, and performance reports quarterly.	Quarterly Reports
23	Perform day-to-day network operations and administration of activities.	General Support
24	Maintain TCP/IP addressing schemes, router configurations, routing tables, VPN configurations, network addresses, MAC addresses, etc.	Network Management System
25	Refer to Change Management Policy with the Vendor and NSBSD for infrastructure wiring, patch panels, jack configuration, and documentation.	Network Management System / Policies and Procedures
26	Implement measures for proactive monitoring and self-healing capabilities to limit network Break-Fix incidents.	General Support

Project Understanding and Methodology (cont.)

Remote Access Service Requirements

	Requirement	Proposal Response
1	Produce and submit recommendations for a consolidated Remote Access Services architecture.	Professional Services
2	Maintain a safe and secure session that allows authorized external and NSBSD Users access to designated NSBSD network resources.	IT Essentials
3	Design, test, and implement approved Remote Access Services.	IT Essentials
4	Provide support, including break-fix for all Remote Access Services assets.	IT Essentials
5	Maintain, support, and report on Remote Access Services.	IT Essentials

Security Services Requirements

	Requirement	Proposal Response
1	Produce and submit recommendations for security architecture.	Professional Services
2	Produce and submit plans for monitoring and managing access to the NSBSD network.	Quarterly Review
3	Produce and submit plans that provide security to physical and logical devices connected to the network.	Professional Services
4	Produce and submit recommendations for improved network security.	Professional Services
5	Produce and submit recommendations of policies for security vulnerability & penetration testing. Penetration testing is done outside MNS and is often a 3rd party service. This is not to get caught by blind spots of the network team.	Professional Services
6	Produce and submit plans for Security Services asset updates or patches.	General Support / Professional Services
7	Design and implement monitoring and managing access plans as approved.	Professional Services
8	Design, test, and implement plans to secure network-attached devices.	Professional Services / General Support
9	Design, test, implement, and report Security Services assets to refresh or upgrade.	Professional Services
10	Design, test, and implement approved recommendations for improving network security.	Professional Services / General Support
11	Design and implement approved policies for security vulnerability and penetration testing. Penetration testing is done outside MNS and is often a 3rd party service. This is not to get caught by blind spots of the network team.	Professional Services / Policies and Procedures

Project Understanding and Methodology (cont.)

12	Design, test, and implement updates or patches approved for Security Services assets.	Professional Services / General Support
13	Provide support, including break-fix for all Security Services assets.	General Support
14	Provide 24x7x365 security monitoring services.	Network Management System
15	Provide reporting on security testing results.	IT Essentials
16	Identify and provide countermeasures for malicious code attacks (both prevention and remediation).	IT Essentials
17	Block unauthorized party access and provide notification of unauthorized access attempts.	IT Essentials
18	Provide technical expertise for security audits.	IT Essentials
19	Provide security reporting.	IT Essentials
20	Implement security violation notification.	IT Essentials

Your Support Experience



Kevin Fradley
Education Support Lead

I love rural Alaska. I see the villages as my second home and spend as much time in them as possible. When I think about my twenty years supporting school districts, I don't see customers; I see friends and family. That is why I've chosen to lead the Service Desk and how I train our team to think.

I want all our education customers to think of us not just as trusted technical resources but as valuable members of their team and an extension of their own staff.

Lucky for me, my work often takes me to my customers. Going on-site allows me to better understand the unique challenges facing their schools and gives me added perspective for solving problems when customers call. In addition to my day-job, GCI provides me with the opportunity to provide technical support on special Alaska projects, such as the Native Youth Olympics and the Iditarod.

The Service Desk is at the heart of GCI Education. Our mission is to provide your students, teachers, and administrators with an outstanding experience. To accomplish that, we focus on three aspects of support:

Partnership

Responsiveness

Rapid Resolution

The service experience begins with partnership. Our team strives to understand your unique technology and education needs. The foundation of an outstanding customer service experience is providing support beyond troubleshooting and repair. It is acting as an advocate and a team member, putting the customer's concerns first, and taking responsibility.

Our Education Service Desk has been working together for over a decade, supporting our customers' technology needs. We enjoy supporting their special projects, from virtual field trips to local basketball tournaments. Success to us is when our customers see us as part of their team. We stand ready 24x7 to troubleshoot any technical challenges that may occur. We are your support, your technology counsel, and your partner.



Our Commitment To You

	Priority 1: Critical Outage	Priority 2: Degraded Service	Priority 3: Change Request
Initial Notification	Within 15 minutes	Within 15 minutes	Within 15 minutes
Progress Updates	Every 30 minutes	Every 2 hours	Daily
Target Time to Restore	Within 1 hour	Within 12 hours	-
Escalation Threshold	1 hour	4 hours	-
Restoration Notification	15 minutes	15 minutes	-
Eligible for Credits	Yes	Yes	No

Service Desk technicians monitor customer networks 24x7x365 and are reachable via **(888) 254-2858, email, or messaging**. We are empowered to be responsive — owning, tracking, and managing all incidents to resolution — while providing regular updates throughout the process. Most support is provided from our Anchorage facilities. However, if issues require, our technicians can respond with:

- Next available flight shipment of replacement equipment.
- Technicians and engineers deployed to location of fault.
- On-site technicians engaged for troubleshooting.

Our technicians and administrators will also coordinate with local exchange carriers, equipment vendors, and partners to ensure schools receive the constant, reliable service they need.

Charges/Cost to NSBSD

SERVICE **IT Essentials**

ADDITIONAL INFORMATION

- IT Essentials - Network Management is a Category 2 Managed Internal Broadband Services eligible solution when supporting Category 2 eligible equipment.
- Support of the RMA process is covered under General Support, Break-Fix is covered through vendor support contracts and may be eligible for Category 2 Basic Maintenance of Internal Connections.
- There are no discovery or setup costs.

1-Year Term

	Location	MRC	NRC
IT Essentials	North Slope Borough School District	\$6,700	\$0

SERVICE **Professional Services**

ADDITIONAL INFORMATION

- GCI will determine the service necessary on a case-by-case basis and inform the customer prior to engagement.
- All travel, logging, and per diem will be billed separately when travel is required to perform services.

	Description	Hourly Rate
Consultant	Highly qualified consultancy services	\$250
Project Management	Professional project management services	\$168
Engineering	Certified engineering services	\$195
Specialist	Certified specialist services	\$150
Technician	Certified technician services	\$130
After Hours Technician	Extended hour technician services rate	\$225
Emergency Response	Same day technician services without scope of work	\$195
Subcontractor	Third-party contractor services	\$225

FY23-24 NETWORK MANAGED SERVICES RFP

FY23-24 NETWORK MANAGED SERVICES RFP Attachment #1

Acknowledgment of RFP and Intent to Respond

All vendors who intend to submit a response to this RFP must complete this form and email it to:

Tammy Stromberg, Director of Finance
North Slope Borough School District
tammy.stromberg@nsbsd.org
(907) 852-9691 phone

Any vendor, who fails to notify the District of their intent to respond via this form, assumes complete responsibility in the event that such vendor does not receive all related communication prior to submission of their response.

Business Name/AK Business License: GCI Communication Corp. / 128684

Contact Name: Bryce Coryell

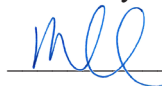
Contact Phone Number (907) 230-8062

Contact Fax Number: (907) 777-6880

Contact Email address: bcoryell@gci.com

Mailing Address: 2550 Denali Street, Suite 1000, Anchorage, AK 99503

- I have reviewed the requirements of this RFP and intend to respond.
- I have reviewed the requirements of this RFP and do not intend to respond but desire to remain on the District's vendor list.
- I have reviewed the requirements of the RFP and do not intend to respond; please remove my company's name from your vendor list.



Education Account Manager, 04/25/2023

Signature/Title/Date

FY23-24 NETWORK MANAGED SERVICES RFP

FY23-24 NETWORK MANAGED SERVICES Attachment #2 VENDOR

INFORMATION

Business Name/AK Business License: GCI Communication Corp / 128684

Contact Name: Bryce Coryell

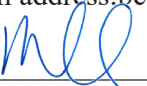
Contact Phone Number: (907) 230-8062

Contact FAX Number: (907) 777-6880

Mailing Address: 2550 Denali Street, Suite 1000

Location (Street address): Anchorage, AK 99503

E-mail address: bcoryell@gci.com



Vendor Signature
Education Account Manager

Title
04/25/2023

Date

NSBSD Signature

Title

Date

Alaska Department of Commerce, Community, and Economic Development

Division of Corporations, Business, and Professional Licensing
PO Box 110806, Juneau, AK 99811-0806

This is to certify that

GCI COMMUNICATION CORP

2550 DENALI ST, SUITE 1400, ANCHORAGE, AK 99503-2751

owned by

GCI COMMUNICATION CORP.

is licensed by the department to conduct business for the period

November 16, 2022 to December 31, 2024
for the following line(s) of business:

23 - Construction; 51 - Information



This license shall not be taken as permission to do business in the state without having complied with the other requirements of the laws of the State or of the United States.

This license must be posted in a conspicuous place at the business location.
It is not transferable or assignable.

Julie Sande
Commissioner



**We look forward to working
with you and your district.**

Please contact Bryce Coryell at (907) 230-8062 or bcoryell@gci.com with any questions.