



October 3, 2013

Reference Request for Proposal: 214-14-ResNet
Residential Network Subscription Services

On behalf of Shenandoah Telecommunications and Shentel Cable, thank you for the opportunity to respond to this request. We appreciate the time and effort that went into developing the RFP. Our team put their best foot forward in responding to your request, but we want to point out some things about our company that we believe should be considered as you make your decision.

Shentel is a publicly traded company that has been in business since 1902. The qualities of our Farmers Mutual Telephone Company roots are part of our vision today. Our vision is that the rural communities we serve, from the coalfields of West Virginia to Southside Virginia, enjoy the same level of communications services found anywhere else in the United States.

Shentel is the local provider of CATV, internet and voice services to over 3000 local residents in Farmville, Virginia, including students at Longwood University and Hampden Sydney College. Our local office just off of Back Hampden Sydney Road is staffed with local technicians that are available 24/7 to support the community and our customers. A regional office, just west in Rustburg, has additional resources that can be called in when support is needed. Our Rustburg office is also the customer service office for our Cable Operations providing both customer and technical support locally as needed.

Our network is second to none in Southside Virginia. Our optical ring architecture provides a secure, redundant route to our internet at peering points in Ashburn, VA and Atlanta, GA where Shentel is physically collocated. Shentel has deployed a scalable 10 gigabit Cisco ROADM network that can address capacity needs for years to come. It's also important to recognize that Shentel has the financial resources to support infrastructure upgrades and expansions.

Shentel is on the job when it comes to supporting the unique needs of student networks. We will be onsite during move in, handing out cables, setting up service, and addressing the wide variety of the student's needs. . We have been your service provider at the Foundation properties for several years providing both internet and CATV services and on the ground support during move in.

The team supporting you is agile, available, and customer focused. Over the years we have always been available to support "adds, moves and changes". Most recently for this student academic year, Shentel made some last minute channel lineup changes requested by an administrator. We are a phone call away and we mean it.

Please feel free to contact anyone on your account team with questions about our proposal. Thank you again for this opportunity.

Sincerely,

Your Shentel Team

LONGWOOD UNIVERSITY

201 High Street
Farmville, Virginia 23909
tel: 434-395-2003
fax: 434-395-2236
us 711

September 24, 2013

ADDENDUM 2 TO ALL OFFERORS:

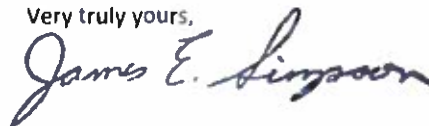
Reference Request for Proposals: 214-14-ResNet
Commodity: Residential Network Subscription Services
Dated: September 6, 2013
For Delivery To: Longwood University
Materiel Management
Farmville, Virginia 23909-1896
Proposal Due: **October 4, 2013 at 2:00 p.m. Local Time**
Pre Proposal Conference: September 17, 2013 at 10:00 a.m. Local Time

This Addendum 2 to the Request for Proposals (RFP) is being issued to extend the Proposal Due date as noted above.

All other general terms, conditions, and specifications shall remain the same.

Note: A signed acknowledgment of this addendum must be submitted with your proposal. Signature on this addendum does not substitute for your signature on the original proposal document. The original proposal document must be signed.

Very truly yours,



James E. Simpson, CPPB, VCO
Director of Materiel Management

Shentel Cable Television, LLC

Name of Firm



Signature/Title

10/3/13

Date

Office of the Director of Materiel Management,
Central Stores, and Property Control



LONGWOOD UNIVERSITY

201 High Street
Farmville, Virginia 23909
tel: (434) 395-2094
fax: (434) 395-2246
tts: 711

September 23, 2013

ADDENDUM 1 TO ALL OFFERORS:

Reference Request for Proposals: 214-14 ResNet
Commodity: Residential Network Subscription Services
Dated: September 6, 2013
For Delivery To: Longwood University
Materiel Management
Farmville, Virginia 23909-1896
Proposal Due: **September 27, 2013 at 2:00 p.m. Local Time**
Pre-Proposal Conference: September 17, 2013 at 10:00 a.m. Local Time

This Addendum 1 to the Request for Proposals (RFP) is being issued to provide clarification of or changes to the specifications as a result of the above Pre-Proposal Conference and to publish the Pre-Proposal Conference Registry.

1. An extension of the Proposal Due date was requested. The University will not extend the due date for receipt of proposals.
2. Reference page 1, All Inquiries For Information Should Be Directed to: Is changed to read: Debby Cooper, Buyer Specialist Materiel Management at (434) 395-2094 or faxed to (434) 395-2246 or emailed to cooperdj@longwood.edu. Questions must be submitted using the Written Pre-Proposal Question Form included with this RFP as ATTACHMENT 1. Note: If question forms were submitted to James Simpson, they should be resubmitted to Debby Cooper.
3. Reference Page 5, Exhibit A: Vendors in attendance at the Pre-Proposal Conference asked if the University could indicate which buildings are serviced by which of the three hubs and show the fiber layout from each hub. A revised Exhibit A is included with this Addendum 1.
4. Reference Page 7, Paragraph III.B.1.b., last sentence: Delete the words: in "XV. Pricing." at the end.
5. Vendors in attendance at the Pre-Proposal Conference asked for examples of typical room/apartment plans. Examples of typical rooms, apartments and townhouses are included with this Addendum 1.
6. Vendors in attendance at the Pre-Proposal Conference asked for the number of rooms in each residence hall on the main campus and number of bedrooms in the off campus apartment complexes:

Main Campus Residence Halls

Arc – 82	Main Cunningham – 62
Cox – 97	North Cunningham – 68
Curry – 209	South Cunningham – 97
Frazer – 213	South Ruffner – 48
Wheeler – 93	

Off Campus Apartment Complexes

Landings – 408
Longwood Village – 282
Lancer Park – 712

7. The University received the following questions: Can you provide network diagrams for Longwood Landing, Lancer Park, Longwood Village? Can you provide network diagram for the 9 main campus buildings?

Office of the Director of Materiel Management,
Central Stores, and Property Control



Response: Network diagrams are not available.

8. The University received the following question: How many MDF's and IDF's are there in each of the 9 main campus buildings as well as in all of the buildings in Lancer Park?

8 Main Campus Buildings (MDF/IDF/CATV)

Curry (1/1/5)
Frazer (1/1/5)
Cox (1/0/0)
Wheeler (1/0/0)
Stubbs (1/0/0)
ARC (1/0/0)
N. Cunningham (1/0/0)
S. Cunningham (1/0/0)
M. Cunningham (1/0/0)
S. Ruffner (1/0/0)

Off Campus Apartments (MDF/IDF/CATV)

Landings NE (1/0/0)
Landings SE (1/0/0)
Landings NW (1/0/0)
Landings SW (1/0/0)
Longwood Village 100 (1/0/0)
Longwood Village 101 (1/0/0)
Longwood Village 102 (1/0/0)
Longwood Village 103 (1/0/0)
Longwood Village 104 (1/0/0)
Longwood Village 105 (1/0/0)
Longwood Village 106 (1/0/0)
Longwood Village 107 (1/0/0)
Lancer Park 800 A&B (outside/0/0)
Lancer Park 800 C&D (outside/0/0)
Lancer Park 801 A&B (outside/0/0)
Lancer Park 801 C&D (outside/0/0)
Lancer Park 801 E&F (outside/0/0)
Lancer Park 801 G&H (outside/0/0)
Lancer Park 801 J&K (outside/0/0)
Lancer Park 803 A&B (outside/0/0)
Lancer Park 101 A&B (outside/0/0)
Lancer Park 103 A&B (outside/0/0)
Lancer Park 201 (1/0/0)
Lancer Park 203 (1/0/0)
Lancer Park 204 (1/0/0)
Lancer Park 205 (1/0/0)
Lancer Park 102 A&B (outside/0/0)
Lancer Park 306 (1/0/4)
Lancer Park 900 (1/0/4)
Lancer Park 1000 (1/0/0)
Lancer Park 1004 A&B (outside/0/0)
Lancer Park 1005 A&B (outside/0/0)
Lancer Park 1007 A&B (outside/0/0)

9. The University received the following request for clarification: The RFP indicates 78 cable TV ports in Longwood Village. Floor plans show a total of 96 apartments (12 in each of 8 buildings). Wouldn't there be a cable drop in each of the apartments for a total of 96 ports? In addition, how many drops are needed in the Clubhouse if any? Please clarify.

Response: The correct count is 96. There is 1 drop needed in the Clubhouse at Longwood Village.

10. The University received the following request for confirmation: For Lancer Park, please confirm the type and ownership of the existing Resnet infrastructure connecting the central data demarcation to each of the apartments and townhouses.

Response: Lancer Park is serviced by fiber for network and 600 series coax for CATV owned by Shentel.

11. The University received the following request for information: For the main campus, provide the unique street address for the Coyner Building other than 201 High Street. Is there a separate working phone number for this Coyner Building.

Response: The unique street address for Coyner Hall is 202 Brock Commons. There isn't a specific phone number for Coyner Hall.

12. The University received the following request for information: For Lancer Park, Longwood Landing and Longwood Village, what is the unique street address to use for the circuit demark location?

Response: The unique street addresses for the buildings on the main campus and off campus apartments are:

Main Campus Buildings

Curry – 412 Spruce Street
Frazer – 418 Spruce Street
Cox – 210 Griffin Boulevard
Wheeler – 114 Griffin Boulevard
Stubbs – 306 Griffin Boulevard
ARC – 408 Griffin Boulevard
N. Cunningham – 201 Brock Commons
S. Cunningham – 201 Brock Commons
M. Cunningham – 201 Brock Commons
S. Ruffner 205 Chambers Court

Off Campus Apartments

Landings NE – 120 S. South Street
Landings SE – 150 S. South Street
Landings NW – 120 Mid Town Avenue
Landings SW – 121 Mid Town Avenue
Longwood Village 100 Lancer Circle
Longwood Village 101 Lancer Circle
Longwood Village 102 Lancer Circle
Longwood Village 103 Lancer Circle
Longwood Village 104 Lancer Circle
Longwood Village 105 Lancer Circle
Longwood Village 106 Lancer Circle
Longwood Village 107 Lancer Circle
Lancer Park 800 A&B Cormier Drive
Lancer Park 800 C&D Cormier Drive
Lancer Park 801 A&B Cormier Drive
Lancer Park 801 C&D Cormier Drive
Lancer Park 801 E&F Cormier Drive
Lancer Park 801 G&H Cormier Drive
Lancer Park 801 J&K Cormier Drive
Lancer Park 803 A&B Cormier Drive
Lancer Park 101 A&B Club House Circle
Lancer Park 103 A&B Club House Circle
Lancer Park 201 Club House Circle
Lancer Park 203 Club House Circle
Lancer Park 204 Club House Circle
Lancer Park 205 Club House Circle
Lancer Park 102 A&B Club House Circle
Lancer Park 306 Club House Circle
Lancer Park 900 Club House Circle
Lancer Park 1000 Club House Circle
Lancer Park 1004 A&B Club House Circle
Lancer Park 1005 A&B Club House Circle
Lancer Park 1007 A&B Club House Circle

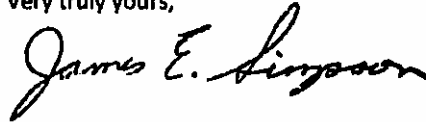
13. The University received the following question: Who provides the bandwidth for the Academic side of the campus?

Response: Service to the Academic Buildings is from the University, provided by GCR.

All other general terms, conditions, and specifications shall remain the same.

Note: A signed acknowledgment of this addendum must be submitted with your proposal. Signature on this addendum does not substitute for your signature on the original proposal document. The original proposal document must be signed.

Very truly yours,



James E. Simpson, CPPB, VCO
Director of Materiel Management

Shentel Cable Television, LLC
Name of Firm



Signature/Title

10/3/13

Date

Longwood University Cable Conduit run For the Campus

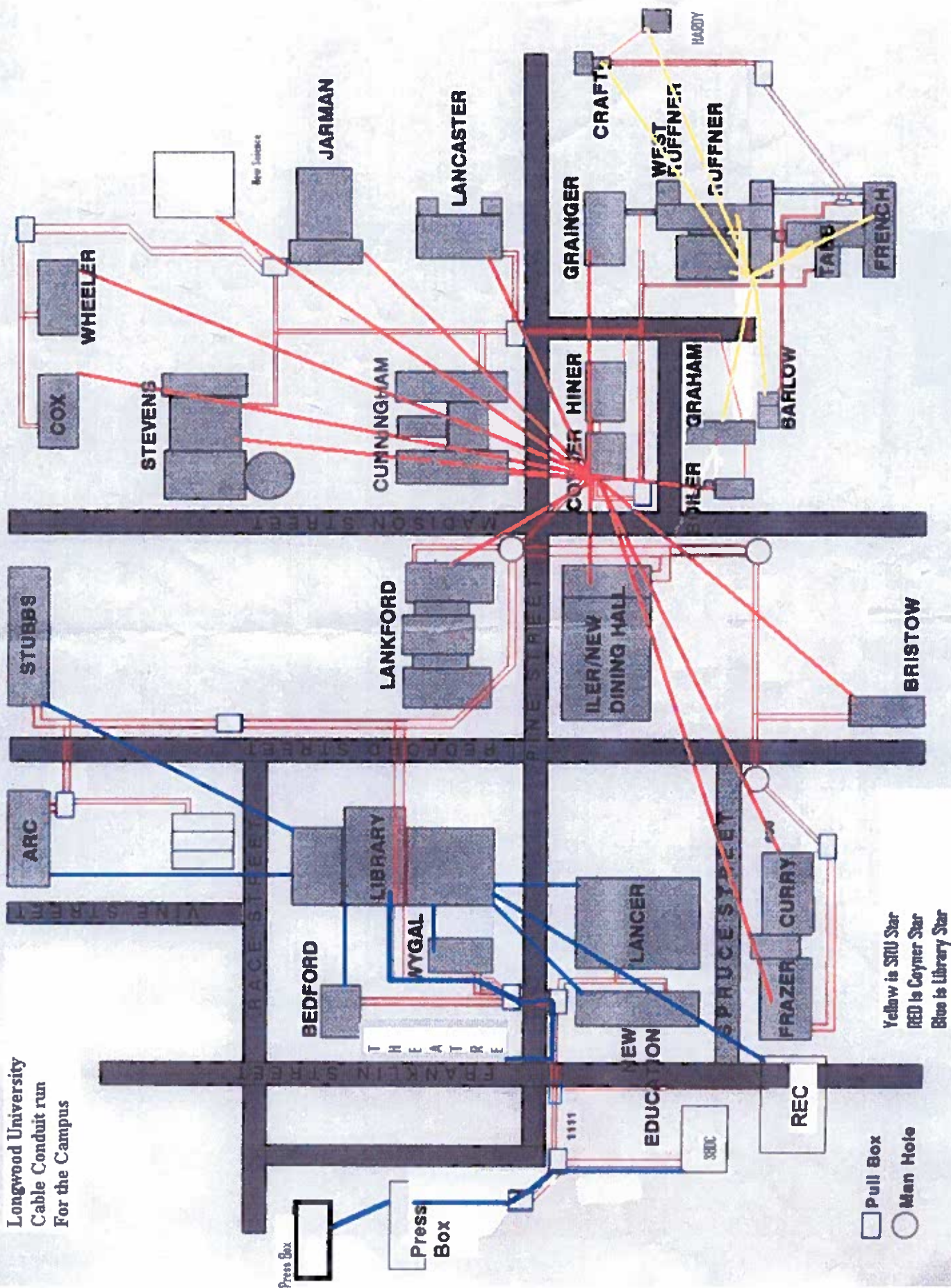
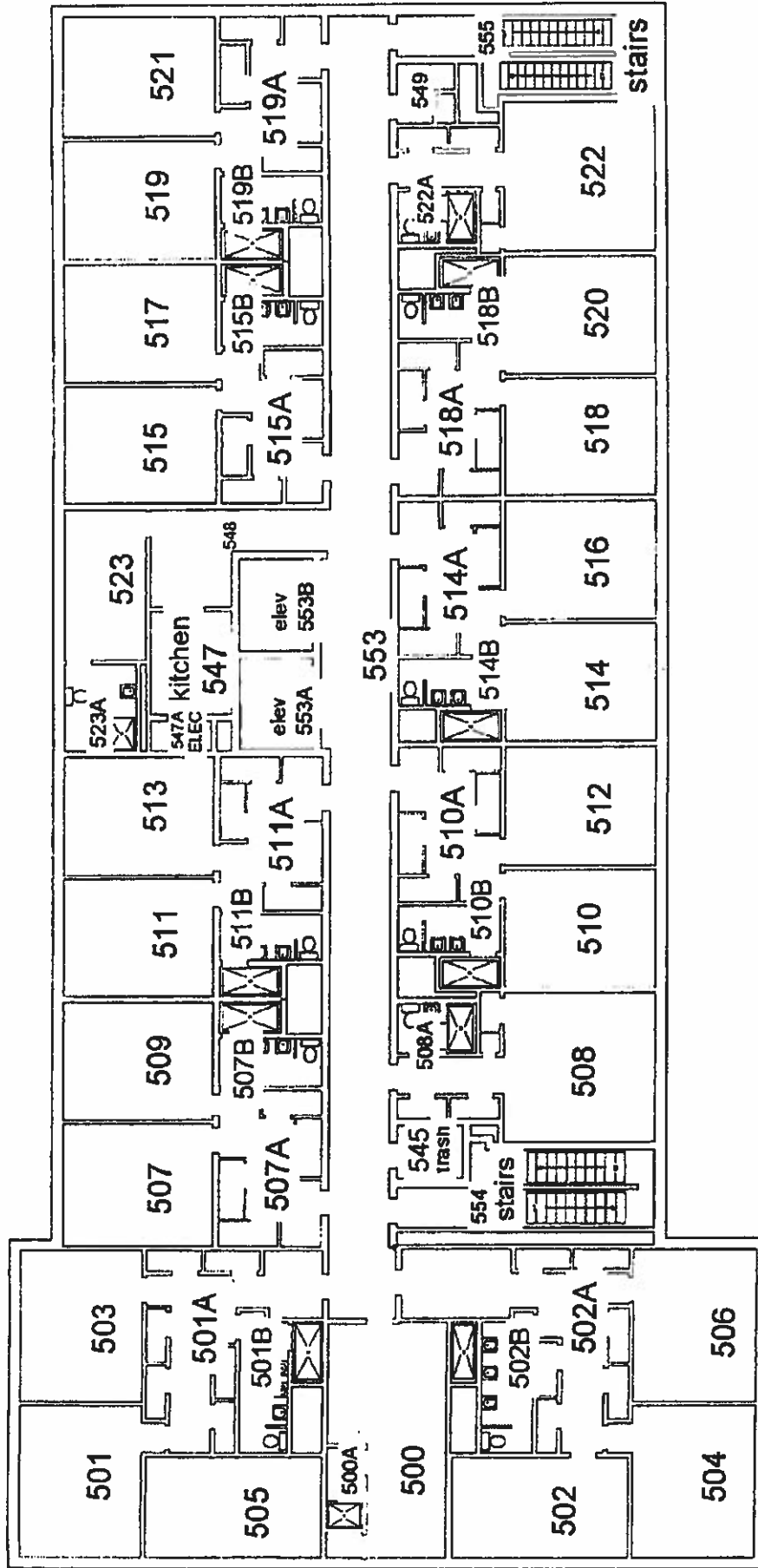


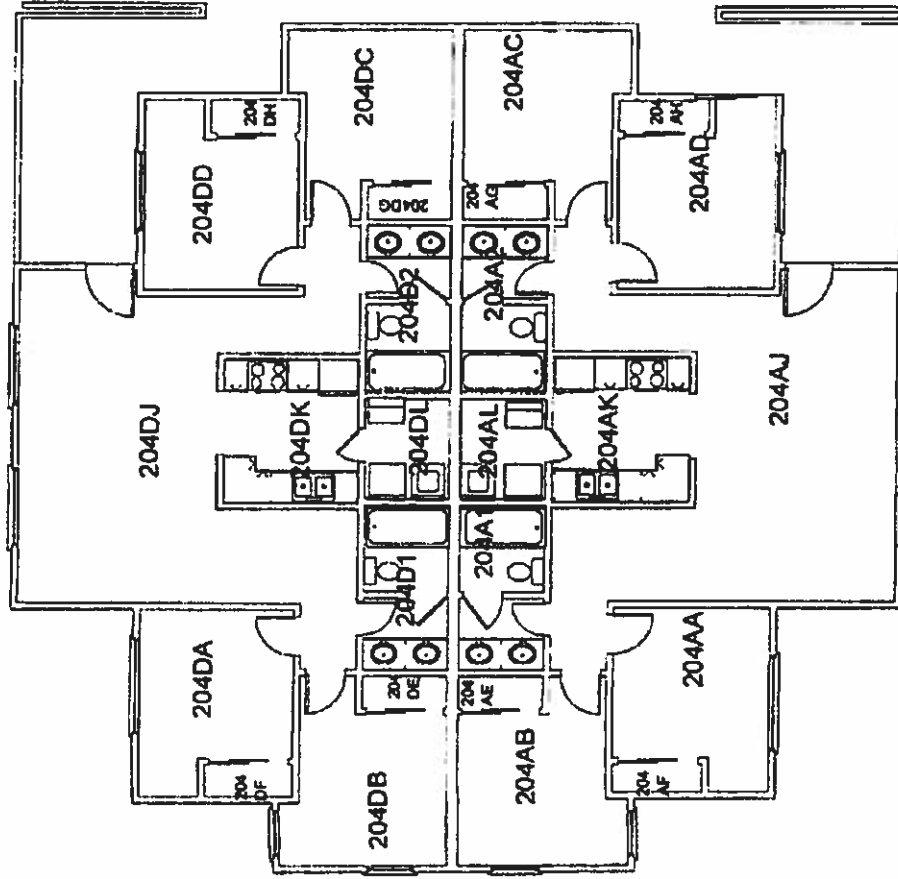
Exhibit A - Longwood campus multimode and single mode fiber optic cable plant.

HIGH RISE RESIDENCE HALL



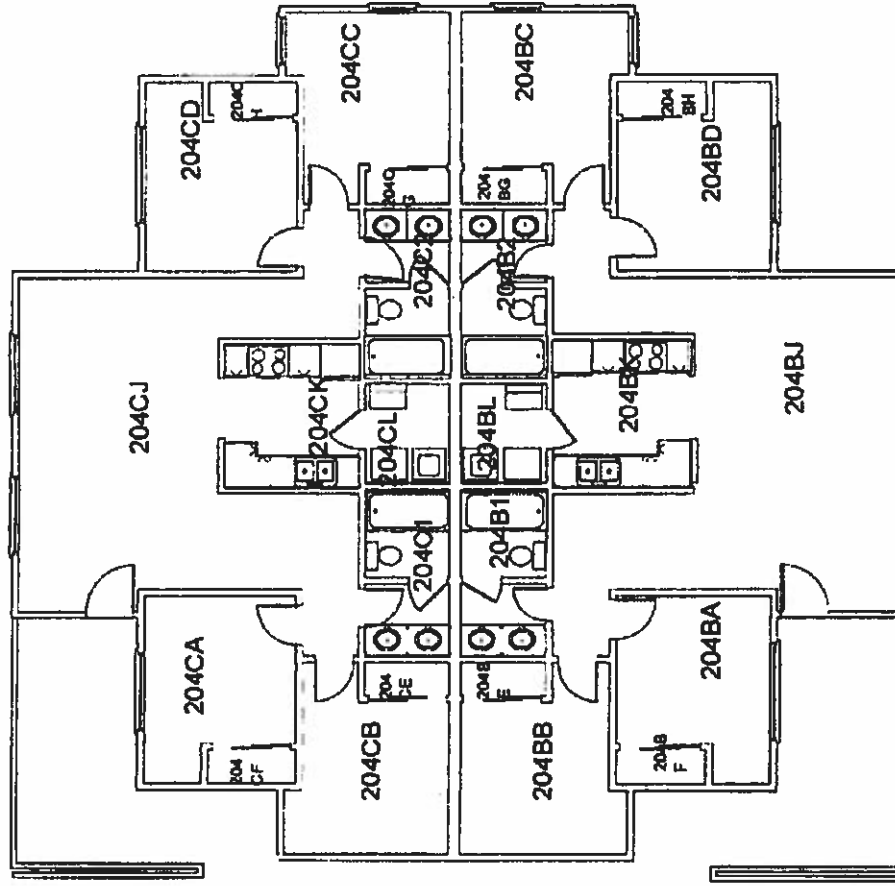
APARTMENT STYLE #1

D



A

C



B

一、（一） 凡有...
 二、（二） 凡有...
 三、（三） 凡有...
 四、（四） 凡有...
 五、（五） 凡有...
 六、（六） 凡有...
 七、（七） 凡有...
 八、（八） 凡有...
 九、（九） 凡有...
 十、（十） 凡有...

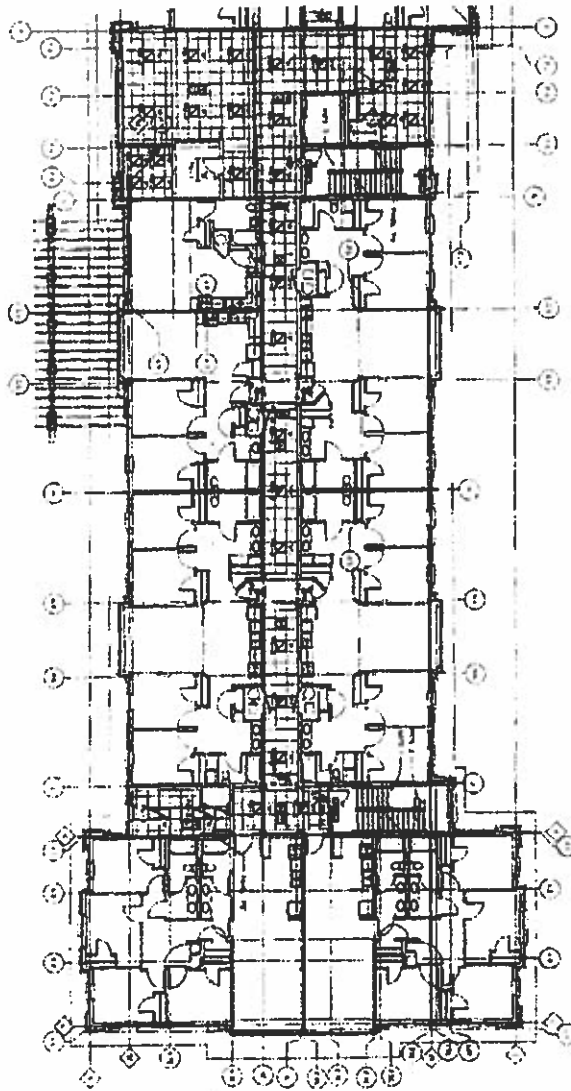
ISSUE FOR CONSTRUCTION

TEL1.02A

FLOORING PLAN
 SECOND FLOOR
 AREA A

1994

APARTMENT STYLE #3



1. The building is a three-story structure with a total area of 10,000 square feet. The ground floor is a common area with a lobby, stairs, and elevators. The second and third floors are residential units. The building is located at 1234 Main Street, New York, NY 10001. The building is owned by ABC Properties, Inc. The building is being constructed by XYZ Construction, Inc. The building is expected to be completed in 2023.

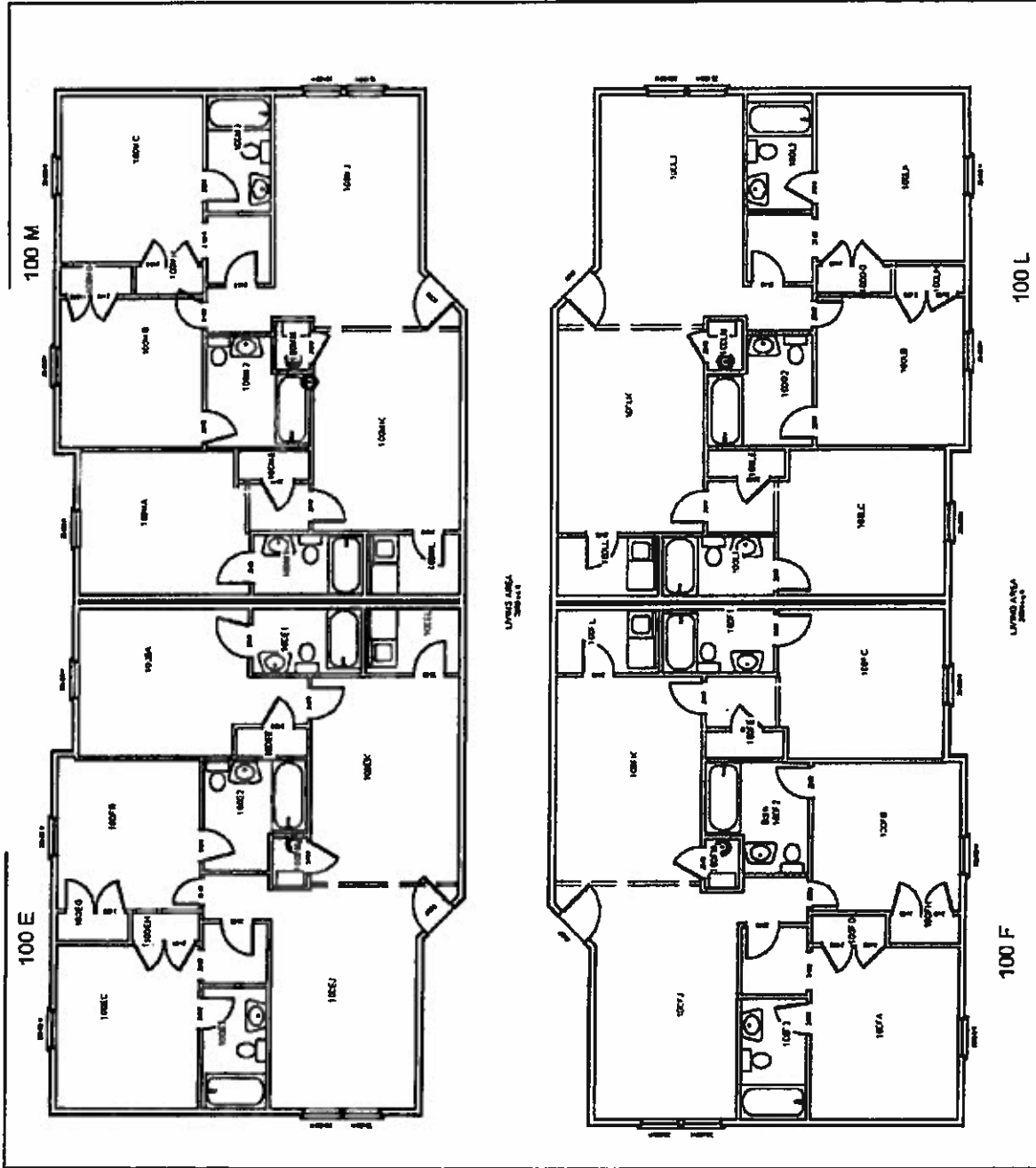


ISSUE FOR CONSTRUCTION

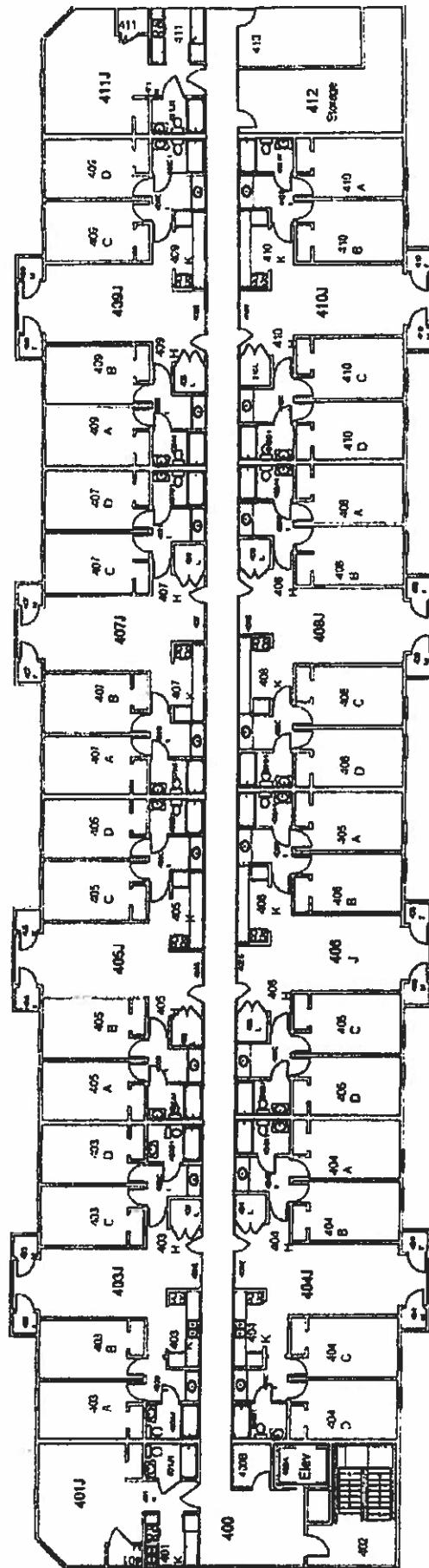
NO.	REVISION	DATE
1	ISSUE FOR CONSTRUCTION	10/1/2021

1. The building is a three-story structure with a total area of 10,000 square feet. The ground floor is a common area with a lobby, stairs, and elevators. The second and third floors are residential units. The building is located at 1234 Main Street, New York, NY 10001. The building is owned by ABC Properties, Inc. The building is being constructed by XYZ Construction, Inc. The building is expected to be completed in 2023.

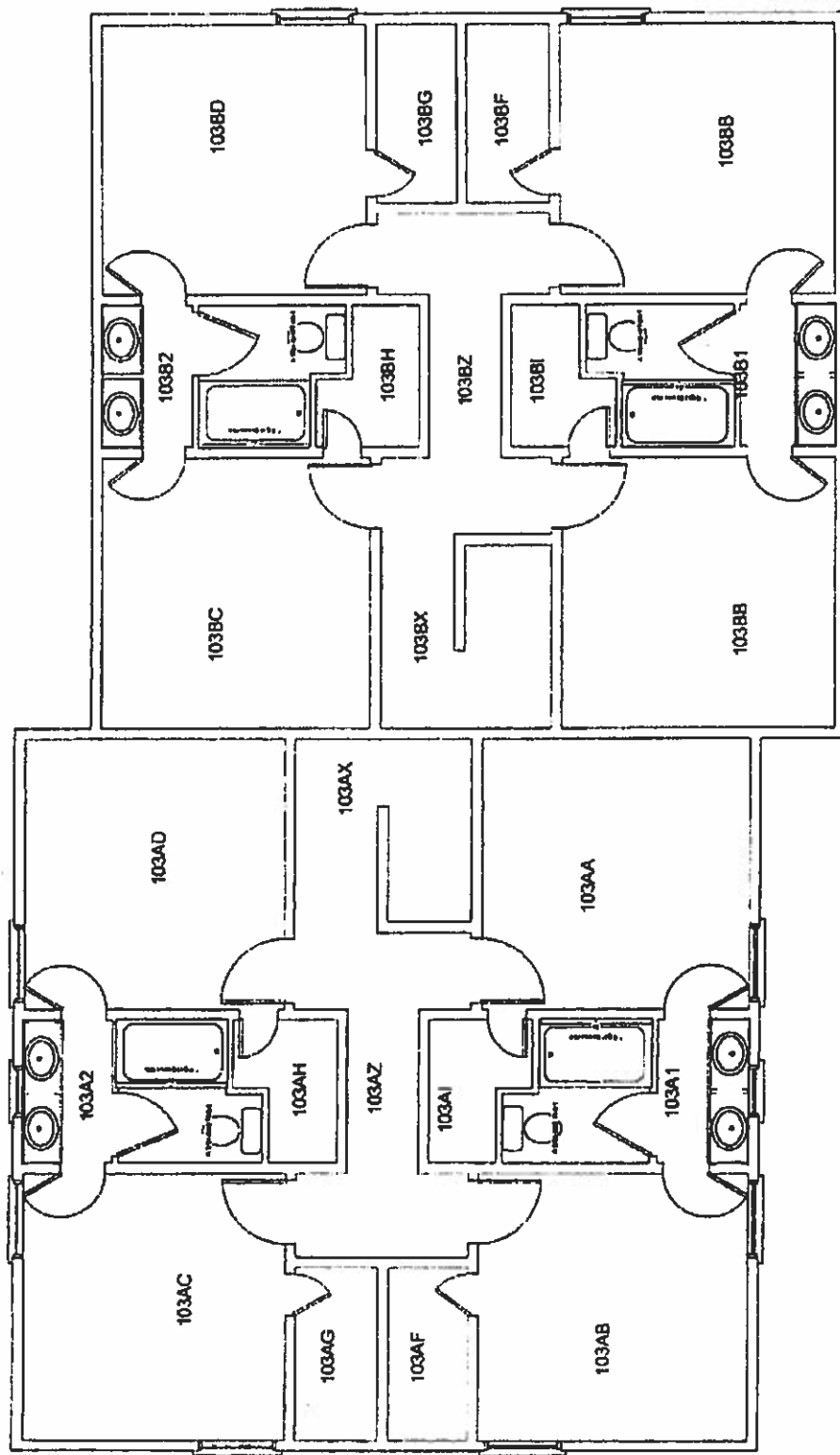
APARTMENT STYLE #4



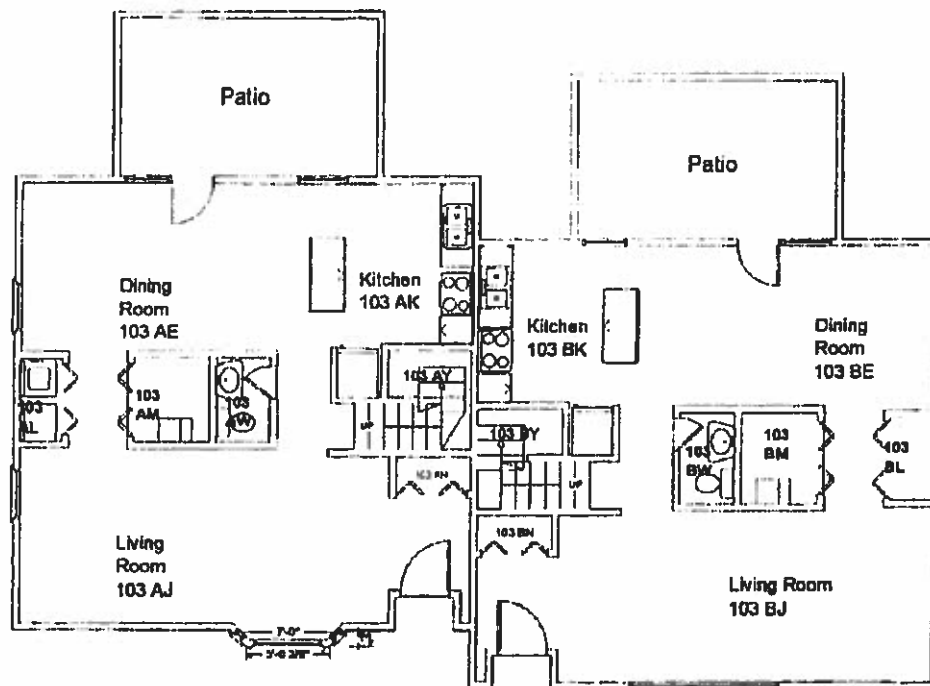
APARTMENT STYLE #5



TOWNHOUSE STYLE #1



TOWNHOUSE STYLE #2



PRE-PROPOSAL CONFERENCE

ON-SITE REGISTRY

Page 1 of 2

PROJECT: RFP#214-14-ResNet TITLE: Residential Network Subscription Services BUYER: Debby Cooper

DATE: 9/17/13	TIME: 10:00
REPRESENTATIVE'S PRINTED NAME: <u>Forrest Faircloth</u>	
REPRESENTATIVE'S SIGNATURE: <u>[Signature]</u>	
NAME OF FIRM: <u>Korcett</u>	
ADDRESS OF FIRM:	
	EMAIL:
TELEPHONE NUMBER:	FACSIMILE
OTHER:	

KORCETT

Forrest Faircloth
Director, Sales & Acc't Mgt
203.820.7958
forrest.faircloth@korcett.com

DATE: 9/17/13	TIME: 10:00
REPRESENTATIVE'S PRINTED NAME: <u>Marie Kendrick</u>	
REPRESENTATIVE'S SIGNATURE: <u>[Signature]</u>	
NAME OF FIRM: <u>Longwood</u>	
ADDRESS OF FIRM:	
	EMAIL:
TELEPHONE NUMBER:	FACSIMILE NUMBER:
OTHER:	



Scott Bruckel
Director, Sales & Acc't Mgt

100 First Stamford Place
Stamford, CT 06902
Phone: 203.983.5400 x111
Mobile: 203.820.7958
sbruckel@campustelevideo.com
www.campustelevideo.com

DATE: 9/17/13	TIME: 10:00
REPRESENTATIVE'S PRINTED NAME: <u>Scott Bruckel</u>	
REPRESENTATIVE'S SIGNATURE: <u>[Signature]</u>	
NAME OF FIRM: <u>Campus Televideo</u>	
ADDRESS OF FIRM: <u>100 First Stamford Place Stamford</u>	
	EMAIL: <u>Sc</u>
TELEPHONE NUMBER: <u>203-983-5400 x111</u>	FACSIMILE
OTHER:	

DATE: 9/17/13	TIME: 10:00
REPRESENTATIVE'S PRINTED NAME: <u>Chris Reeves</u>	
REPRESENTATIVE'S SIGNATURE: <u>[Signature]</u>	
NAME OF FIRM: <u>Resolute Networks</u>	
ADDRESS OF FIRM: <u>1997 Annapolis Exchange Parkway</u>	
	EMAIL:
TELEPHONE NUMBER:	FACSIMILE N
OTHER:	

CZee Networks

High Speed Internet
Wi-Fi Access
Installation & Support
resolutepartners.com

Christopher Reeves
Regional Field Network Manager
Local Phone: 706.231.0107
creeves@resolutepartners.com
Headquarters: 37 West Center Street
Southington, Connecticut 06489



RESOLUTE Partners

DATE: 9/17/13	TIME: 10:00
REPRESENTATIVE'S PRINTED NAME: <u>Debbie Jones</u>	
REPRESENTATIVE'S SIGNATURE: <u>[Signature]</u>	
NAME OF FIRM: <u>Shentel</u>	
ADDRESS OF FIRM: <u>500 Shentel Way, Edinburg, VA 22</u>	
	EMAIL:
TELEPHONE NUMBER:	FACSIMILE N
OTHER:	



Debbie Jones
Account Representative, Fiber Sales
debbie.jones@emp.shentel.com



M: (540) 335-5250
O: (540) 984-5171

500 SHENTEL WAY • P.O. BOX 459 • EDINBURG, VIRGINIA • 22524-0459

PRE-PROPOSAL CONFERENCE

ON-SITE REGISTRY

Page 2 of 2

PROJECT: RFP#214-14-ResNet	TITLE: Residential Network Sub
DATE: 9/17/13	TIME: 10:00
REPRESENTATIVE'S PRINTED NAME: Jonathan Southard	
REPRESENTATIVE'S SIGNATURE: <i>Jonathan Southard</i>	
NAME OF FIRM: SHENTEL	
ADDRESS OF FIRM: 500 Shentel Way Edinburg	
	EMAIL:
TELEPHONE NUMBER:	FACSIMILE N
OTHER:	



Jonathan Southard
Sales Engineer
jonathan.southard@emp.shentel.com

O (434) 455-1189

500 SHENTEL WAY • P.O. BOX 450 • EDINBURG, VIRGINIA • 22824-0450



John Werkheiser
Maintenance Engineer

Mobile: 410.443.4892
jwerkheiser@campustelevideo.com
www.campustelevideo.com



SCTE Certified



SBCE Certified

DATE: 9/17/13	TIME: 10:00
REPRESENTATIVE'S PRINTED NAME: John Werkheiser	
REPRESENTATIVE'S SIGNATURE: <i>John Werkheiser</i>	
NAME OF FIRM:	
ADDRESS OF FIRM:	
	EMAIL:
TELEPHONE NUMBER:	FACSIMILE N
OTHER:	

DATE: 9/17/13	TIME: 10:00
REPRESENTATIVE'S PRINTED NAME: WENDI LISSO	
REPRESENTATIVE'S SIGNATURE: <i>Wendi Lisso</i>	
NAME OF FIRM: APOGEE	
ADDRESS OF FIRM:	
	EMAIL: <i>wl</i>
TELEPHONE NUMBER:	FACSIMILE N
OTHER:	

WENDI LISSO
National Account Manager

wlisso@apogee.us

f 512.478.8858 x120

e 512.619.4402

APOGEE 715 West 23rd Street Austin, Texas 78705

DATE: 9/17/13	TIME: 10:00 a.m.
REPRESENTATIVE'S PRINTED NAME: RUSSELL MALONE	
REPRESENTATIVE'S SIGNATURE: <i>Russell Malone</i>	
NAME OF FIRM: APOGEE	
ADDRESS OF FIRM:	
	EMAIL: <i>r.malone@apogee.us</i>
TELEPHONE NUMBER:	FACSIMILE NUMBER:
OTHER:	

DATE: 9/17/13	TIME: 10:00 a.m.
REPRESENTATIVE'S PRINTED NAME:	
REPRESENTATIVE'S SIGNATURE:	
NAME OF FIRM:	
ADDRESS OF FIRM:	
	EMAIL:
TELEPHONE NUMBER:	FACSIMILE NUMBER:
OTHER:	

REQUEST FOR PROPOSALS (RFP)

Issue Date: September 6, 2013

Commodity Codes: 91500, 91524, 91551, 91575, 91577

RFP#214-14-ResNet

Title: Residential Network Subscription Services

Issuing Agency: COMMONWEALTH OF VIRGINIA
Longwood University
Management
201 High Street, Bristow Hall, Room 218
Farmville, Virginia 23909-1896

OPTIONAL PRE-PROPOSAL CONFERENCE:
September 17, 2013 at 10:00 a.m. Materiel
Bristow Hall, Room 211
Longwood University
Farmville, Virginia

Location Where Work Will Be Performed: Longwood University, Farmville, Virginia

Period Of Contract: From December 1, 2013 through November 30, 2018. Optional five (5) successive one (1) year renewal periods.

Sealed Proposals Will Be Received Until: September 27, 2013 at 2:00 p.m. Local Time For Furnishing The Goods/Services Described Herein. **Proposals Shall Be Date/Time Stamped By The University Upon Receipt.**

All Inquiries For Information Should Be Directed To: James E. Simpson, Director of Materiel Management at (434) 395-2093. Questions must be submitted using the Written Pre-Proposal Question Form included with this RFP as ATTACHMENT 1.

IF PROPOSALS ARE MAILED, SEND DIRECTLY TO ISSUING AGENCY SHOWN ABOVE. IF PROPOSALS ARE HAND DELIVERED, DELIVER TO: Bristow Hall, Room 218, Corner of Main and Redford Streets, Longwood University, Farmville, Virginia.

In Compliance With This Request For Proposal And To All The Conditions Imposed Therein And Hereby Incorporated By Reference, The Undersigned Offers And Agrees To Furnish The Goods/Services In Accordance With The Attached Signed Proposal Or As Mutually Agreed Upon By Subsequent Negotiation.

State Corporation Commission (SCC) ID#: S401699-6 (See General Terms and Conditions BB. and Special Terms and Conditions 34.) or statement describing why bidder is not required to have a SCC ID# must be furnished with your proposal.

eVA Member: [X] Yes [] No

eVA Vendor ID#: E5562

Check all that apply: Small Business []

Minority-Owned Business []

Woman-Owned Business []

Note: Offeror shall be a member of eVA on the date and time designated for receipt of proposals to be awarded this contract. See General Terms and Conditions X, page 25 for membership details.

DMBE Certificate Number _____

Certification Date ____/____/____

Expiration Date ____/____/____

You are encouraged to register with the Department of Minority Business Enterprise, (DMBE) at <http://www.dmb.e.virginia.gov>.

Name And Address Of Firm:

Shentel Cable Television, LLC

500 Shentel Way

Edinburg, VA

Zip Code 22824

E-mail: Debbie.jones@emp.shentel.com

Phone: (800) 743-6835

(Toll Free, if available)

Date: 10/3/13

By: 

Name: Christopher E. French

(Please Print or Type)

Title: President

Fax: (540) 984-8192

(Toll Free, if available)

Facilities Tours: Facilities tours, which are not mandatory, will be conducted after the pre-proposal conference on September 17, 2013. Offerors interested in additional facilities tours must arrange an appointment by contacting the Director of Materiel Management at (434) 395-2093.

ADDENDUMS: Any changes resulting from the University's requirements will be issued in an addendum and will be posted on the eVA website, <http://www.eVA.virginia.gov>, the Longwood University Materiel Management website, <http://tkts.longwood.edu/ifbrfp/reviewrfp.asp>, click on Commodity & Proposal Number [214-14-ResNet](#), and the Public Posting Board at the front of Bristow Hall at the corner of Main and Redford Streets in Farmville, Virginia.

It is the sole responsibility of the offeror to check these web pages for all changes to the RFP prior to submission. **Failure to sign and return addenda may cause your proposal to be scored lower.** Longwood University will not mail or fax these documents.

A signed acknowledgment of all addendums **must** be submitted with your proposal. Signature on the addendum does not substitute for your signature on the original proposal document. The original proposal document must be signed.

Note: This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia*, § 2.2-4343.1 or against a bidder or offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

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CAMPUS MAP AND DIRECTORY	

I. PURPOSE

Longwood University in Farmville, Virginia is seeking a technology partner to provide and manage a state of the art, comprehensive, turnkey technology environment for the University's residential network (ResNet). Services are to be provided for approximately 5,000 residential students housed in nine (9) on-campus residence halls and three (3) off-campus apartment complexes consisting of thirty-five (35) buildings.

This RFP sets forth terms and conditions, features, services, technical requirements, and operational constraints for the desired environment. The Offeror shall study this RFP and prepare a response that conforms to its requirements. Offerors are encouraged to propose creative, forward thinking, and realistic solutions. Although the university named in the RFP is specifically the Longwood University, the RFP is intended to select a Contractor that can also be used by other higher education institutions in the Commonwealth of Virginia to provide the services described herein.

II. BACKGROUND

Currently, data/Internet connectivity, cable TV and one-line-per-room telephone services are provided to students by the University. The University collects payment for these services from students in the residential fees students pay. These services, which were more than adequate a few years ago, are meeting only minimum need levels today.

The residential network at Longwood was designed to meet the academic needs of its students. For many years, the network adequately met student needs and performed well. However, today's students have greater expectations than students in the past. The line between entertainment use and academic use of the Internet has become blurred. Entertainment, social interaction, and academic activities are now intertwined. Bandwidth hungry applications such as streaming media, peer to peer file sharing, videoconferencing, online gaming, and voice over IP are no longer the exception, they are the rule. As a result of the changing nature of Internet usage among students, the University has found it difficult to provide adequate performance and bandwidth for student Internet access. In addition, the proliferation of cell phones among students has caused a dramatic decrease in the number of students who use University provided "land line" telephones. This has resulted in the loss of long distance revenue that the University used to receive for long distance calls made from the University's phone system.

Students are now requesting additional services that the University is unable to provide including additional Internet bandwidth, premium TV stations, more IP-based entertainment, and better cell-phone reception inside the residence halls, as well as more widespread wireless connectivity. As a result, the University is seeking to partner with a Vendor to provide technology services for its residential network. The University is seeking to provide predictable costs, higher student satisfaction, and greater service selection for students that will allow students to pick and choose services as they desire beyond the basic academic use services purchased for them by the University.

III. STATEMENT OF NEEDS

The University is seeking a vendor with experience providing communications services to residential students, as described in this RFP. The vendor will be the sole provider of the services and will be a reflection of the University in the eyes of the students and their parents. The vendor must have a broad understanding of the higher education environment and student expectations and needs in particular. The University is seeking a vendor that tracks and analyzes student usage patterns and technology trends in preparation for transition to future technologies. This foresight on the part of prospective Vendors should be reflected in past decisions concerning equipment options including robustness and expandability, change out timing, introducing new devices or services to customers, etc. Offeror shall describe and provide examples of how it plans to meet this requirement.

Vendor Response: Shentel has provided telecommunications services in Virginia for over 110 years. This includes providing Internet, video, and voice services to college and university students in the Mid-Atlantic region for nearly a decade. Shentel has significant experience with college residential student needs. Shentel currently provides internet access and video services to the Longwood Foundation residential student properties at Longwood University. As a service provider in other college markets, Shentel is acutely aware of the unique needs of college students when it comes to information technology. College students are a bellwether for trending technologies, giving Shentel the challenge and opportunity to stay one step ahead of technology trends. Our internet access network leverages the most current Cisco architecture available. Through our relationships with vendors like Cisco, Shentel collaborates on planning decisions that ensure we stay ahead of trending applications that will affect the performance of our networks. Our Farmville network includes access technology that will support current usage trends looking out 36-60 months. Shentel also has the capital planning capability to continuously upgrade hardware to support steepening utilization trends. We can support a long term commitment, which may result in additional investments to support predicted trends.

Shentel is also a leader in wireless technology. We support over 400,000 mobile customers on our Sprint PCS network. Shentel has invested in 4G LTE technology and has delivered 4G LTE technology to over 90% of our wireless footprint in VA, WV, MD, and PA. We also offer Wi-Fi modems to our cable modem customers and have designed built and operated large Wi-Fi MDU networks.

Shentel has made major investments in its network in order to be better positioned to offer services that meet or exceed requirements. Shentel has an internal process to evaluate technology trends and make decisions to introduce changes in technology and methods to better position Shentel to take advantage of enhancements of existing services or deployment of new services. Shentel actively monitors and manages its networks and takes proactive steps to address all potential issues. Shentel has taken an approach when designing its network not to oversubscribe the network. This assures that services and bandwidth will always be available when required. Shentel also engineers its network with business continuity and scalability as requirements. This includes diverse network architectures and robust platforms to handle capacity requirements.

Shentel owns and operates an extensive regional fiber optic network consisting of over 3,600 route-miles of fiber and diverse, redundant Internet connection in Ashburn, VA and Atlanta, GA. This allows Shentel to connect directly to Tier 1 Internet providers with a scalable network that can adapt to immediate requirements. Shentel also has a diverse, redundant fiber network connecting Farmville, VA to Shentel's fiber optic backbone network.

Shentel recently entered into an agreement with Netflix and Google to deploy their Content Distribution Network (CDN) caching appliances. This means that frequently used video content resides within Shentel's network, which greatly improves performance of content for the end-user.

Shentel values customer relationships. This includes cooperative management of the services provided to the customer. Shentel will establish ongoing workshops with any customer who makes the request to evaluate opportunities and efficiencies.

A. Existing Residential Network Infrastructure

Students are housed in residence halls and apartments during the main semesters, from mid-August to mid-May. Each year, approximately 300 students are housed during the summer term which is typically June and July. In addition to the summer term, the University hosts conferences and have had as many as 8,000 attendees during the summer months. The number of occupants per room/apartment may change from semester to semester. Current total network port count is 3,273: Longwood Landings 408, Lancer Park 743, Longwood Village 264, and University 1,858.

Each building has a functioning copper cable plant (category 5 in residence halls and category 5e in the apartments) for data. With few exceptions, rooms/apartments have one data jack per occupant. The ratio of available data jacks in each room/apartment to number of students housed in each room/apartment varies from semester to semester. There is one coaxial cable jack for TV and one copper phone jack installed in each room/apartment that is shared by all students housed in the room/apartment. The existing coaxial-cable-distributed television service received from Shentel Communications at a head-end facility located in Hiner Hall delivers entertainment, educational, and University-produced channels over analog signals to student rooms and other areas on campus. With the cooperation of Shentel, the CATV lineup is the same for on campus and off campus properties. Current total port count is 2,371: Longwood Landings 120, Lancer Park 227, Longwood Village 78, and University 1,946.

All buildings have multimode and single mode fiber optic cabling installed connecting each building to one of three central locations (see Exhibit A below). The three central locations are all interconnected with multimode and single mode fiber optic cabling. Each building is equipped with an uninterruptible power supply and a Cisco Ethernet switch providing 10/100 Ethernet access ports.

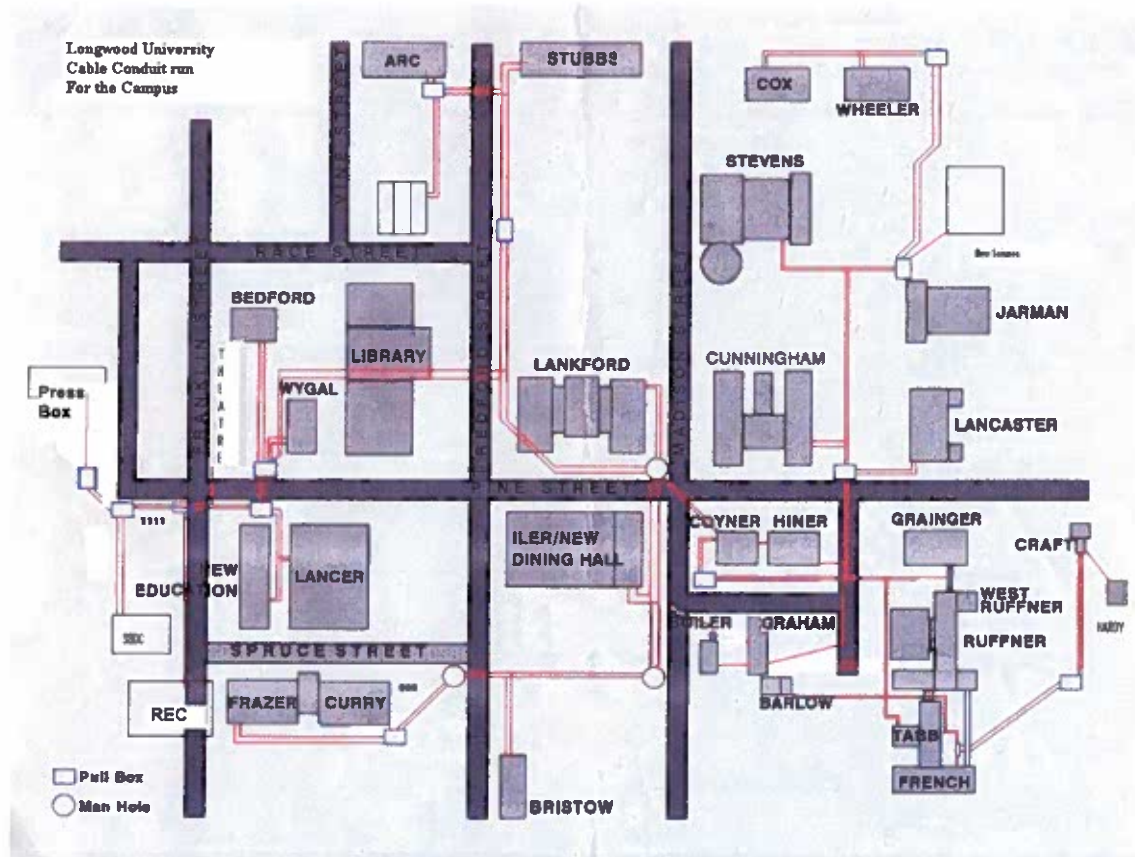


Exhibit A – Longwood campus multimode and single mode fiber optic cable plant.

All student Ethernet access in the residence halls and all wireless access in all locations (including in academic and administrative buildings) at the University are protected by Cisco's Clean Access network admission system, which is configured to ensure that devices connecting to the University's network are operating with current operating system patches and anti-virus definitions. Users who do not comply, and guests, have access for a limited session length and with limited services available. This feature is not a requirement of this RFP.

The University understands that there could be various ways to provide the improved services to equipment with vendor-provided equipment, (3) replacing or upgrading specific types of equipment or cabling, i.e. TV-related only, (4) or other arrangements. The Offeror shall fully describe their proposed solution, methodology, timeframe and expectations of Longwood University. The network equipment in the campus residence halls is owned by the University, the equipment in the apartment complexes is owned by others. The CATV taps, amplifiers, etc. is owned by others on and off campus.

Vendor Response: Shentel proposes to utilize its existing 10 Gbps capable circuit to Coyner Hall for the on-campus housing internet solution. This network can be further expanded to meet future requirements by replacing some internal network devices. Shentel will be responsible for the cost to complete these upgrades. For internet access, Shentel intends to utilize existing Longwood infrastructure to support our network plan. To the extent that Shentel places or replaces any new cable, fiber or copper within University facilities or buildings to support this RFP, that cable will become the property of Longwood at the end of the service agreement. Shentel will maintain this cable for the duration of the service agreement. At the Longwood Foundation properties, Shentel currently owns and maintains the switching and routing hardware and the CATV hardware (active and passive devices). Shentel also owns and maintains cabling, both fiber and copper on the properties and the transport network to Shentel's core network facilities.

Shentel is proposing that during the initial 5-year agreement Shentel will manage all existing equipment and infrastructure. Shentel understands that technology can become antiquated or reach its serviceable life. In these situations Shentel will replace components as required. Shentel is also proposing a plan to fully replace all network devices within the 10-year agreement. Shentel fully expects to have to replace the infrastructure into the second term.

The University expects some form of compensation for the use of its equipment and cabling infrastructure. Initially it may be true that the Offeror will use Longwood equipment and cabling exclusively. Over time, as the Offeror replaces and adds equipment and services, the Offeror could eventually be the sole owner of all the components necessary to provide communications services. However, all of the building-embedded cabling will remain owned by Longwood even when the Offeror has added or replaced runs, but it will be installed, maintained and replaced by the Offeror for the duration of the relationship. Compensation to Longwood for use of its infrastructure will be based on the percentage that is owned by Longwood and the services provided through it.

Vendor Response: Shentel's bid response and pricing matrix are discounted to account for the portion of the Longwood network that Shentel will utilize. Shentel's proposal includes the expectation that Shentel will use University facilities to provide network and services to University locations. Shentel proposes that any facility upgrades completed in University buildings or facilities will transition to the University at the conclusion of the service agreement. Shentel understand that the University is constantly improving and expanding campus structures or buildings. Shentel intends to provide infrastructure and support to these new or improved locations, with the University assuming ownership of all improvements within University buildings or facilities at the conclusion of the service agreement.

B. Desired Services

1. **Overview**

- a. The University desires a managed, state of the art, turnkey, dynamic, scalable technology environment that provides an integrated and comprehensive suite of services and features that are required to maximize the collaborative, academic, and entertainment value of the University's residential network with no perceptible decrease in performance even during peak use periods. The desired system must include accounts for University support personnel and provisioning for guest access to be provided on an as needed basis (visitors, conferences, demonstrations, etc.). The required services shall be provided in two categories: Bulk and Individual Retail (opt-in) services. The following services and features are desired:
- Secure, guaranteed, unrestricted, high speed, authenticated wired (Ethernet) and wireless (802.11b/g/n) data network/Internet access with 24/7/365 network coverage
 - Opt-In, higher speed Internet access service offerings for students who desire faster Internet access speeds,
 - Optional Distributed Antenna System for cell phone coverage,
 - Customizable digital and/or cable television (TV) services; digital TV services that include IP Video/Analog channels/High Definition (HD) TV channels/Desktop TV/Common Area TV services are preferred,
 - Opt-in TV service for premium channels,
 - Optional Integrated and comprehensive emergency alert system (TV),
 - 24/7/365 phone support, and
 - On-site support technician(s), as required.
 - Optional Services as specified below.

NOTE: Opt-in services are offerings by the Vendor for which the students may subscribe via a direct billing relationship between the student and the vendor. **Optional services** are services that the university desires and encourages the Vendor to include in their proposal.

- b. The quality and features of the services provided must be comparable in performance and features to service offerings available to citizens in the Farmville area from local providers. In addition, as services and technology standards available to the local community evolve and improve services and technology standards provided by the Vendor to University students must also evolve and improve accordingly and in a timely fashion. The cost of individual retail services (opt-in) must remain lower than the cost of similar services available from providers to members of the local community. Escalations and price adjustments will be addressed annually prior to contract renewal date and prices must remain lower than the cost of the same services available to the local community. The University seeks to provide the best possible service to its students at a reasonable price. Firms may and are encouraged to be creative and submit additional proposals with innovative approaches to help the University achieve this goal. Vendors are to provide a proposal for Bulk Service at the lowest possible price in "XV. Pricing."

2. **Infrastructure**

- a. Vendor is expected to own, maintain and operate all active infrastructure components, including switches, IP addresses, routers, servers, access points, uninterruptible power supplies (UPS), receivers, amplifiers, and other necessary

devices. During a transition period the University may consider proposals from the Vendor to pay the University fees for use of current University-owned infrastructure components (with the Vendor maintaining and operating them). As the equipment requires replacement, the Vendor will be responsible for the purchase, installation and maintenance of the equipment unless it falls within the SmartNet maintenance of Cisco. Vendors must fully describe their approach to provisioning/using Longwood and/or vendor-provided equipment and on-going maintenance and replacement of same.

Vendor Response: Shentel will continue to own and maintain network equipment located at the Longwood Foundation properties. For equipment installations not currently owned and maintained by Shentel, Shentel will purchase spare equipment inventory consistent with the current Cisco-based installation at the University residence halls. Any equipment that requires replacement will be replaced with equipment from that inventory. Shentel utilizes a Provisioning Service Engine that manages wired and wireless provisioning and authentication.

Shentel's proposal includes the expectation that Shentel will use University-owned equipment to provide network and services to University locations. Shentel proposes that in exchange for use of equipment, Shentel will operate, maintain and replace equipment as necessary at no cost to the University.

- b. Vendor must supply all additional hardware, equipment, labor, components and ancillary items (other than University-provided Site, Building or Unit cabling infrastructure, for which the Vendor will assume maintenance and replacement responsibility) necessary to deliver the services to the residents. The University retains responsibility for all components on its side of the point(s) of connection between its networks and the Vendor's network, which must be located on University property in a site selected by mutual agreement between University representatives and the Vendor. Vendors must describe any additional hardware, equipment, etc. they plan to supply and include the amount of space needed in the main point-of-presence as well as in individual closets if necessary. Additionally, describe the methodology accompanied by a schematic of the proposed interface/interaction of the Vendor's and Longwood's networks supporting Internet access.

Vendor Response: Shentel utilizes a site survey process to identify equipment collocation requirements. As the current service provider at the Foundation Properties, Shentel is already collocated and does not expect to require additional space for equipment for the current services being delivered. (See attached Exhibit A). Shentel will use the existing available space in Coyner Hall to install the 10 Gbps optic switch and additional hardware. Shentel intends to use existing infrastructure to support services. As equipment is replaced and/or upgraded Shentel does not expect to require additional space to accommodate these changes. The proposed Wi-Fi solution will require additional space for hardware and wiring. Shentel will utilize the site survey process to manage this requirement.

- c. Vendor shall install and configure all systems and/or components in compliance with Longwood Telecommunications Design Guidelines as well as FCC, BICSI, National Electrical Code, special UL requirements, local requirements, and manufacturers' recommendations. The Vendor shall abide by these standards

unless a written request for a waiver is granted by Longwood. If Internet traffic shaping is employed, Longwood shall receive high priority. The standards include requirements for cables, cabling techniques, conduit, racks, grounding, and any equipment and accessories listed and not listed. Longwood Telecommunications Design Guidelines are available at:
http://www.longwood.edu/assets/cts/Longwood_wiring_standards.pdf.

Vendor Response: Shentel will install and configure all systems and/or components in compliance with Longwood Telecommunications Design Guidelines as well as FCC, BICSI, National Electrical Code, special UL requirements, local requirements, and manufacturers' recommendations. Shentel will abide by these standards unless a written request for a waiver is granted by Longwood. Shentel will partner with the University to ensure a proper QoS policy is deployed and will honor all traffic shaping employed by the University.

3. Bulk Services

Bulk Services shall be purchased by the University to be managed, supported, and delivered to students by the Vendor. Bulk services include basic TV/video, basic Internet access, and any optional services accepted by the University such as the "Emergency Alert System". The system must be comparable to services available to the typical residential customer in the local community supporting the same variety of devices such as personal computers, and all major game consoles (Wii, PS2/3, Xbox, Xbox 360), etc. In responding to this RFP, the Vendor must fully describe its plan for providing these services.

Vendor Response: Shentel is the local service provider of voice, internet access and cable services to residents in Farmville and the surrounding area. Shentel is the current service provider for cable television services to both Longwood University and Hampden-Sydney College. Shentel's services will be comparable to services in Farmville and the surrounding communities.

Shentel will provide an analog line-up as provided today along with digital, High Definition broadcast channels. This line-up can be received with any standard television with built-in analog and digital tuners. The bulk line-up will not require a digital set top box (STB). Shentel can also offer a full digital line-up as a premium service. Shentel will purchase and deploy an Emergency Alert System (EAS) and supporting ancillary devices at the Farmville Headend to broadcast over every analog and digital channel being delivered to on- and off-campus student housing, with any text based message being delivered to University's EAS equipment.

a. Bulk Video/TV Services

The University seeks to provide a HDTV capable video over IP system that runs over the IP network (digital cable delivered over coaxial cable will also be considered) that provides live video distribution such as real time broadcast of live events, feeds from cable TV, feeds from the University produced channels, on-demand and scheduled delivery of TV programs, entertainment, and academic programs. The offer shall include provisioning of bulk television service to each residential room/apartment complex plus selected areas which service will be required see Attachment B, Cable TV Outlet Locations. Longwood prefers to maintain the current channel lineup for basic service, see "Attachment A, Lancer TV Channel Lineup." List the basic channels included in your offer. The University will consider proposals for various and additional services including HDTV over coaxial cabling.

Vendor Response: Shentel currently provides the cable lineup on campus as well as Foundation Properties. Shentel proposes the revised lineup to include an additional sports channel as well as digital and high definition broadcast channels (see attached Exhibit B). Shentel will continue to work with the University to review and revise the lineup as requested. Shentel is also developing a retail premium IP video product with selected content and an expected launch date of 2014.

b. Bulk Internet Services

The Vendor shall provide 24/7/365 network coverage, high speed, secure, guaranteed, unrestricted, wired (Ethernet) Internet access for each student residing in rooms/apartments. The minimum bandwidth of the connection available to each student will be determined annually by the University after good-faith consultation with the Vendor and consistent with the commercial offerings available in the surrounding community. The Vendor must describe the anticipated performance characteristics of the Internet access system including a plan for expected future growth (this may take the form of a commitment to "index" service levels against those offered by commercial providers in the local community as they evolve over time).

Vendor Response: Shentel will provide 24/7/365 network coverage, high speed, secure, guaranteed, unrestricted, wired (Ethernet) Internet access for each student residing in rooms/apartments. Shentel will partner with the University to determine minimum bandwidth of the connection available to each student. Shentel will provide services comparable or better than commercial offerings available in the surrounding community.

Shentel has built a network scalable to 10 Gbps into Coyner Hall to support Internet services. This network has the potential to be further expanded to meet future requirements. Shentel has made major investments in its network in order to be better positioned to offer services that meet or exceed requirements. Shentel actively monitors and manages its networks and takes proactive steps to address all potential issues. Shentel has taken an approach when designing its network not to oversubscribe the network. This assures that services and bandwidth will always be available when required. Shentel also engineers its network with business continuity and scalability as requirements. This includes diverse network architectures and robust platforms to handle capacity requirements.

Wireless access shall be secure, guaranteed, unrestricted, high speed, authenticated wireless (802.11b/g/n) data network/Internet access with 24/7/365 network coverage. Wireless access coverage will be provided to reach each student room/apartment with adequate signal strength. Minimum coverage will be defined as the ability to associate with an access point anywhere within students' rooms/apartments and within a 50' radius outside each building. Wireless access will not be dependent on a particular vendor branded card and will be compatible with 802.11b/g/n standards with subsequent standards set in accord with national standards and practices.

4. Optional Bulk Services

a. Emergency Alert System

Vendors, as an option, may describe how they would assist the University in expanding its emergency alert capabilities. Desired features and services include an integrated and comprehensive emergency alert system (TV). If offered, the Vendor must describe broadcast notification capabilities provided through the systems offered and how the University can integrate use of these capabilities with the other tools it has acquired for this purpose. Include in the description the types of equipment/software required, requirements for end- users to receive the notification, process to launch a notification and cost breakdown.

Vendor Response: Shentel will provide an EAS system that is completely controlled by the University and will only message students via the cable television service that Shentel provides. The EAS Encoder/Decoder (ENDEC) will be the Trilithic EASyPLUS. This platform will receive a message generated by the Trilithic EASy Custom Messaging Software that will reside on a computer at the University. Once the message is received by the ENDEC it will encode the message in EAS format. The analog line-up being provided to the student housing will pass through a Trilithic AV-70R-OB-78 comb filter, which will broadcast over all of the regular RF carriers for each analog channel with an RF carrier. For the optional digital package this solution will also include a Motorola OM-2000 as an out-of-band modulator to control all of the set-top boxes on campus. The Motorola OM-2000 will force all of the set-top boxes to force-tune to the specific details channel laid out by the digital channel map. With this equipment every television that is connected to the Shentel CATV line-up will be forced to see the message.

5. Individual Retail Services

Individual Retail Services (opt-in services) will be provided by the vendor directly to individual subscribing students. Vendors are encouraged to make suggestions and proposals regarding opt-in services and available features. Additional services must not degrade basic services. Generally, student phone service, higher speed Internet access, and premium TV channel access are all opt-in services. The Vendor will be solely responsible for billing and collecting from students who choose opt-in services. LONGWOOD will have no responsibility to the vendor for payment of individual retail services ordered by any students. All contracts, billing and associated administrative functions required for opt-in services shall be contracted between the vendor and the individual student without University involvement.

Vendor Response: Shentel currently offers and provides premium internet access to residents at the Longwood Foundation properties above and beyond the bulk speed "in the rent". Shentel's current bulk CATV services agreement is based on a common analog lineup at all University properties. Shentel and the University decided on a common analog based line-up going into the 2013 school year. Shentel possesses the system and capability to convert the current channel line-up and offer premium video services to all residential locations, both on campus and the Foundation properties. The programming options offered will be identical for all residents. See Exhibit C for a sample of retail offerings. As with all services provided by Shentel, Shentel will monitor and survey student comments and preferences so adjustments in programming and other services can be made over the term of the agreement. Shentel will enter into a retail billing relationship with any student that chooses to subscribe to any upgraded internet or CATV service. Shentel will manage this customer relationship from start to finish and the University will remain at arm's length. While the Internet service

proposed for the on-campus student housing will be delivered over an Ethernet network and not over the cable plant, Shentel proposes to offer "premium" service levels which students will be able to purchase, just as they would be able to at the off-campus housing locations.

a. Premium Internet Service

Students must be able to individually subscribe for increased bandwidth and higher performance Internet access. The vendor will bill the students directly on a monthly or semester frequency. Special promotional pricing and packages shall be offered periodically. Premium services offered to students for additional charge could include things such as the following:

- Private IP space – to allow multiple devices to be connected to a single service jack.
- Public static IP address – dedicated address for serving devices.
- Increased bandwidth.

Vendor Response: Shentel will provide all of the services mentioned above in a retail relationship with the resident. (See Exhibit C for a sample of retail offerings) Students will have the opportunity to upgrade all services when originally setting up service via online registration or by calling Shentel directly. Shentel will bill the student directly for these upgraded services.

b. Premium TV Service

- (i) Premium, customizable digital and/or cable television packages will be available for student subscription. Digital TV services that include IP Video/Analog channels/High Definition (HD) TV channels/Desktop TV/Common Area TV services that provide high definition, sports, movies, music, movies, pay-per-view movies, and special events, etc. are preferred. However, TV programming delivered over coaxial cabling will be considered. Premium TV services will be billed by the vendor to the individual student opt-in subscribers on a monthly or semester frequency. Special promotional pricing and packages shall be offered periodically. Premium television services (i.e., premium movie channels beyond the basic agreement with the University) are to be contracted directly with student residents and billed directly to the students, separate from the University agreement.

Vendor Response: Shentel as the local CATV Franchise operator, operates and maintains a traditional 1GHz hybrid fiber optic / coaxial network. Shentel's video content on the network is both analog and digital, which can be made available to local customers in the form of multiple video packages. Shentel will offer to the University analog and digital programming. Bulk programming will be analog based with High Definition TV (HD) imbedded in the channel lineup at their native channel positions. Residents with HD televisions will be able to enjoy broadcast channels (ABC, CBS, NBC, FOX, PBS) in High Definition formats. Residents will not require a set-top box to receive this lineup. Shentel will offer digital programming as a retail upgrade to all residents. This will include Standard Definition (SD), High Definition (HD) and other premium content in expanded lineups. As an experienced service provider, Shentel knows that video upgrades in the residential student environment have very low

take rates. Changing viewer habits are driving these take rates down as residents turn to the internet for video content. Although Shentel has the capability to offer even more premium and pay per view content, Shentel does not believe this to be a growing market opportunity for Shentel or the University. Shentel is also developing a retail premium IP video product with selected content and an expected launch date of 2014.

- (ii) Describe your premium television service offer, billing schedule, account maintenance, support and termination procedures. Include procedures a student would follow to order services.

Vendor Response: Shentel will offer premium television service as a retail option directly to the residents. (See Exhibit C for a sample of retail offerings.) The resident has the capability to order services online at the time of registration or by calling Shentel directly via a toll free number. Billing starts the day the service is activated with the individual customer being billed a month in advance on the 7th of each month. Shentel will maintain the relationship directly with the customer until the service is terminated by the customer or by Shentel due to non-pay. Shentel Tech Support is available 24/7/365 in the event the customer needs any assistance. If an issue cannot be resolved over the phone, a trouble ticket will be issued and a Technician will respond onsite.

c. **Cell Telephone Service**

Most students have cellular phones that they acquired before coming to Longwood. Cell signal strength is uneven throughout the residence halls, and the University has taken no steps to amplify signal strength in them. As an option, the Vendor may include the provision of a DAS (Distributed Antenna System). Longwood recognizes the rapidly changing nature of this technology and encourages the vendor to be creative and forward thinking in their solution.

Vendor Response: Shentel is one of the most experienced wireless companies in the State of Virginia serving nearly 400,000 Sprint PCS customers from Harrisonburg VA to Harrisburg PA. We understand the nuances of network capabilities and coverage. We also appreciate that we have no control over how the many other service providers plan, manage, upgrade or augment their networks. Shentel understands the University's desire to extend and/or improve PCS coverage on campus. Shentel proposes partnering with the University to better understand the requirements and determine what options exist to properly address the concerns.

6. **Subscriber Billing**

Vendor must describe the capability to monitor, meter, and limit usage on a per Unit basis, and generate relevant management reports. Describe proposed billing process, frequency, method of bill delivery, and payment methods and policies. Include a sample bill if possible.

Vendor Response: Internet speeds for each individual customer are limited at the port level or wireless session level by Shentel's Provisioning Service Engine. All network elements that exist in the Longwood internet access and CATV system will

be addressed and monitored by Shentel's 24/7/365 Network Operations Center (NOC). In the event that any network element goes into alarm, Shentel's NOC will witness the alarm, evaluate severity and dispatch technical resources as required. Technicians are required to respond immediately and report back to the NOC the status of the resolution. All outages are messaged across senior leadership team at Shentel to ensure awareness of performance issues. A monthly outage report is reviewed by the senior leadership team. Billing starts the day service is activated. Customer is billed a month in advance on the 7th of each month (with prorated charges on the first bill). Payment is due by the 27th of the month and a \$5 late fee applied to any unpaid balance on the 28th. Payment can be made via mail, online, over the phone or by credit card/bank draft. See Exhibit D for a sample bill.

7. Marketing Assistance

- a. Longwood will work with Vendor to market the services to current and prospective students. Longwood will determine where, how and in what University-controlled publications or University websites (if any) to display marketing materials.

Vendor Response: Shentel will work with the University to provide marketing materials as the University sees fit. Shentel has the internal design capabilities to support the University's concepts for print, digital media, social media, cross channel and internet marketing.

- b. Vendor must provide Longwood updated descriptions (in electronic form) of all services on an annual basis with the ability for LONGWOOD to make modifications. Student-specific service descriptions will optionally be used for LONGWOOD-controlled print and on-line publication purposes. The service descriptions will include minimum requirements and recommendations for devices to use the Bulk Services as well as any requirements needed for Individual Retail (subscription) services and subscription procedures.

Vendor Response: Shentel has a complete marketing staff that will support all of the services described above. Shentel recognizes the unique annual calendar challenges in the University environment and will work closely with your staff to meet and exceed your expectations. Shentel proposes an annual meeting to review all services and networks.

- c. Describe fully your proposed marketing plan and include examples from previous installations, if available.

Vendor Response: Shentel will support the University by creating messaging to the residents that will include but not be limited to, cable lineup cards, FAQ's and "how to" information.

8. Implementation Plan

- a. Vendor will supply Longwood Project Manager a complete Implementation Plan addressing all services and project phases. Depending on the proposed implementation, the Vendor must submit one or multiple plans covering proposed services. See 9. Implementation Schedule for desired implementation timeframe.

Vendor Response: Shentel will supply Longwood Project Manager a complete Implementation Plan addressing all services and project phases. Shentel agrees to meet all scheduled requirements outlined in the RFP.

Shentel is positioned to improve delivery of certain services at the University's discretion.

- b. This plan will be submitted within 10 working days after the Award of Contract date, and will be updated by the Project Coordinator and forwarded to Longwood Project Manager on each of the "Scheduled Dates." For each service, the plan will include, but not be limited to:

- Final system configuration approved
- Equipment ordered
- Equipment shipped
- Equipment delivered to Vendor
- Equipment delivered on site
- Installation checklists supplied to Longwood
- System "turn up" and testing
- Completed installation checklist provided to Longwood
- Completed job acceptance

Vendor Response: Shentel will deliver implementation plan within 10 working days after the Award of Contract date. Shentel will assign a dedicated Project Manager to facilitate the deployment of services and provide updates to the Longwood Project Manager on each milestone "Scheduled Dates."

9. Implementation Schedule

- a. The University must offer students the new and expanded services as quickly as is reasonable and possible. Due to the scope of this project, it is likely that implementing in a phased overlapping approach might be suitable.

- Phase I: Video program-delivery service (if replacing current cable-distribution service). This system may require a major overhaul based on the vendor's analysis of the current infrastructure, and the implementation date will therefore be negotiable based on the outcome of that analysis. Ideally, the University hopes the replacement/upgrade of components would take place with completion by December 1, 2013.
- Phase II: "Emergency Alert System" (if provided by vendor) by December 1, 2013.
- Phase III: Provide the High Speed Internet service by July 2014. Phase IV: Wireless access in the Residence Halls by July 2014.
- Phase V: Improvements/options for the student cellular DAS environment.
The solution should be agreed upon by December 15, 2013 for adequate marketing lead time, with the desired rollout to take place summer 2014.

Vendor Response: Shentel will supply Longwood Project Manager a complete Implementation Plan addressing all services and project phases. Shentel agrees to meet all scheduled requirements outlined in the RFP. Shentel is positioned to improve delivery of certain services at the University's discretion.

- b. The schedule is aggressive and may require alteration in order to ensure that

end products are not compromised because of inadequate time constraints. Timeline is based on existing contract expiration dates with current provider. The University requires that the vendor examine the schedule closely and propose modifications as appropriate. Access to residence halls will be controlled by University policy. Responders must describe fully the proposed implementation schedule.

Vendor Response: Shentel is prepared to meet or exceed the proposed schedule in Section 9.a. for service implementation, and to work in conjunction with the University to adjust any timelines at the University's direction. Shentel will work with the University administration and campus police to ensure that Shentel personnel or Shentel contractors comply with all Longwood University's policies regarding access.

10. Contacts

Vendor will provide Longwood with a contact name and 24-hour support number. Also include the escalation of contact names and numbers.

Vendor Response: Longwood University currently has Shentel's escalation list which includes office number, cell phone numbers and the Network Operations Center number, see Exhibit E. This list is for University Administration. The students should continue to call the 24/7/365 technical support line, 1-800-SHENTEL Option 3.

11. Conditions

- a. Vendor will be required to become fully informed of the conditions relating to the installation and labor under which the work will be performed, and Vendor must employ, so far as possible, such methods and means to carrying out his work as will not cause any interruption or interference with any other Vendor or Contractor.

Vendor Response: Since Shentel currently provides cable services to the University along with internet and cable to the Foundation properties, there will not be an interruption or interference with these services. Shentel will work with any other Vendor or Contractor to coordinate a smooth transition for the students and University. The turn-up or transition to any new services Shentel proposes will be coordinated and scheduled to minimize any service outages.

- b. If the Vendor deems any existing conditions might adversely affect the satisfactory execution of any work required in this IFB, the Vendor must supply a written report to Longwood. Longwood will make corrections it deems necessary and instruct the Vendor when work will begin. If the Vendor begins any work, this then constitutes the acceptance of all existing conditions and any corrections that need to be made on unsatisfactory or defective work will be done at the expense of the Vendor.

Vendor Response: Shentel understands and will submit a report, if deemed necessary, of any existing conditions that may affect execution of work.

12. Pricing

All pricing must be included in a separate attachment, clearly marked. One full year of services as described in Section 13. **Service and Maintenance Requirements** must be included with the complete proposal with pricing quoted yearly thereafter. Pricing shall be submitted for the following:

Service provided in residence halls on the University campus
Service provided in apartment complexes off campus
Service provided for all residence hall and apartment complex buildings

Vendor Response: Bundled pricing and pricing for individual services is listed on attached Exhibit F.

- a. Vendor must include pricing based on a revenue share model, individual subscriber model with revenue share as well as a bulk by the "Unit Cost" model.

Vendor Response: Shentel agrees to pay the University 5% of the actual collected monthly revenues derived from providing premium retail CATV and internet services to students during the term of this agreement, commencing on the effective date.

- b. Vendor must show pricing for a 5 and 10 year term to be listed separately. All pricing models must include provisions for:

- A maximum reduction of 7 percent in the number of or occupancy of residence halls and
- A maximum increase of 30 percent in the number of or occupancy of residence halls.

Vendor must propose and provide details on revenue sharing and financing options.

Vendor Response: Pricing for 5 and 10 year terms is on Exhibit F attached.

- c. Residential buildings open and close for periodic renovations as required. Therefore, charges to the University for Bulk Services shall be adjusted according to occupancy status. The Residential population number drops dramatically during May through July each year to about 300 students and charges for Bulk Services should be adjusted during that time. The Vendor must describe how charges will be adjusted during these times.

Vendor Response: Shentel's proposed pricing factors in little or no residential student occupancy during the summer months. Shentel will purge all student accounts prior to the start of the new school year. Students will be required to create new accounts and profiles. Pricing will be adjusted to satisfy this requirement.

13. Service and Maintenance Requirements

a. Maintenance

- (i) The successful Vendor must manage and support the installed systems. The Vendor will provide 24/7/365 phone support, and

include dedicated support technicians, to be on-site as required within one (1) hour of notification.

Vendor Response: Shentel maintains a Network Operations Center that operations 24/7/365 to monitor, manage, provision and troubleshoot all network elements. Shentel has a local technical staff of 8 technicians assigned to the Shentel Farmville service area and can be onsite to address any issue within 1 hour. Shentel will maintain SmartNet support as needed and manage the manufacturer requirements. Shentel guarantees onsite response within 1 hour.

- (ii) Vendor will propose fully maintaining the system they have provided either with all new equipment or with Longwood existing equipment or any combination thereof. The Vendor will be responsible for the maintenance of all passive site distribution infrastructure and shall respond to repair any of the home or home run wiring or in-unit outlets in a timely fashion. In the event that the entire system or a piece of installed equipment is damaged to a point where complete replacement is necessary, the Vendor will replace the equipment and/or influence the manufacturer to do so, in a timely fashion. If this cannot be done, Vendor will provide and install a substitute system, or equipment, on an interim basis until a solution can be provided.

Vendor Response: Shentel will fully maintain the network and services with all new equipment, existing University equipment or any combination thereof. Shentel will be responsible for the maintenance of all passive site distribution infrastructure and shall respond to repair any of the home or home-run wiring or in-unit outlets in a timely fashion. In the event that the entire system or a piece of installed equipment is damaged to a point where complete replacement is necessary, Shentel will replace the equipment and/or influence the manufacturer to do so, in a timely fashion. If this cannot be done, Shentel will provide and install a substitute system, or equipment, on an interim basis until a solution can be provided.

- (iii) Describe the processes/system proposed to maintain components, manage trouble shooting and problem resolution, remote monitoring, access methods to support structure (telephone, email, web, etc.), staff support, hours of availability, manufacturer support and escalation policy and procedures. Specify the guaranteed response and problem resolution time in response to this RFP.

Vendor Response: Students and all customers have telephone access to Shentel's Technical Support group 24 hours a day, 7 days per week. Tech Support representatives perform thorough troubleshooting of service issues, and manage the customer contact and trouble reporting through a Trouble Ticket process that records the details of the call, the reported issue and its resolution. Trouble Tickets requiring an on-site visit by a technician are managed via Shentel's dispatch department. Issues that a technician cannot address on a site visit are immediately escalated for additional resources or for assignment to a senior level technician. Shentel maintains a Network Operations Center that operates 24/7/365 to monitor, manage, provision and troubleshoot all network elements. Shentel has a

dedicated local technical staff of 8 employees assigned to the Shentel Farmville service area, who can be onsite to address any issue within 1 hour. Shentel will maintain SmartNet support on the University owned equipment as needed and manage the manufacturer requirements. The standard Mean-Time-to-Repair is 4 hours for typical network or service problems. This does not apply to Force Majeure type occurrences, in which case Shentel will report the issue and projected restoration time.

b. Service Restoration Plan

The vendor is required to provide a copy of the complete maintenance and service restoration plan as part of the response to this IFB for the data (internet) and Video Systems as well as any optional and/or opt-in services offered. If DAS service is proposed, the vendor shall provide a copy of the complete maintenance and service restoration plan of that system as part of the response as well.

Vendor Response: Shentel monitors all services in the Farmville area including Longwood University, from its Network Operations Center (NOC), located in Edinburg, Virginia. Shentel also has a local network field office located within 10 minutes of the Longwood University campus. Local Network Technicians provide 24x7x365 coverage for any maintenance issues for the Longwood University campus and surrounding communities. In the case of any of our monitored/managed service offerings, a Network Technician is automatically routed for any service issues by our national Network Operations Center. This occurs immediately if a local network issue is detected by the Network Operations Center.

For routine service requests, maintenance tickets are created and routed to a Network Technician proactively. These maintenance events are performed daily for both commercial and residential services. If there is an area issue impacting services, this results in an immediate response from both Network Engineers and Technicians. Shentel uses a ticketing system that provides tracking for both network maintenance and restoration activities. This assures immediate response and restoration for any service or customer impacting events, as well as the ability to perform post-event analysis of the response and its resolution.

As part of its commitment to minimal service interruptions, the Shentel Farmville network hub site, a point of presence (POP) on the regional backbone ring, has generator back-up power that assures continuity of operations during any extended power outages in the area. All field network nodes have redundant power supplies that provide up to 8 hours of standby power.

In the Farmville community, Shentel has a local technical staff of 8 employees including a Field Supervisor and Network Technicians that proactively work on daily network maintenance activities and individual customer service issues. Shentel provides 24x7x365 call center coverage from Virginia based in-bound technical support centers. These call centers immediately respond to customer network service issues and local Network Technicians are able to perform resolutions quickly. All customer network maintenance events are ticketed, automatically routed to local Network Technicians and tracked for successful resolution. See Exhibit G for Shentel's workflow that outlines the operational process for maintenance and repair.

c. Performance and Problem Notification

Longwood considers perception of good performance and timely problem resolution important indicators of student satisfaction with the services. Understanding there could be some difficulties accessing or using services that require more time and attention than the norm, there must be escalation procedures in place. If a student feels she is getting no help after a reasonable period of time, Longwood wishes to intervene on behalf of the student. In order to address maintaining student satisfaction with the services and support, the Vendor must propose how and when Longwood will be notified about such problems and the process Longwood will follow with Vendor to escalate the case for problem resolution.

Vendor Response: University's Residents Technology Associates (RTA's) will continue to be the first tier of support for the students. If the issue cannot be resolved, the student should call Shentel's 24/7/365 Tech Support, who will troubleshoot over the phone. If there is still no resolution, a trouble ticket will be entered and a Technician will be dispatched to resolve the issue onsite. If deemed necessary, the RTA's or the University's management should utilize the Shentel Escalation list provided in Exhibit E. Shentel highly encourages the University to be an active participant in all service issues. Students will receive the same level of service and commitment provided to all Shentel customers. Additionally, Shentel's technical support team will work closely with the University's RTA's to ensure satisfactory resolution to their service issues.

d. Student Move-In

During mid-August (Fall) move-in and early January (Spring) move-in, Vendor shall have additional on-site support available to handle any issues with Vendor services for the Residents. Describe your proposed solution handling periodic influxes of students, starting up large numbers of Bulk services, promoting Individual Services and ensuring 24-hour turnaround.

Vendor Response: Shentel is experienced with student move-ins and will work closely with the University to provide onsite support during this time. Students can register for services along with ordering retail premium services via online or by calling Shentel directly. The online registration, see Exhibit H for sample registration pages, provides the students the option to order services 24/7 for the first several weeks of school. Shentel will work with the University to determine when to turn down the online registration so the students do not create duplicate accounts. Before each school year, Shentel and the University will determine the best time to purge accounts to allow the students to register for the new school year. Shentel will also provide instructional documents of "how to" register for services, see Exhibit I.

e. Resident Shut-Off

Longwood is committed to insuring the students have the services they need and have paid for. It is imperative that Vendor communicate with appropriate Longwood contacts before taking any disabling action to a student account as Longwood may be able to intervene to reach resolution. Vendor at no time shall cut off bulk services to any residents without first contacting Information Technology Office. Vendor shall provide prompt notification to the IT Office if it

determines a resident's bulk or premium service (Individual Retail) should be disabled. In addition, the University must receive copies of all legal notices. Describe typical reasons to determine a student's bulk and premium services should be terminated and the notification process to the student and IT Office.

Vendor Response: Typically, the only reason a student's bulk account is suspended would be due to illegal downloads of copyrighted material. Once Shentel receives notification from entities that represent copyright owners of illegal acts, Shentel notifies the student via emails and letters requesting they remove the infringing material from their computer. The student is also asked to refrain from future unauthorized downloading and/or sharing of copyrighted files. If the student does not comply after Shentel's four notifications, the student's account will be suspended until a written letter acknowledging the illegal act will not happen again is received and reviewed by Shentel's Legal Department. Students who choose retail premium services may have their premium services disconnected due to non-pay. However, due to Customer Proprietary Network Information Act, Shentel cannot provide the retail customer's information to the University. Shentel will work with the University if a student's bulk services need to be suspended.

f. Termination

Notwithstanding any other term of the Agreement, if more than twice during the term of this Agreement, the Services to the Property become unavailable, lost or interrupted for a period greater than three (3) consecutive days, irrespective of all other terms in this Agreement, the University may terminate this Agreement without charge or payment of any termination or other similar fee. If the Agreement does terminate, then the Vendor shall assist in an orderly transition to new Vendor. The Vendor shall make available to the University the bandwidth contacts and circuit identifications upon activation of the Service.

Vendor Response: Agreed and understood.

IV. PROPOSAL PREPARATION AND SUBMISSION INSTRUCTIONS

A. GENERAL INSTRUCTIONS:

1. **RFP Response:** Offerors shall submit a complete response to this RFP. One (1) original and five (5) copies of each proposal must be submitted to Longwood University. The Offeror shall make no other distribution of the proposal.
2. **Proposal Preparation:**
 - a. Proposals shall be signed by an authorized representative of the Offeror. All information requested must be submitted. Failure to submit all information requested may result in the purchasing agency requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by the purchasing agency. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.
 - b. Proposals should be prepared simply and economically. Each proposal shall provide a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.

- c. Proposals should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each paragraph in the proposal shall reference the paragraph number of the corresponding section of the RFP. It is also helpful to cite the paragraph number, letter, subnumber or subletter, and repeat the text of the requirement as it appears in the RFP. If a response covers more than one page, the paragraph number, letter, subnumber and/or subletter should be repeated at the top of the next page. The proposal should contain a table of contents which cross-references the RFP requirements. The specific requirements to be addressed should be tabbed separately. Information which the Offeror desires to present that does not fall within any of the requirements of the RFP should be inserted at an appropriate place or be attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find where the RFP requirements are specifically addressed.
 - d. As used in this RFP, the terms "must", "shall", "should" and "may" identify the criticality of requirements. "Must" and "shall" identify requirements whose absence will have a major negative impact on the suitability of the proposed solution. Items labeled as "should" or "may" are highly desirable, although their absence will not have a large impact and would be useful, but are not necessary. Depending on the overall response to the RFP, some individual "must" and "shall" items may not be fully satisfied, but it is the intent to satisfy most, if not all, "must" and "shall" requirements. The inability of an Offeror to satisfy a "must" or "shall" requirement does not automatically remove that Offeror from consideration; however, it may seriously affect the overall rating of the Offerors' proposal.
 - e. Each copy of the proposal should be bound or contained in a single volume where practical. All documentation submitted with the proposal shall be contained in that single volume. Computer hardware/software documentation may be submitted separately.
 - f. Ownership of all data, materials, and documentation (excluding hardware, software, and documentation described above in part D) originated and prepared for the State and Longwood University pursuant to the RFP shall belong exclusively to the State and be subject to public inspection in accordance with the *Virginia Freedom of Information Act*; however, the Offeror must invoke the protections of § 2.2-4342F of the *Code of Virginia*, in writing, either before or at the time the data or other material is submitted. The written notice must specifically identify the data or materials to be protected and state the reasons why protection is necessary. The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. The classification of an entire proposal document, line item prices, and/or total proposal prices as proprietary or trade secrets is not acceptable and will result in rejection of the proposal.
3. **Oral Presentation:** Offerors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to Longwood University. This provides an opportunity for the Offeror to clarify or elaborate on the proposal. This is a fact finding and explanation session only and does not include negotiation. The issuing agency will schedule the time and location of these presentations. Oral presentations are an option of the purchasing agency and may or may not be conducted.

- B. SPECIFIC PROPOSAL REQUIREMENTS:** Proposals shall be as thorough and detailed as possible so that Longwood University can successfully evaluate the Offeror's capabilities to provide the required services to the students. Offerors are required to submit the following items as a complete proposal:
1. Follow all directions on the RFP cover page for submission.
 2. Return the RFP cover sheet and all addenda acknowledgments, if any, signed and filled out as required.
 3. Offeror Data Sheet, Included as ATTACHMENT 2 to the RFP, and other specific items or data requested in the RFP.
 4. Longwood University reserves the right to waive any irregularity or informality in a proposal, and to accept or reject any item or combination of items, when to do so would be to the advantage of the University, the Commonwealth of Virginia or its taxpayers. It is also within the right of the University to reject proposals that do not contain all elements and information requested in this document. Longwood University or the Commonwealth of Virginia shall not be liable for any losses incurred by the Offerors throughout this process. The University reserves the right to cancel this RFP at any time.
 5. Trade secrets or proprietary information submitted in response to this RFP shall not be subject to public disclosure under the *Virginia Freedom of Information Act*; however, the Offeror must invoke the protection of *Code of Virginia, §2.2-4342F*, in writing, prior to or upon submission of the data or other materials, and must identify the data or other materials to be protected and state the reasons why protection is necessary. These requests will be reviewed and approved by the Director of Materiel Management. The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or trade secrets is not acceptable. If, after being given reasonable time, the Offeror refuses to withdraw an entire classification designation, the offer will be considered non-responsive and will be rejected.
 6. Offerors are cautioned that the University is not obligated to ask for or accept after the closing date the receipt of proposal data which is essential for a complete and thorough evaluation of the proposal. The University may award a contract based on initial offers received without the discussion of such offers. Accordingly, each initial offer should be submitted on the most favorable and complete price and technical terms possible.
 7. Add your response following each "Vendor Response" heading. Retain the original RFP verbiage so that the submission will contain the RFP paragraphs followed by the Offeror Response to that paragraph. Attachments may be used for lengthy responses/examples, but kept to a minimum.
 8. Include pricing as a separate attachment, clearly marked.
 9. Small Business Subcontracting Plan: Summarize the planned utilization of DMBE- certified small businesses which include businesses owned by women and minorities, when they have received DMBE small business certification, under the contract to be awarded as a result of this solicitation. This is a requirement for all prime contracts in excess of \$100,000 unless the solicitation has been set-aside for small businesses or no subcontracting opportunities exist. Complete ATTACHMENT 3, SMALL BUSINESS SUBCONTRACTING PLAN.
 10. Include additional materials as desired.
 11. In addition to hard copies of proposal, include one (1) electronic copy of complete response on CDROM or DVD with your submission.

V. EVALUATION AND AWARD CRITERIA

- A. **EVALUATION CRITERIA:** Proposals shall be evaluated by Longwood University using the following criteria:

Evaluation Criteria:	Point Value
Cost/Value	30
Technical Plan	20
Service Plan	20
Small Business Subcontracting Plan	20
References	5
Optional Services	<u>5</u>
Total Points	<u>100</u>

- B. **AWARD TO MULTIPLE OFFERORS:** Selection shall be made of two or more offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposals, including price, if so stated in the Request for Proposals. Negotiations shall be conducted with the offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each offeror so selected, the agency shall select the offeror which, in its opinion, has made the best proposal, and shall award the contract to that offeror. The Commonwealth reserves the right to make multiple awards as a result of this solicitation. The Commonwealth reserves the right to award the contract in whole or in part. The Commonwealth may cancel this Request for Proposals or reject proposals at any time prior to an award, and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous (*Code of Virginia, § 2.2-4359D*). Should the Commonwealth determine in writing and in its sole discretion that only one offeror is fully qualified, or that one offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the contractor's proposal as negotiated.

VI. REPORTING AND DELIVERY INSTRUCTIONS

The contractor shall provide quarterly reports to be determined after award to Information Technology Services.

VII. OPTIONAL PRE-PROPOSAL CONFERENCE

An Optional Pre-Proposal Conference will be held on September 17, 2013 at 10:00 a.m. in the Bristow Hall Conference Room. Attendance at this Pre-Proposal Conference is optional for those Offerors planning advised if your Offeror wishes to raise any questions in connection with this RFP.

VIII. GENERAL TERMS AND CONDITIONS

- A. **VENDORS MANUAL:** This solicitation is subject to the provisions of the Commonwealth of Virginia *Vendors Manual* and any changes or revisions thereto, which are hereby incorporated into this contract in their entirety. The procedure for filing contractual claims is in section 7.19 of the *Vendors Manual*. A copy of the manual is normally available for review at the purchasing office and is accessible on the Internet at www.eva.virginia.gov under "Manuals."

- B. **APPLICABLE LAWS AND COURTS:** This solicitation and any resulting contract shall be governed in all respects by the laws of the Commonwealth of Virginia and any litigation with respect thereto shall be brought in the courts of the Commonwealth. The agency and the contractor are encouraged to resolve any issues in controversy arising from the award of the contract or any contractual dispute using Alternative Dispute Resolution (ADR) procedures (*Code of Virginia*, § 2.2-4366). ADR procedures are described in Chapter 9 of the *Vendors Manual*. The contractor shall comply with all applicable federal, state and local laws, rules and regulations.
- C. **ANTI-DISCRIMINATION:** By submitting their proposals, offerors certify to the Commonwealth that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act and § 2.2-4311 of the *Virginia Public Procurement Act (VPPA)*. If the award is made to a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or disbursements made pursuant to the contract on the basis of the recipient's religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender or national origin and shall be subject to the same rules as other organizations that contract with public bodies to account for the use of the funds provided; however, if the faith-based organization segregates public funds into separate accounts, only the accounts and programs funded with public funds shall be subject to audit by the public body. (*Code of Virginia*, § 2.2-4343.1E).

In every contract over \$10,000 the provisions in 1. and 2. below apply:

1. During the performance of this contract, the contractor agrees as follows:
 - a. The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
 - b. The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractor is an equal opportunity employer.
 - c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting these requirements.
 2. The contractor will include the provisions of 1. above in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.
- D. **ETHICS IN PUBLIC CONTRACTING:** By submitting their proposals, offerors certify that their proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other offeror, supplier, manufacturer or subcontractor in connection with their proposal, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.

- E. **IMMIGRATION REFORM AND CONTROL ACT OF 1986:** By entering into a written contract with the Commonwealth of Virginia, the Contractor certifies that the Contractor does not, and shall not during the performance of the contract for goods and services in the Commonwealth, knowingly employ an unauthorized alien as defined in the federal Immigration Reform and Control Act of 1986.
- F. **DEBARMENT STATUS:** By submitting their proposals, offerors certify that they are not currently debarred by the Commonwealth of Virginia from submitting bids or proposals on contracts for the type of goods and/or services covered by this solicitation, nor are they an agent of any person or entity that is currently so debarred.
- G. **ANTITRUST:** By entering into a contract, the contractor conveys, sells, assigns, and transfers to the Commonwealth of Virginia all rights, title and interest in and to all causes of action it may now have or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular goods or services purchased or acquired by the Commonwealth of Virginia under said contract.
- H. **MANDATORY USE OF STATE FORM AND TERMS AND CONDITIONS FOR IFBs AND RFPs:** Failure to submit a proposal on the official state form provided for that purpose may be a cause for rejection of the proposal. Modification of or additions to the General Terms and Conditions of the solicitation may be cause for rejection of the proposal; however, the Commonwealth reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal.
- I. **CLARIFICATION OF TERMS:** If any prospective offeror has questions about the specifications or other solicitation documents, the prospective offeror should contact the buyer whose name appears on the face of the solicitation no later than five working days before the due date. Any revisions to the solicitation will be made only by addendum issued by the buyer.
- J. **PAYMENT:**
1. **To Prime Contractor:**
 - a. Invoices for items ordered, delivered and accepted shall be submitted by the contractor directly to the payment address shown on the purchase order/contract. All invoices shall show the state contract number and/or purchase order number; social security number (for individual contractors) or the federal employer identification number (for proprietorships, partnerships, and corporations).
 - b. Any payment terms requiring payment in less than 30 days will be regarded as requiring payment 30 days after invoice or delivery, whichever occurs last. This shall not affect offers of discounts for payment in less than 30 days, however.
 - c. All goods or services provided under this contract or purchase order, that are to be paid for with public funds, shall be billed by the contractor at the contract price, regardless of which public agency is being billed.
 - d. The following shall be deemed to be the date of payment: the date of postmark in all cases where payment is made by mail, or the date of offset when offset proceedings have been instituted as authorized under the Virginia Debt Collection Act.
 - e. **Unreasonable Charges.** Under certain emergency procurements and for most time and material purchases, final job costs cannot be accurately determined at the time orders are placed. In such cases, contractors should be put on notice

that final payment in full is contingent on a determination of reasonableness with respect to all invoiced charges. Charges which appear to be unreasonable will be researched and challenged, and that portion of the invoice held in abeyance until a settlement can be reached. Upon determining that invoiced charges are not reasonable, the Commonwealth shall promptly notify the contractor, in writing, as to those charges which it considers unreasonable and the basis for the determination. A contractor may not institute legal action unless a settlement cannot be reached within thirty (30) days of notification. The provisions of this section do not relieve an agency of its prompt payment obligations with respect to those charges which are not in dispute (*Code of Virginia, § 2.2-4363*).

2. To Subcontractors:

a. A contractor awarded a contract under this solicitation is hereby obligated:

(1) To pay the subcontractor(s) within seven (7) days of the contractor's receipt of payment from the Commonwealth for the proportionate share of the payment received for work performed by the subcontractor(s) under the contract; or

(2) To notify the agency and the subcontractor(s), in writing, of the contractor's intention to withhold payment and the reason.

b. The contractor is obligated to pay the subcontractor(s) interest at the rate of one percent per month (unless otherwise provided under the terms of the contract) on all amounts owed by the contractor that remain unpaid seven (7) days following receipt of payment from the Commonwealth, except for amounts withheld as stated in (2) above. The date of mailing of any payment by U. S. Mail is deemed to be payment to the addressee. These provisions apply to each sub-tier contractor performing under the primary contract. A contractor's obligation to pay an interest charge to a subcontractor may not be construed to be an obligation of the Commonwealth.

3. Each prime contractor who wins an award in which provision of a SWAM procurement plan is a condition to the award, shall deliver to the contracting agency or institution, on or before request for final payment, evidence and certification of compliance (subject only to insubstantial shortfalls and to shortfalls arising from subcontractor default) with the SWAM procurement plan. Final payment under the contract in question may be withheld until such certification is delivered and, if necessary, confirmed by the agency or institution, or other appropriate penalties may be assessed in lieu of withholding such payment.

4. The Commonwealth of Virginia encourages contractors and subcontractors to accept electronic and credit card payments.

K. **PRECEDENCE OF TERMS:** The following General Terms and Conditions *VENDORS MANUAL*, *APPLICABLE LAWS AND COURTS*, *ANTI-DISCRIMINATION*, *ETHICS IN PUBLIC CONTRACTING*, *IMMIGRATION REFORM AND CONTROL ACT OF 1986*, *DEBARMENT STATUS*, *ANTITRUST*, *MANDATORY USE OF STATE FORM AND TERMS AND CONDITIONS*, *CLARIFICATION OF TERMS*, *PAYMENT* shall apply in all instances. In the event there is a conflict between any of the other General Terms and Conditions and any Special Terms and Conditions in this solicitation, the Special Terms and Conditions shall apply.

L. **QUALIFICATIONS OF (BIDDERS/OFFERORS):** The Commonwealth may make such reasonable investigations as deemed proper and necessary to determine the ability of the offeror to perform the services/furnish the goods and the offeror shall furnish to the Commonwealth all such

information and data for this purpose as may be requested. The Commonwealth reserves the right to inspect offeror's physical facilities prior to award to satisfy questions regarding the offeror's capabilities. The Commonwealth further reserves the right to reject any proposal if the evidence submitted by, or investigations of, such offeror fails to satisfy the Commonwealth that such offeror is properly qualified to carry out the obligations of the contract and to provide the services and/or furnish the goods contemplated therein.

- M. **TESTING AND INSPECTION:** The Commonwealth reserves the right to conduct any test/inspection it may deem advisable to assure goods and services conform to the specifications.
- N. **ASSIGNMENT OF CONTRACT:** A contract shall not be assignable by the contractor in whole or in part without the written consent of the Commonwealth.
- O. **CHANGES TO THE CONTRACT:** Changes can be made to the contract in any of the following ways:
1. The parties may agree in writing to modify the scope of the contract. An increase or decrease in the price of the contract resulting from such modification shall be agreed to by the parties as a part of their written agreement to modify the scope of the contract.
 2. The Purchasing Agency may order changes within the general scope of the contract at any time by written notice to the contractor. Changes within the scope of the contract include, but are not limited to, things such as services to be performed, the method of packing or shipment, and the place of delivery or installation. The contractor shall comply with the notice upon receipt. The contractor shall be compensated for any additional costs incurred as the result of such order and shall give the Purchasing Agency a credit for any savings. Said compensation shall be determined by one of the following methods:
 - a. By mutual agreement between the parties in writing; or
 - b. By agreeing upon a unit price or using a unit price set forth in the contract, if the work to be done can be expressed in units, and the contractor accounts for the number of units of work performed, subject to the Purchasing Agency's right to audit the contractor's records and/or to determine the correct number of units independently; or
 - c. By ordering the contractor to proceed with the work and keep a record of all costs incurred and savings realized. A markup for overhead and profit may be allowed if provided by the contract. The same markup shall be used for determining a decrease in price as the result of savings realized. The contractor and any subcontractors will maintain these insurance coverage during the entire term shall present the Purchasing Agency with all vouchers and records of expenses incurred and savings realized. The Purchasing Agency shall have the right to audit the records of the contractor as it deems necessary to determine costs or savings. Any claim for an adjustment in price under this provision must be asserted by written notice to the Purchasing Agency within thirty (30) days from the date of receipt of the written order from the Purchasing Agency. If the parties fail to agree on an amount of adjustment, the question of an increase or decrease in the contract price or time for performance shall be resolved in accordance with the procedures for resolving disputes provided by the Disputes Clause of this contract or, if there is none, in accordance with the disputes provisions of the Commonwealth of Virginia *Vendors Manual*. Neither the existence of a claim nor a dispute resolution process, litigation or any other provision of this contract shall excuse the contractor from promptly complying with the changes ordered by the Purchasing Agency or with the performance of the contract generally.

- P. **DEFAULT:** In case of failure to deliver goods or services in accordance with the contract terms and conditions, the Commonwealth, after due oral or written notice, may procure them from other sources and hold the contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which the Commonwealth may have.
- Q. **TAXES:** Sales to the Commonwealth of Virginia are normally exempt from State sales tax. State sales and use tax certificates of exemption, Form ST-12, will be issued upon request. Deliveries against this contract shall usually be free of Federal excise and transportation taxes. The Commonwealth's excise tax exemption registration number is 54-73-0076K.
- R. **USE OF BRAND NAMES:** Unless otherwise provided in this solicitation, the name of a certain brand, make or manufacturer does not restrict offerors to the specific brand, make or manufacturer named, but conveys the general style, type, character, and quality of the article desired. Any article which the public body, in its sole discretion, determines to be the equivalent of that specified, considering quality, workmanship, economy of operation, and suitability for the purpose intended, shall be accepted. The offeror is responsible to clearly and specifically identify the product being offered and to provide sufficient descriptive literature, catalog cuts and technical detail to enable the Commonwealth to determine if the product offered meets the requirements of the solicitation. This is required even if offering the exact brand, make or manufacturer specified. Normally in competitive sealed bidding only the information furnished with the bid will be considered in the evaluation. Failure to furnish adequate data for evaluation purposes may result in declaring a bid nonresponsive. Unless the offeror clearly indicates in its proposal that the product offered is an equivalent product, such proposal will be considered to offer the brand name product referenced in the solicitation.
- S. **TRANSPORTATION AND PACKAGING:** By submitting their proposals, all offerors certify and warrant that the price offered for FOB destination includes only the actual freight rate costs at the lowest and best rate and is based upon the actual weight of the goods to be shipped. Except as otherwise specified herein, standard commercial packaging, packing and shipping containers shall be used. All shipping containers shall be legibly marked or labeled on the outside with purchase order number, commodity description, and quantity.
- T. **INSURANCE:** By signing and submitting a proposal under this solicitation, the offeror certifies that if awarded the contract, it will have the following insurance coverage at the time the contract is awarded. For construction contracts, if any subcontractors are involved, the subcontractor will have workers' compensation insurance in accordance with §§ 2.2-4332 and 65.2-800 et seq. of the *Code of Virginia*. The bidder or offeror further certifies that the of the contract and that all insurance coverage will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission.

MINIMUM INSURANCE COVERAGES AND LIMITS REQUIRED FOR MOST CONTRACTS:

1. **Workers' Compensation - Statutory requirements and benefits.** Coverage is compulsory for employers of three or more employees, to include the employer. Contractors who fail to notify the Commonwealth of increases in the number of employees that change their workers' compensation requirements under the *Code of Virginia* during the course of the contract shall be in noncompliance with the contract.
2. **Employer's Liability - \$100,000.**
3. **Commercial General Liability - \$1,000,000 per occurrence.** Commercial General Liability is to include bodily injury and property damage, personal injury and advertising injury, products and completed operations coverage. The Commonwealth of Virginia must be named as an additional insured and so endorsed on the policy.

(Note to Agency/Institution: When the requirement is for parking facilities and garages for motor vehicle maintenance contracts, the forgoing sentence should be changed to read: These coverage should include Garage Owner's Liability. Contracts with movers or truck transporters should also require motor carrier's liability. When in the judgment of a procurement officer, these limits and coverage are not warranted for the goods and services being procured, the Division of Risk Management should be contacted.

4. Automobile Liability - \$1,000,000 per occurrence. (Only used if motor vehicle is to be used in the contract.)

NOTE: In addition, various Professional Liability/Errors and Omissions coverages are required when soliciting those services as follows:

<u>Profession/Service</u>	<u>Limits</u>
Accounting	\$1,000,000 per occurrence, \$3,000,000 aggregate
Architecture	\$2,000,000 per occurrence, \$6,000,000 aggregate
Asbestos Design, Inspection or Abatement Contractors	\$1,000,000 per occurrence, \$3,000,000 aggregate
Health Care Practitioner (to include Dentists, Licensed Dental Hygienists, Optometrists, Registered or Licensed Practical Nurses, Pharmacists, Physicians, Podiatrists, Chiropractors, Physical Therapists, Physical Therapist Assistants, Clinical Psychologists, Clinical Social Workers, Professional Counselors, Hospitals, or Health Maintenance Organizations.)	\$1,925,000 per occurrence, \$3,000,000 aggregate

(Limits increase each July 1 through fiscal year 2008, as follows:

July 1, 2008 - \$2,000,000. This complies with §8.01-581.15 of the Code of Virginia.

Insurance/Risk Management	\$1,000,000 per occurrence, \$3,000,000 aggregate
Landscape/Architecture	\$1,000,000 per occurrence, \$1,000,000 aggregate
Legal	\$1,000,000 per occurrence, \$5,000,000 aggregate
Professional Engineer	\$2,000,000 per occurrence, \$6,000,000 aggregate
Surveying	\$1,000,000 per occurrence, \$1,000,000 aggregate

- U. **ANNOUNCEMENT OF AWARD:** Upon the award or the announcement of the decision to award a contract over \$50,000, as a result of this solicitation, the purchasing agency will publicly post such notice on the DGS/DPS eVA web site (www.eVA.virginia.gov) for a minimum of 10 days.
- V. **DRUG-FREE WORKPLACE:** During the performance of this contract, the contractor agrees to (i) provide a drug-free workplace for the contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

For the purposes of this section, “*drug-free workplace*” means a site for the performance of work done in connection with a specific contract awarded to a contractor, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

- W. **NONDISCRIMINATION OF CONTRACTORS:** An offeror or contractor shall not be discriminated against in the solicitation or award of this contract because of race, religion, color, sex, national origin, age, disability, faith-based organizational status, any other basis prohibited by state law relating to discrimination in employment or because the bidder or offeror employs ex-offenders unless the state agency, department or institution has made a written determination that employing ex-offenders on the specific contract is not in its best interest. If the award of this contract is made to a faith-based organization and an individual, who applies for or receives goods, services, or disbursements provided pursuant to this contract objects to the religious character of the faith-based organization from which the individual receives or would receive the goods, services, or disbursements, the public body shall offer the individual, within a reasonable period of time after the date of his objection, access to equivalent goods, services, or disbursements from an alternative provider.
- X. **eVA BUSINESS-TO-GOVERNMENT VENDOR REGISTRATION:** The eVA Internet electronic procurement solution, website portal www.eVA.virginia.gov, streamlines and automates government purchasing activities in the Commonwealth. The eVA portal is the gateway for vendors to conduct business with state agencies and public bodies. All vendors desiring to provide goods and/or services to the Commonwealth shall participate in the eVA Internet eprocurement solution either through the eVA Basic Vendor Registration Service or eVA Premium Vendor Registration Service. All bidders or offerors must register in eVA and pay the Vendor Transaction Fees specified below; failure to register will result in the bid/proposal being rejected.

Effective July 1, 2011, vendor registration and registration-renewal fees have been discontinued. Registration options are as follows:

- a. eVA Basic Vendor Registration Service: eVA Basic Vendor Registration Service includes electronic order receipt, vendor catalog posting, on-line registration, electronic bidding, and the ability to research historical procurement data available in the eVA purchase transaction data warehouse.
- b. eVA Premium Vendor Registration Service: eVA Premium Vendor Registration Service includes all benefits of the eVA Basic Vendor Registration Service plus automatic email or fax notification of solicitations and amendments.

Vendor transaction fees are determined by the date the original purchase order is issued and are as follows:

- a. For orders issued prior to August 16, 2006, the Vendor Transaction Fee is 1%, capped at a maximum of \$500 per order.
- b. For orders issued August 16, 2006 thru June 30, 2011, the Vendor Transaction Fee is:
 - (i) DMBE-certified Small Businesses: 1%, capped at \$500 per order.
 - (ii) Businesses that are not DMBE-certified Small Businesses: 1%, capped at \$1,500 per order.
- c. For orders issued July 1, 2011 thru June 30, 2013, the Vendor Transaction Fee is:
 - (i) DMBE-certified Small Businesses: 0.75%, capped at \$500 per order.
 - (ii) Businesses that are not DMBE-certified Small Businesses: 0.75%, capped at \$1,500 per order.

- d. For orders issued July 1, 2013 and after, the Vendor Transaction Fee is:
 - (i) DMBE-certified Small Businesses: 1%, capped at \$500 per order.
 - (ii) Businesses that are not DMBE-certified Small Businesses: 1%, capped at \$1,500 per order.

The specified vendor transaction fee will be invoiced, by the Commonwealth of Virginia Department of General Services, approximately 30 days after the corresponding purchase order is issued and payable 30 days after the invoice date. Any adjustments (increases/decreases) will be handled through purchase order changes.

- Y. **AVAILABILITY OF FUNDS:** It is understood and agreed between the parties herein that the agency shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.
- Z. **SET-ASIDES:** This solicitation is set-aside for DMBE-certified small business participation only when designated "SET-ASIDE FOR SMALL BUSINESSES" in the solicitation. DMBE-certified small businesses are those businesses that hold current small business certification from the Virginia Department of Minority Business Enterprise. This shall not exclude DMBE-certified women- owned and minority-owned businesses when they have received the DMBE small business certification. For purposes of award, offerors shall be deemed small businesses if and only if they are certified as such by DMBE on the due date for receipt of proposals.
- AA. **BID PRICE CURRENCY:** Unless stated otherwise in the solicitation, offerors shall state offer prices in US dollars.
- BB. **AUTHORIZATION TO CONDUCT BUSINESS IN THE COMMONWEALTH:** A contractor organized as a stock or nonstock corporation, limited liability company, business trust, or limited partnership or registered as a registered limited liability partnership shall be authorized to transact business in the Commonwealth as a domestic or foreign business entity if so required by Title 13.1 or Title 50 of the *Code of Virginia* or as otherwise required by law. Any business entity described above that enters into a contract with a public body pursuant to the *Virginia Public Procurement Act* shall not allow its existence to lapse or its certificate of authority or registration to transact business in the Commonwealth, if so required under Title 13.1 or Title 50, to be revoked or cancelled at any time during the term of the contract. A public body may void any contract with a business entity if the business entity fails to remain in compliance with the provisions of this section.

IX. SPECIAL TERMS AND CONDITIONS

- 1. **AUDIT:** The contractor shall retain all books, records, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. The agency, its authorized agents, and/or state auditors shall have full access to and the right to examine any of said materials during said period.
- 2. **AWARD TO MULTIPLE OFFERORS:** Selection shall be made of two or more offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposals, including price, if so stated in the Request for Proposals. Negotiations shall be conducted with the offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each offeror so selected, the agency shall select the offeror which, in its opinion, has made the best proposal, and shall award the contract to that offeror. The Commonwealth reserves the right to make multiple awards as a result of this solicitation. The Commonwealth reserves the right to award the contract in whole or in part. The Commonwealth may cancel this Request for Proposals or reject proposals at any time prior to an award, and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous (*Code of Virginia*, § 2.2-4359D). Should the Commonwealth determine in writing and in its sole discretion that only one offeror is fully qualified, or that one offeror is clearly more

highly qualified than the others under consideration, a contract may be negotiated and awarded to that offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the contractor's proposal as negotiated.

3. **BID ACCEPTANCE PERIOD:** Any proposal in response to this solicitation shall be valid for (60) days. At the end of the (60) days the proposal may be withdrawn at the written request of the offeror. If the proposal is not withdrawn at that time it remains in effect until an award is made or the solicitation is canceled.
4. **CANCELLATION OF CONTRACT:** The purchasing agency reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days written notice to the contractor. In the event the initial contract period is for more than 12 months, the resulting contract may be terminated by either party, without penalty, after the initial 12 months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.
5. **CONFIDENTIALITY (Commonwealth):** The Commonwealth agrees that neither it nor its employees, representatives, or agents shall knowingly divulge any proprietary information with respect to the operation of the software, the technology embodied therein, or any other trade secret or proprietary information related thereto, except as specifically authorized by the contractor in writing or as required by the Freedom of Information Act or similar law. It shall be the contractor's responsibility to fully comply with § 2.2-4342F of the *Code of Virginia*. All trade secrets or proprietary information must be identified in writing or other tangible form and conspicuously labeled as "proprietary" either prior to or at the time of submission to the Commonwealth.

CONFIDENTIALITY (Contractor): The contractor assures that information and data obtained as to personal facts and circumstances related to patients or clients will be collected and held confidential, during and following the term of this agreement, and will not be divulged without the individual's and the agency's written consent. Any information to be disclosed, except to the agency, must be in summary, statistical, or other form which does not identify particular individuals. Contractors and their employees working on this project will be required to sign the Confidentiality statement in this solicitation.

6. **CONTINUITY OF SERVICES:**
 - a. The Contractor recognizes that the services under this contract are vital to the Agency and must be continued without interruption and that, upon contract expiration, a successor, either the Agency or another contractor, may continue them. The Contractor agrees:
 - (i) To exercise its best efforts and cooperation to effect an orderly and efficient transition to a successor;
 - (ii) To make all Agency owned facilities, equipment, and data available to any successor at an appropriate time prior to the expiration of the contract to facilitate transition to successor; and
 - (iii) That the Agency Contracting Officer shall have final authority to resolve disputes related to the transition of the contract from the Contractor to its successor.

- b. The Contractor shall, upon written notice from the Contract Officer, furnish phase-in/phase-out services for up to ninety (90) days after this contract expires and shall negotiate in good faith a plan with the successor to execute the phase-in/phase-out services. This plan shall be subject to the Contract Officer's approval.
 - c. The Contractor shall be reimbursed for all reasonable, pre-approved phase-in/phase-out costs (i.e., costs incurred within the agreed period after contract expiration that result from phase-in, phase-out operations) and a fee (profit) not to exceed a pro rata portion of the fee (profit) under this contract. All phase-in/phase-out work fees must be approved by the Contract Officer in writing prior to commencement of said work.
7. **CONTRACT PARTICIPATION:** Under the authority of §6 of the Rules Governing Procurement of Goods, Services, Insurance and Construction by a Public Institution of Higher Education of the Commonwealth of Virginia (copy available at <http://www.longwood.edu/materielmanagement>), Cooperative Procurement, it is the intent of this solicitation and resulting contract(s) to allow for cooperative procurement. Accordingly, any public body, public or private health or educational institutions or lead issuing institution's affiliated corporations may access any resulting contract if authorized by the contractor.

Participation in this cooperative procurement is strictly voluntary. If authorized by the Contractor(s), the resultant contract(s) will be extended to the public bodies indicated above to purchase at contract prices in accordance with contract terms. The Contractor shall notify the lead-issuing institution in writing of any such institutions accessing the contract. No modification of this contract or execution of a separate contract is required to participate. The Contractor will provide semi-annual usage reports for all entities accessing the Contract. Participating entities shall place their own orders directly with the Contractor(s) and shall fully and independently administer their use of the contract(s) to include contractual disputes, invoicing and payments without direct administration from the lead-issuing institution. The lead-issuing institution shall not be held liable for any costs or damages incurred by any other participating public body as a result of any authorization by the Contractor to extend the contract. It is understood and agreed that the lead-issuing institution is not responsible for the acts or omissions of any entity and will not be considered in default of the contract no matter the circumstances.

Use of this contract(s) does not preclude any participating entity from using other contracts or competitive processes as the need may be.

8. **CONTRACTOR'S TITLE TO MATERIALS:** No materials or supplies for the work shall be purchased by the contractor or by any subcontractor subject to any chattel mortgage or under a conditional sales or other agreement by which an interest is retained by the seller. The contractor warrants that he has clear title to all materials and supplies for which he invoices for payment.
9. **DEFINITION - EQUIPMENT:** As used herein, the terms equipment, product, or system shall include hardware and software (when applicable) and any materials or supporting documentation. Such documentation may include but is not limited to: users' guides, operations manuals with part lists, copies of all applicable warranties, and any other pertinent information necessary for the proper operation and maintenance of the equipment being acquired.
10. **DEFINITION - SOFTWARE:** As used herein, the terms software, product, or software products shall include all related materials and documentation whether in machine readable or printed form.
11. **DEMONSTRATIONS:** By submitting a proposal, the offeror certifies that the specified equipment is in productive use and capable of demonstration in the proposed configuration. The Commonwealth reserves the right to require offerors to demonstrate the functionality of proposed equipment to its satisfaction prior to making an award decision. Such demonstration is intended to show that an offeror's products will perform in a completely satisfactory manner and that they

will meet or exceed the performance specifications contained in the solicitation. Failure by an offeror to promptly comply with a request for demonstration could result in their proposal being rejected. Failure to reject shall not relieve the offeror of its obligation to fully comply with all requirements of the contract.

12. **EQUIPMENT ENVIRONMENT:** Environmental specifications for any equipment to be delivered under the resulting contract shall be furnished in writing along with the vendor's bid or proposal, should any such requirements be applicable. These specifications must be in sufficient detail to permit all installed equipment to function efficiently from an environmental perspective. Unless otherwise stated in the solicitation, it will be the procuring agency's responsibility to prepare the site at its own expense to meet the environmental specifications provided.
13. **eVA BUSINESS-TO-GOVERNMENT CONTRACTS AND ORDERS:** The solicitation/contract will result in multiple purchase order(s) with the eVA transaction fee specified below assessed for each order.
 - a. For orders issued prior to August 16, 2006, the Vendor Transaction Fee is 1%, capped at a maximum of \$500 per order.
 - b. For orders issued August 16, 2006 thru June 30, 2011, the Vendor Transaction Fee is:
 - (i) DMBE-certified Small Businesses: 1%, Capped at \$500 per order.
 - (ii) Businesses that are not DMBE-certified Small Businesses: 1%, Capped at \$1,500 per order.
 - c. For orders issued July 1, 2011 thru June 30, 2013, the Vendor Transaction Fee is:
 - (i) DMBE-certified Small Businesses: 0.75%, Capped at \$500 per order.
 - (ii) Businesses that are not DMBE-certified Small Businesses: 0.75%, Capped at \$1,500 per order.
 - d. For orders issued July 1, 2013, and after, the Vendor Transaction Fee is:
 - (i) DMBE-certified Small Businesses: 1%, Capped at \$500 per order.
 - (ii) Businesses that are not DMBE-certified Small Businesses: 1%, Capped at \$1,500 per order.

The specified vendor transaction fee will be invoiced, by the Commonwealth of Virginia Department of General Services, approximately 30 days after the corresponding purchase order is issued and payable 30 days after the invoice date. Any adjustments (increases/decreases) will be handled through purchase order changes.

The eVA Internet electronic procurement solution, website portal www.eva.virginia.gov, streamlines and automates government purchasing activities in the Commonwealth. The portal is the gateway for vendors to conduct business with state agencies and public bodies.

Vendors desiring to provide goods and/or services to the Commonwealth shall participate in the eVA Internet e-procurement solution and agree to comply with the following: If this solicitation is for a term contract, failure to provide an electronic catalog (price list) or index page catalog for items awarded will be just cause for the Commonwealth to reject your bid/offer or terminate this contract for default. The format of this electronic catalog shall conform to the eVA Catalog Interchange Format (CIF) Specification that can be accessed and downloaded from www.eVA.virginia.gov. Contractors should email Catalog or Index Page information to eVA-catalog-manager@dgs.virginia.gov.

14. **EXCESSIVE DOWNTIME:** Equipment or software furnished under the contract shall be capable of continuous operation. Should the equipment or software become inoperable for a period of more than 24 hours, the contractor agrees to pro-rate maintenance charges to account for each full day of inoperability. The period of in operability shall commence upon initial notification. In the event the equipment or software remains inoperable for more than 2 consecutive calendar days, the contractor shall promptly replace the equipment or software at no charge upon

request of the procuring agency. Such replacement shall be with new, unused product(s) of comparable quality, and must be installed and operational within 1 day following the request for replacement.

15. **IDENTIFICATION OF PROPOSAL ENVELOPE:** If a special envelope is not furnished, or if return in the special envelope is not possible, the signed proposal should be returned in a separate envelope or package, sealed and identified as follows:

From: _____
Name of Offeror Due Date Time

Street or Box Number RFP No.

City, State, Zip Code RFP Title

Name of Contract/Purchase Officer or Buyer _____

The envelope should be addressed as directed on Page 1 of the solicitation.

If a proposal not contained in the special envelope is mailed, the offeror takes the risk that the envelope, even if marked as described above, may be inadvertently opened and the information compromised which may cause the proposal to be disqualified. Proposals may be hand delivered to the designated location in the office issuing the solicitation. No other correspondence or other proposals should be placed in the envelope.

16. **LATEST SOFTWARE VERSION:** Any software product(s) provided under the contract shall be the latest version available to the general public as of the due date of this solicitation.
17. **MAINTENANCE:** Upon expiration of the specified warranty period and at the Commonwealth's option, the contractor shall provide up to nine (9) additional one (1) year periods of on-site maintenance (including labor, parts, and travel) at the prices set forth in the pricing schedule. Maintenance shall not include external electrical work, providing supplies, and adding or removing accessories not provided for in the contract. Maintenance shall also not include repairs of damage resulting from: acts of God, transportation between state locations, negligence by state personnel, or other causes not related to ordinary use in the production environment in which installed. Each successive year of maintenance may be ordered by the Commonwealth in writing at least 60 days prior to expiration of the existing maintenance period.
18. **MAINTENANCE MANUALS:** The contractor shall provide with each piece of equipment an operations and maintenance manual with wiring diagrams, parts list, and a copy of all warranties.
19. **NEW EQUIPMENT:** Unless otherwise expressly stated in this solicitation, any equipment furnished under the contract shall be new, unused equipment.
20. **NONVISUAL ACCESS TO TECHNOLOGY:** All information technology which, pursuant to this agreement, is purchased or upgraded by or for the use of any State agency or institution or political subdivision of the Commonwealth (the "Technology") shall comply with the following nonvisual access standards from the date of purchase or upgrade until the expiration of this agreement:
- (i) effective, interactive control and use of the Technology shall be readily achievable by nonvisual means;

- (ii) the Technology equipped for nonvisual access shall be compatible with information technology used by other individuals with whom any blind or visually impaired user of the technology interacts;
- (iii) Nonvisual Access Technology shall be integrated into any networks used to share communications among employees, program participants or the public; and
- (iv) the Technology for nonvisual access shall have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

Compliance with the foregoing nonvisual access standards shall not be required if the head of the using agency, institution or political subdivision determines that (i) the Technology is not available with nonvisual access because the essential elements of the Technology are visual and (ii) nonvisual equivalence is not available.

Installation of hardware, software or peripheral devices used for nonvisual access is not required when the Technology is being used exclusively by individuals who are not blind or visually impaired, but applications programs and underlying operating systems (including the format of the data) used for the manipulation and presentation of information shall permit the installation and effective use of nonvisual access software and peripheral devices.

If requested, the Contractor must provide a detailed explanation of how compliance with the foregoing nonvisual access standards is achieved and a validation of concept demonstration.

The requirements of this Paragraph shall be construed to achieve full compliance with the Information Technology Access Act, §§ 2.2-3500 through 2.2-3504 of the *Code of Virginia*.

21. **OPERATIONAL COMPONENTS:** Unless otherwise requested in the solicitation, stated equipment prices shall include all cables, connectors, interfaces, documentation for all components, and any other items necessary for full systems operation at the user site. This does not include consumable supplies such as paper, tapes, disks, etc., unless such supplies are expressly identified in the pricing schedule.
22. **OPTIONAL PRE-PROPOSAL CONFERENCE:** An optional pre-proposal conference will be held at 10:00 a.m. on September 17, 2013 in the Bristow Hall Conference Room. The purpose of this conference is to allow potential offerors an opportunity to present questions and obtain clarification relative to any facet of this solicitation.

While attendance at this conference will not be a prerequisite to submitting a proposal, offerors who intend to submit a proposal are encouraged to attend. Bring a copy of the solicitation with you. Any changes resulting from this conference will be issued in a written addendum to the solicitation.
23. **PRIME CONTRACTOR RESPONSIBILITIES:** The contractor shall be responsible for completely supervising and directing the work under this contract and all subcontractors that he may utilize, using his best skill and attention. Subcontractors who perform work under this contract shall be responsible to the prime contractor. The contractor agrees that he is as fully responsible for the acts and omissions of his subcontractors and of persons employed by them as he is for the acts and omissions of his own employees.
24. **PRODUCT SUBSTITUTION:** During the term of any contract resulting from this solicitation, the vendor is not authorized to substitute any item for that product and/or software identified in the solicitation without the prior written consent of the contracting officer whose name appears on the front of this solicitation, or their designee.
25. **QUALIFIED REPAIR PERSONNEL:** All warranty or maintenance services to be performed on the items specified in this solicitation as well as any associated hardware or software shall be

performed by qualified technicians properly authorized by the manufacturer to perform such services. The Commonwealth reserves the right to require proof of certification prior to award and at any time during the term of the contract.

26. **REFERENCES:** Offerors shall provide a list of three (3) references where similar services have been provided. An Offeror Data Sheet is included in the RFP as ATTACHMENT 2.
27. **RELOCATION OF EQUIPMENT:** Should it become necessary to move equipment covered by the contract to another location, the Commonwealth reserves the right to do so at its own expense. If contractor supervision is required, the Commonwealth will provide prior written notice of the move at least thirty (30) days in advance, in which case the contractor shall provide the required services and be reasonably compensated by the Commonwealth. Both the compensation to be paid and any adjustment to the maintenance terms resulting from the move shall be as mutually agreed between the parties. Regular maintenance charges shall be suspended on the day the equipment is dismantled and resume once the equipment is again certified ready for operational use.
28. **RENEWAL OF CONTRACT:** This contract may be renewed by the Commonwealth upon written agreement of both parties for five (5) successive one (1) year periods, under the terms of the current contract, and at a reasonable time (approximately 90 days) prior to the expiration.
29. **REPAIR PARTS:** In the event that the performance of maintenance services under the contract results in a need to replace defective parts, such items may only be replaced by new parts. In no instance shall the contractor be permitted to replace defective items with refurbished, remanufactured, or surplus items without prior written authorization of the Commonwealth.
30. **SERVICE PERIOD (EXTENDED):** Due to the criticality of the applications for which the equipment and/or software is purchased, the contractor shall provide 24 hours a day, 7 days a week, maintenance support, including state holidays. On-site response time shall be within 2 hours following initial notification. All necessary repairs or corrections shall be completed within 24 hours of the initial notification.
31. **SERVICE PERIOD (ROUTINE):** Contractor shall provide 24 hour toll-free phone support with a 30 minute return call response time. On-site maintenance services shall carry a 1 hour response time following initial notification. All necessary repairs or corrections shall be completed within 1 hour of the initial notification.
32. **SERVICE REPORTS:** Upon completion of any maintenance call, the contractor shall provide the agency with a signed service report that includes, at a minimum: a general statement as to the problem, action taken, any materials or parts furnished or used, and the number of hours required to complete the repairs.
33. **SMALL BUSINESS SUBCONTRACTING AND EVIDENCE OF COMPLIANCE:**
 - A. It is the goal of the Commonwealth that 40% of its purchases be made from small businesses. This includes discretionary spending in prime contracts and subcontracts. All potential offerors are required to submit a Small Business Subcontracting Plan. Unless the offeror is registered as a DMBE-certified small business and where it is practicable for any portion of the awarded contract to be subcontracted to other suppliers, the contractor is encouraged to offer such subcontracting opportunities to DMBE-certified small businesses. This shall not exclude DMBE-certified women-owned and minority-owned businesses when they have received DMBE small business certification. No offeror or subcontractor shall be considered a Small Business, a Women-Owned Business or a Minority-Owned Business unless certified as such by the Department of Minority Business Enterprise (DMBE) by the due date for receipt of proposals. If small business subcontractors are used, the prime contractor agrees to report the use of small business subcontractors by providing the purchasing office at a minimum the following information: name of small business with the DMBE certification number, phone number, total dollar amount subcontracted, category type (small, women-owned, or minority-owned), and type of product/service provided.

- B. Each prime contractor who wins an award in which provision of a small business subcontracting plan is a condition of the award, shall deliver to the contracting agency or institution on a quarterly basis, evidence of compliance (subject only to insubstantial shortfalls and to shortfalls arising from subcontractor default) with the small business subcontracting plan. When such business has been subcontracted to these firms and upon completion of the contract, the contractor agrees to furnish the purchasing office at a minimum the following information: name of firm with the DMBE certification number, phone number, total dollar amount subcontracted, category type (small, women-owned, or minority-owned), and type of product or service provided. Payment(s) may be withheld until compliance with the plan is received and confirmed by the agency or institution. The agency or institution reserves the right to pursue other appropriate remedies to include, but not be limited to, termination for default.
 - C. Each prime contractor who wins an award valued over \$200,000 shall deliver to the contracting agency or institution on a quarterly basis, information on use of subcontractors that are not DMBE-certified small businesses. When such business has been subcontracted to these firms and upon completion of the contract, the contractor agrees to furnish the purchasing office at a minimum the following information: name of firm, phone number, total dollar amount subcontracted, and type of product or service provided.
34. **STATE CORPORATION COMMISSION IDENTIFICATION NUMBER:** Pursuant to *Code of Virginia*, §2.2-4311.2 subsection B, an offeror organized or authorized to transact business in the Commonwealth pursuant to Title 13.1 or Title 50 is required to include in its proposal the identification number issued to it by the State Corporation Commission (SCC). Any offeror that is not required to be authorized to transact business in the Commonwealth as a foreign business entity under Title 13.1 or Title 50 or as otherwise required by law is required to include in its proposal a statement describing why the offeror is not required to be so authorized.
 35. **SUBCONTRACTS:** No portion of the work shall be subcontracted without prior written consent of the purchasing agency. In the event that the contractor desires to subcontract some part of the work specified herein, the contractor shall furnish the purchasing agency the names, qualifications and experience of their proposed subcontractors. The contractor shall, however, remain fully liable and responsible for the work to be done by its subcontractor(s) and shall assure compliance with all requirements of the contract.
 36. **WARRANTY (COMMERCIAL):** The contractor agrees that the goods or services furnished under any award resulting from this solicitation shall be covered by the most favorable commercial warranties the contractor gives any customer for such goods or services and that the rights and remedies provided therein are in addition to and do not limit those available to the Commonwealth by any other clause of this solicitation. A copy of this warranty should be furnished with the proposal.
 37. **WARRANTY AGAINST SHUTDOWN DEVICES:** The contractor warrants that the equipment and software provided under the contract shall not contain any lock, counter, CPU reference, virus, worm, or other device capable of halting operations or erasing or altering data or programs. Contractor further warrants that neither it, nor its agents, employees, or subcontractors shall insert any shutdown device following delivery of the equipment and software.
 38. **WORK SITE DAMAGES:** Any damage to existing utilities, equipment or finished surfaces resulting from the performance of this contract shall be repaired to the Commonwealth's satisfaction at the contractor's expense.

ATTACHMENT 1 – Written Pre-Proposal Question Form

Project: Residential Network Subscription Services
Longwood University
Farmville, Virginia

Attention: James E. Simpson, CPPB, VCO
Director Materiel Management
Longwood University
201 High Street, Bristow Hall, Room 218
Farmville, Virginia 23909-1896
Phone: 434-395-2093 | Fax: 434-395-2246 | Email: simpsonje@longwood.edu

The following question(s) are against RFP#214-14-ResNet:

<u>Section, Page, Line(s)</u>	<u>Question</u>
-------------------------------	-----------------

All questions shall be received by **12 noon, September 20, 2013**. All responses to questions will be made by an addendum, if necessary.

Question(s) submitted by:

Name _____	Company _____
Phone # _____	Fax # _____

ATTACHMENT 2 – Offeror Data Sheet

A. Qualification: The offeror must have the capability and capacity in all respects to satisfy fully all of the contractual requirements.

B. Offeror's Primary Contact: Name: Debbie Jones Phone: 540-984-5171

C. Years in Business: Indicate the length of time you have been in business providing this type of good or service:

111 Years Months

D. Indicate below a listing of at least three (3) current or recent accounts, either commercial or government that your company is servicing, has serviced or has provided similar services. Include the length of service and the name, email address, and telephone number of the point of contact.

1. Company: Shenandoah University

Contact: Quaiser Absar

Phone: (540) 665-4937 Fax: ()

Email: qabsar@su.edu

Dates of Service: February 2010 to current

2. Company: Franklin County Public Schools

Contact: George Washington

Phone: (540) 483-5128 Fax: ()

Email: George.washington@frco.k12.va.us

Dates of Service: July 2011 to current

3. Company: Hampden Sydney College

Contact: Ed Palmertree

Phone: (434) 223-6021 Fax: (434) 223-6344

Email: epalmertree@hsc.edu

Dates of Service: 2006 to current

I certify the accuracy of this information.

Signed: Deborah Jones

Title: Account Representative, Fiber Sales

Date: 10/3/13

Definitions

Small Business: "Small Business" means an independently owned and operated business which, together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years. Note: This shall not exclude DMBE-certified women- and minority-owned businesses when they have received DMBE small business certification.

Women-Owned Business: Women-owned business means a business concern that is at least 51% owned by one or more women who are citizens of the United States or non-citizens who are in full compliance with United States immigration law, or in the case of a corporation, partnership or limited liability company or other entity, at least 51% of the equity ownership interest is owned by one or more women who are citizens of the United States or non-citizens who are in full compliance with United States immigration law, and both the management and daily business operations are controlled by one or more women who are citizens of the United States or non-citizens who are in full compliance with the United States immigration law.

Minority-Owned Business: Minority-owned business means a business concern that is at least 51% owned by one or more minority individuals or in the case of a corporation, partnership or Limited Liability Company or other entity, at least 51% of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals and both the management and daily business operations are controlled by one or more minority individuals.

All small businesses must be certified by the Commonwealth of Virginia, Department of Minority Business Enterprise (DMBE) by the due date of the solicitation to participate in the SWAM program. Certification applications are available through DMBE online at www.dmbv.virginia.gov (Customer Service).

Offeror's Name: _____

Preparer Name: _____ Date: _____

Instructions

- A. If you are certified by the Department of Minority Business Enterprise (DMBE) as a small business, complete only Section A of this form. This shall not exclude DMBE-certified women-owned and minority-owned businesses when they have received DMBE small business certification.
- B. If you are not a DMBE-certified small business, complete Section B of this form. For the bidder to receive credit for the small business subcontracting plan evaluation criteria, the bidder shall identify the portions of the contract that will be subcontracted to DMBE-certified small business in this section. Points will be assigned based on each bidder's proposed subcontracting expenditures with DMBE certified small businesses for the initial contract period as indicated in Section B in relation to the bidder's total price.

Section A

If your firm is certified by the Department of Minority Business Enterprise (DMBE), are you certified as a (check only one below):

_____ Small Business
_____ Small and Women-owned Business
_____ Small and Minority-owned Business

Certification Number: _____
Certification Date: _____

Section B

Populate the table below to show your firm's plans for utilization of DMBE-certified small businesses in the performance of this contract. This shall not exclude DMBE-certified women-owned and minority-owned businesses when they have received the DMBE small business certification. Include plans to utilize small businesses as part of joint ventures, partnerships, subcontractors, suppliers, etc.

Plans for Utilization of DMBE-Certified Small Businesses for this Procurement

Small Business Name & Address DMBE Certificate #	Status If Small Business Is also: Women (W) Minority (M)	Contact Person, Telephone & Email	Type of Goods and/or Services	Planned Involvement During Initial Period of the Contract	Planned Contract Dollars During Initial Period of the Contract
BROADBAND DESIGN SERVICES, LLC Doing Business As: 754 WARRENTON RD, STE 113, #117 FREDERICKSBURG, VA 22406 SWAM# 705324 Expires 04-08-2016	Small Business Status	Contact: KATHERINE HOOD Phone: (540)322-3951 KHOOD@8BDSLLC.NET	Telecommunication Design, Consulting and Engineering	Initial involvement to include assessment and documentation of existing campus cabling and facilities for campus Internet service delivery.	\$2,000 - \$10,000
Totals \$					

ATTACHMENT 4 – Longwood LancerTV Channel Line-Up

2	Channel Guide	33	CNBC
3	Local Access	34	MSNBC
4	C-SPAN	35	TNT
5	HSN	36	TBS
6	CBS – WTVR (Richmond)	37	TCM
7	FOX – WRLH (Richmond)	38	USA
8	ABC – WRIC (Richmond)	39	FX
9	PBS – WCVE (Roanoke)	40	Spike
10	QVC	41	A&E
11	PBS – WCVW (Richmond)	42	FX Movie Channel
12	NBC – WWBT (Richmond)	43	Hallmark Channel
13	ABC – WSET (Lynchburg)	44	ABC Family
14	The CW – WUPV (Richmond)	45	Disney Channel
15	INSP	46	Disney XD
16	ION – WPXR (Lynchburg)	47	Nickelodeon
17	The Weather Channel	48	TV Land
18	C-SPAN2	49	Travel Channel
19	TBN	50	Oxygen
20	Res Life Cinema Movie Channel	51	AMC
21	MTV2	52	truTV
22	Style	53	Comedy Central
23	ESPN	54	TLC
24	ESPN 2	55	HGTV
25	ESPN Classic	56	Discovery Channel
26	CSN	57	Bravo
27	FOX Sports 1	58	Animal Planet
28	Outdoor Channel	59	History
29	Lifetime	60	Food Network
30	Fox News Channel	61	National Geographic
31	CNN	62	Syfy
32	HLN	63	BET
		64	CMT
		65	MTV
		66	VH1
		67	Cartoon Network
		68	GAC
		69	EI
		70	Golf Channel
		71	Longwood Information Channel
		72	Longwood Information Channel

ATTACHMENT 5 – Cable TV Outlet Locations

Residence Halls:

Coax cable TV outlets are part of the standard jack in residence hall rooms. There is one cable TV outlet in each room.

There is at least one cable TV outlet in each residence hall lounge location and sometimes in other general purpose rooms.

Apartments:

Coax cable TV outlets are located in the living room and each bedroom of the apartments.

Student Services Buildings:

There are numerous cable TV outlets throughout buildings providing services for students, such as Lankford Student Union, Dorrill Dining Halls, and limited spaces for student services in several other buildings.

Athletic Complexes:

Cable TV outlets are installed in various locations in athletic complexes, such as the University Fitness Center.

Academic Buildings:

One coax cable TV outlet is located in each classroom and lab of each academic building. A number of faculty offices have a cable TV outlet installed.

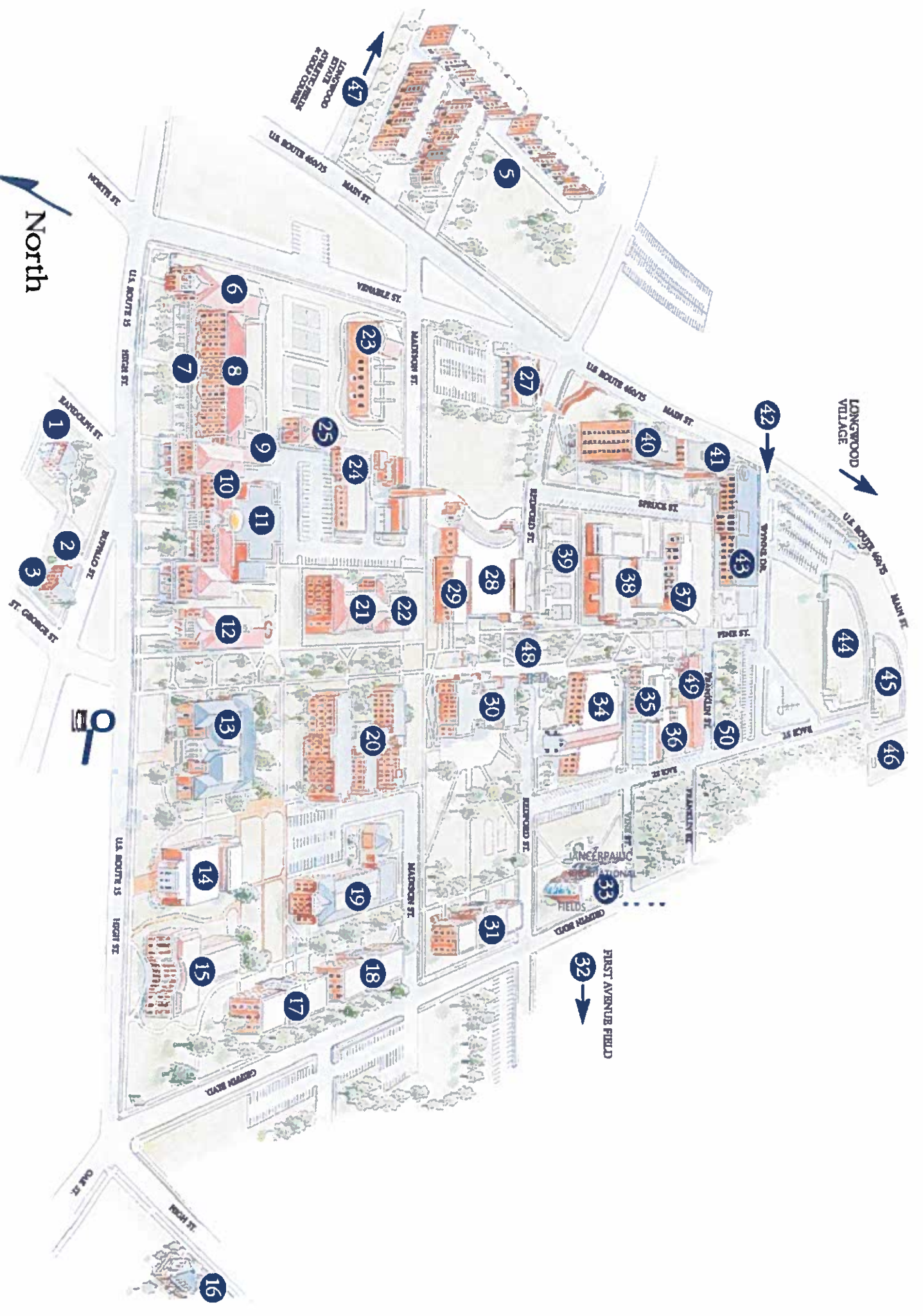
Administrative Buildings:

Cable TV outlets are located in some designated locations in administrative buildings.

The exact number of outlets is unknown, but the volume is estimated to be about 2,400 total. The most heavily used outlets are in the residence halls and apartments, about 2,300 of the total, during the major semesters – 9 months of the year. During the summer months, the number of “in use” outlets drops to about 300 total.



North



LONGWOOD
VILLAGE
ARROW

LONGWOOD
VILLAGE
ARROW

FIRST AVENUE FIELD
ARROW

Longwood University Directory

(Residence halls are at the end of the list.)

Admissions Office (Crafts House)	3	Lancer Field	46
Assessment & Institutional Research	50	Lankford Student Union	30
Athletic Department (Tabb Hall)	8	Lancer Café, Post Office	
Barlow Hall	25	Longwood Center for the Visual Arts (LCVA) (Main & Third Streets)	4
Registrar		Longwood Estate	47
Baseball Field (Buddy Bolding Stadium)	44	Athletic Fields, Golf Course	
Bedford Hall	36	Longwood House	
Art, Bedford Auditorium		Longwood Landings	5
Blackwell Hall	11	Barnes & Noble Campus Bookstore	
Prince Edward & Virginia rooms		Residence Hall	
Bristow Hall	27	Ruffner Hall	10
Physical Plant Operations/Materiel Mgmt.		Academic Affairs	
Campus Bookstore/Barnes & Noble	5	Cook-Cole College of Arts & Sciences History, Political Science & Philosophy Liberal Studies Mathematics & Computer Science	
Center for Communication Studies & Theatre	49	Psychology	
Chichester Science Center	15	Sociology, Anthropology & Criminal Justice	
Natural Sciences		Cormier Honors Program	
Colonnade (Joanie on the Pony)	7	Graduate Studies	
Cormier Honors College (Wheeler Hall)	17	Small Business Development Center	42
Coyner Hall	22	Longwood University Real Estate Foundation	
Information Technology		Softball Field	45
Real Property Management		Stevens/McCorkle/Jeffers Hall	19
Crafts House	3	Capital Planning & Construction	
Admissions Office, Campus Tours		Clean VA Waterways/Sustainability	
Dorrill Dining Hall	28	International Affairs	
Campus Police & Public Safety		Nursing	
Information & Visitor Center		University Inn Bed & Breakfast	16
First Avenue Field	32	Varsity Tennis Courts	39
Graham Hall	24	Visitor Parking	
Disability Support Services		Crafts Lot	2
Parking, Printing Services		Parking Garage - Redford Street	48
Grainger Hall	12	Willetts Hall	38
English, Modern Languages		Health, Recreation & Kinesiology	
Greenwood Library	34	Lancer Gymnasium & Pool	
Academic Support Center		Wygall Hall	35
Hardy House	1	Music, Molnar Recital Hall	
Conferences, Facility Scheduling			
Internal Auditor			
Health & Fitness Center	43		
Campus Recreation			
Counseling Center, Student Health			
Heating Plant	23		
Hiner Hall	21		
College of Business & Economics			
Hull Education Center	37		
College of Education & Human Services			
Iler Hall	29		
Environmental Health & Safety, ROTC			
Jarman Hall	14		
Jarman Auditorium			
Lancaster Hall	13		
Academic Advising/Career Center			
Administration, Office of the President			
Alumni Office, Cashier/Student Accounts			
Financial Aid, Human Resources			
Student Affairs/Housing			
University Advancement			

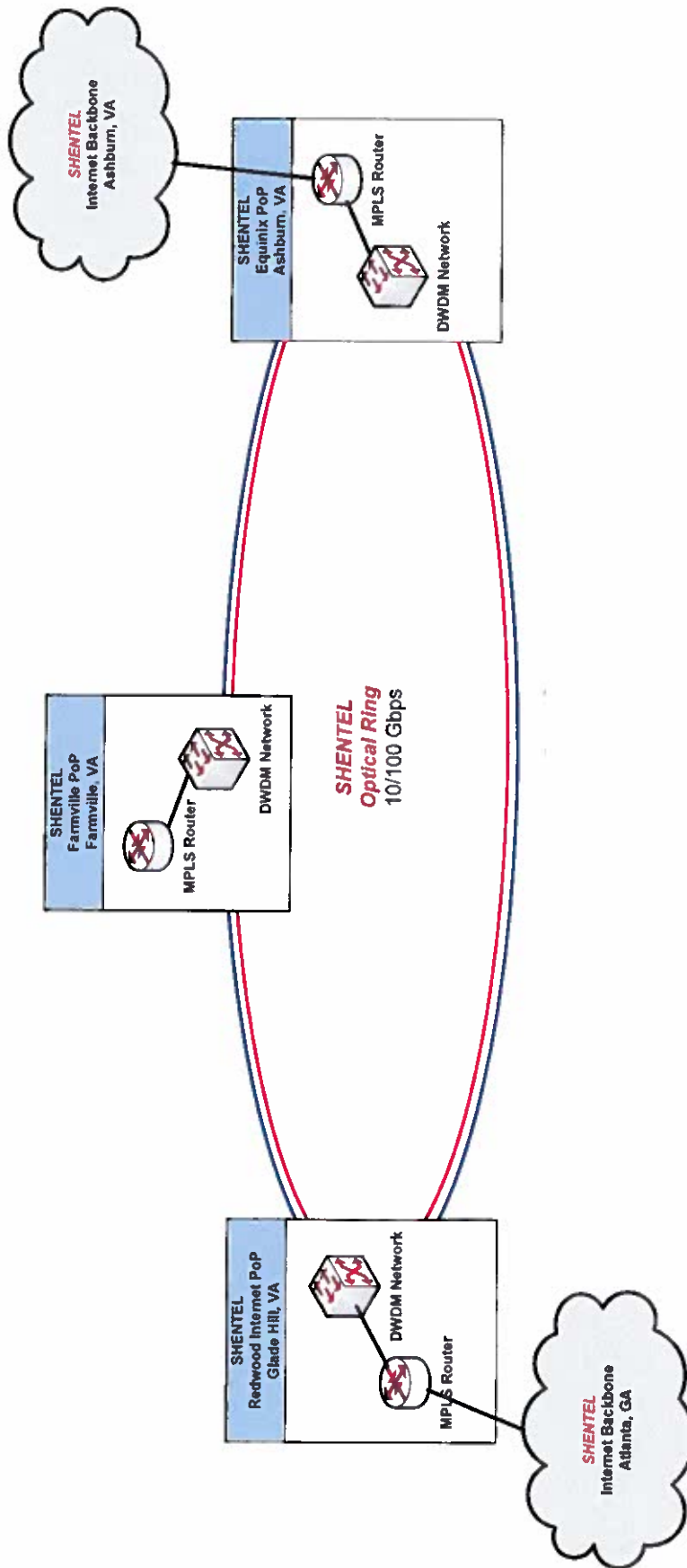
On-Campus Residence Halls

ARC Residence Hall	33
Cox Residence Hall	18
Cunningham Residence Hall	20
Curry Residence Hall	40
Frazer Residence Hall	41
French Residence Hall	6
South Ruffner Residence Hall	9
Stubbs Residence Hall	31
Wheeler Residence Hall	17

Off-Campus Apartment Communities

Lancer Park	(off-map: Grace St.)
Longwood Landings	5
Longwood Village	(off-map: Clark St.)

Customer: Longwood University – Internet Solution
Solution : Internet Backbone for On and Off Campus Housing
Location : Farmville Virginia
POP Site : Redwood Head End 425 Golden View Rd. Glade Hill, VA 24092
POP Site : Equinix, Ashburn, VA.



Legend

Dedicated Fiber Link
Fiber Buildout / X-connect
RJ-45

ONS 10G Wavelength(s)

Network Overview:

- Diverse Internet POP sites across 100 Gbps & 10 Gbps Optical Network Rings
- Farmville Head End is a POP on the Southern 10 Gbps Optical Ring
- All POP Sites have Cisco AS9K MPLS Routers and Diverse Routes

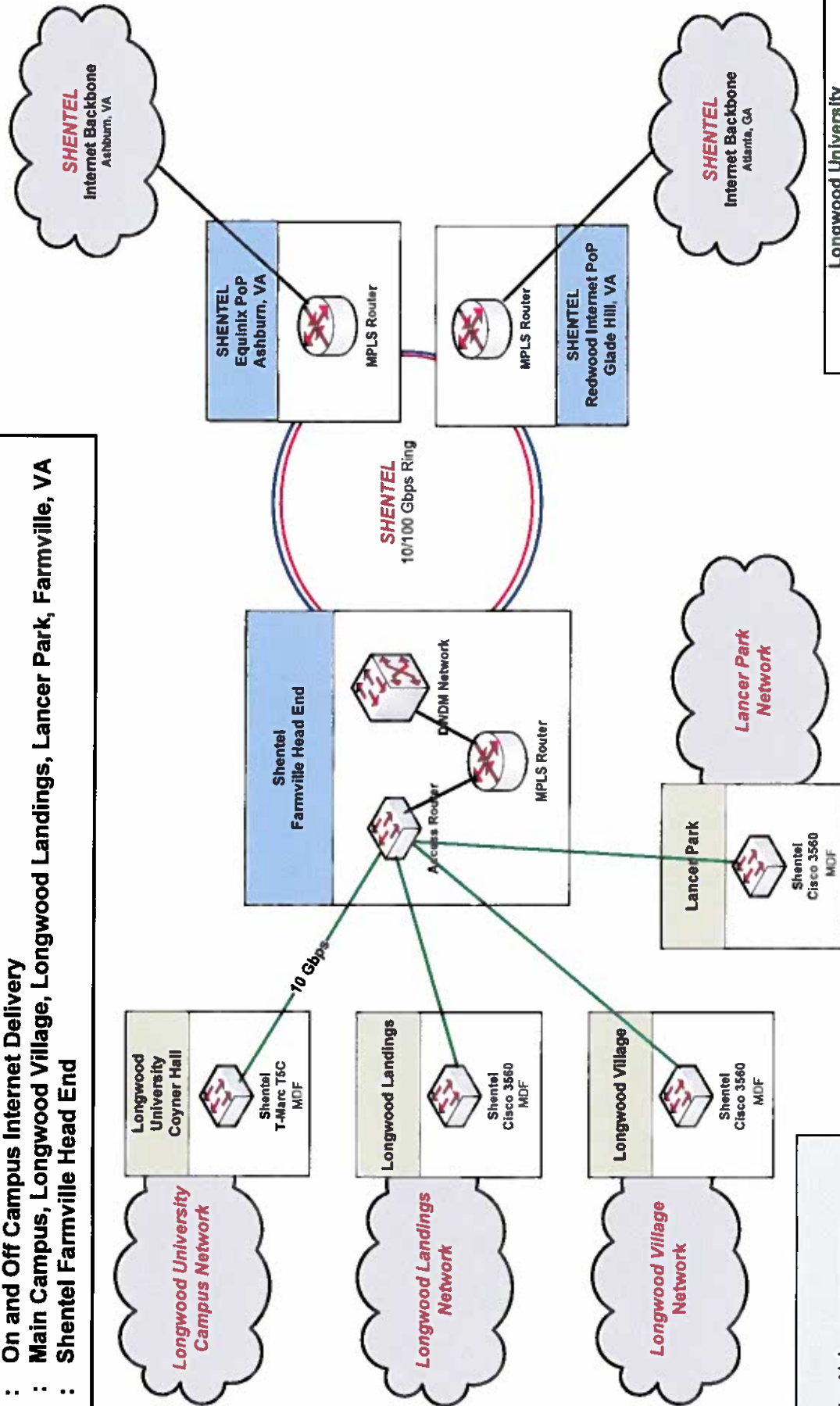
Longwood University

Issue:	01	Drawn By:	JES	Date:	09/30/13
DESC:	0100-01				

Internet Backbone



Customer: Longwood University
Solution : On and Off Campus Internet Delivery
Location : Main Campus, Longwood Village, Longwood Landings, Lancer Park, Farmville, VA
POP Site : Shentel Farmville Head End



Legend

Dedicated Fiber Link
 Fiber Buildout / X-connect
 RJ-45
 ONS 10G Wavelength(s)

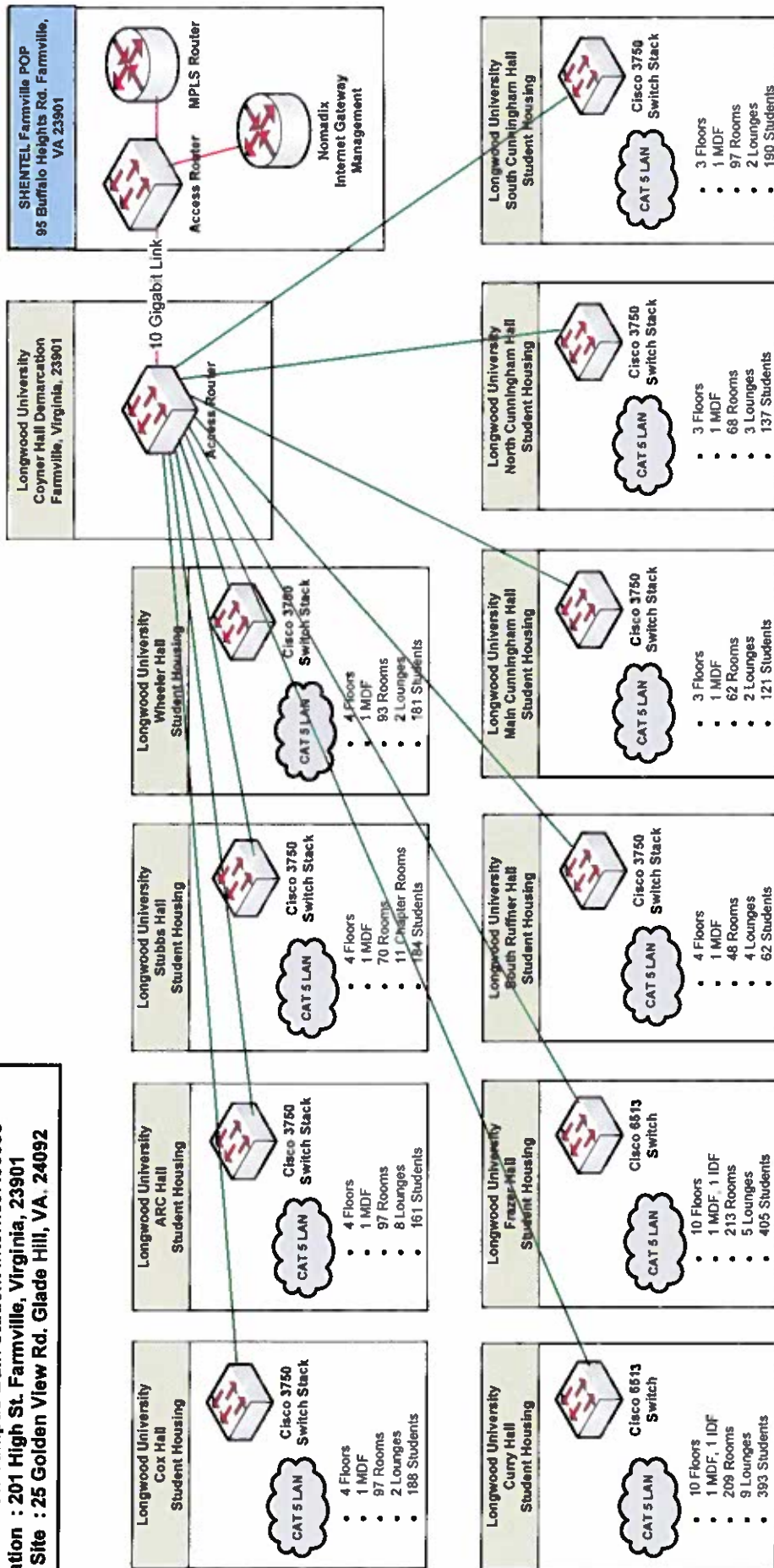
Longwood University			
Q46	01	0100-02	JTB
DESC	Internet Access On and Off Campus		
Issue No		09/00/13	
SHENTEL		SHENTEL	

Customer: Longwood University

Solution : On Campus Bulk Student Internet Access

Location : 201 High St. Farmville, Virginia, 23901

Pop Site : 25 Golden View Rd. Glade Hill, VA. 24092



SOLUTION DETAILS:

- Cisco ASR9K Internet Router located at Shentel Farmville head end.
- T-Marc T5C Layer 2/3 Ten Gigabit switch located at Shentel Farmville head end.
- T-Marc T5C Layer 2/3 Ten Gigabit switch located in Coyner Hall.
- Utilize Longwood University campus fiber to connect 9 residence halls to Coyner T-Marc T5C
- Utilize existing Cisco switch stacks in each residence hall.
- Incorporate Nomadix gateway management solution for access control, service provisioning, and billing interface.

Legend

Dedicated Fiber Link

Fiber Buildout / X-connect

RJ-45

ONS 10G Wavelength(s)

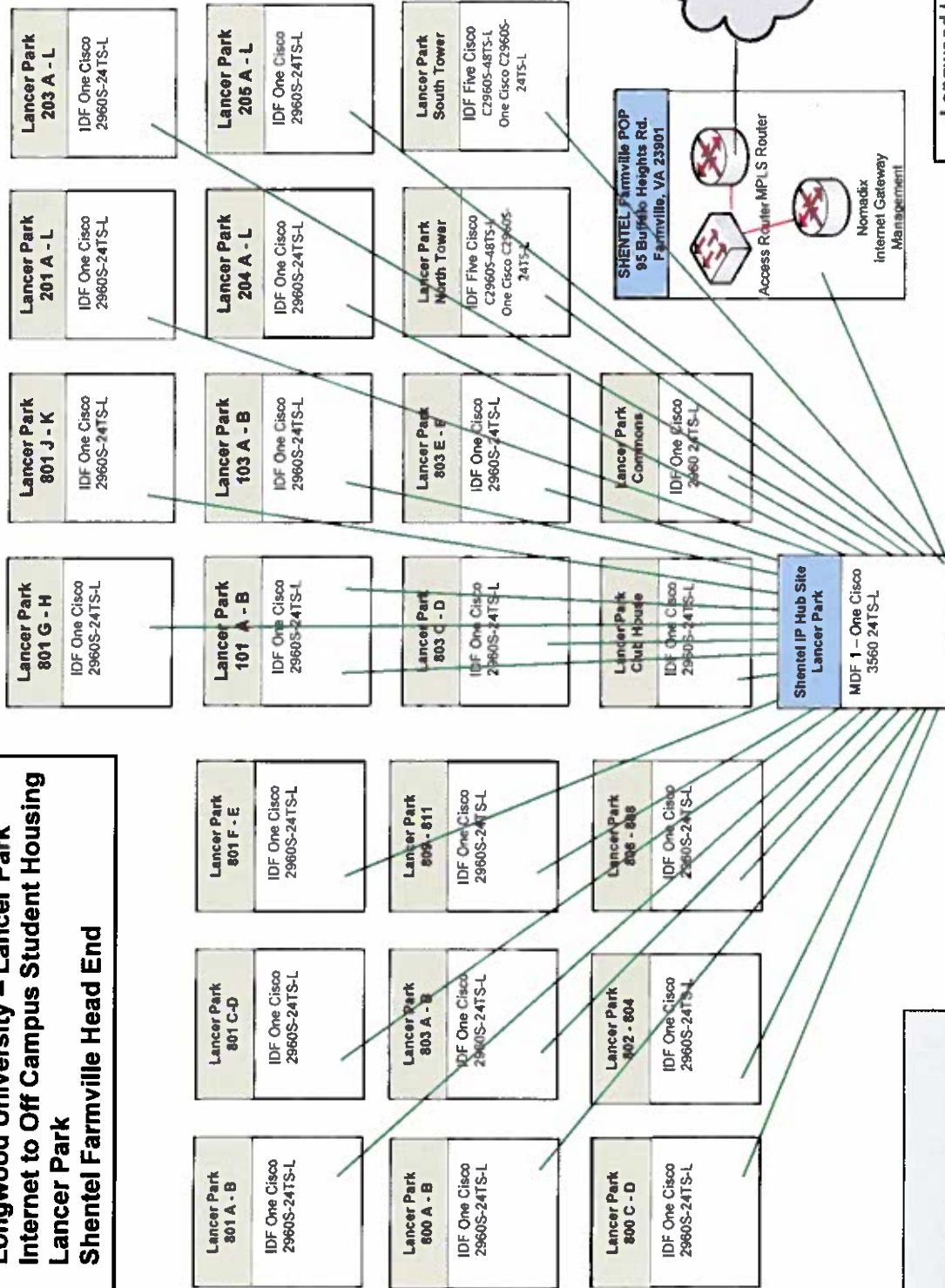
Longwood University

Project No: 0100-01
Drawn By: JES
Date: 09.17.13

On-Campus Bulk Student Internet Access

SHENTEL

Customer: Longwood University – Lancer Park
Solution : Internet to Off Campus Student Housing
Location : Lancer Park
PoP Site : Shentel Farmville Head End



Legend

- Dedicated Fiber Link
- Fiber Buildout / X-connect RJ-45
- ONS 10G Wavelength(s)

All buildings tied back to Hub Site with single mode fiber.
 Location uses RFOG for transport back to head end.
 712 Students



Shentel Farmville POP
 95 Buffalo Heights Rd.
 Farmville, VA 23001

Access Router MPLS Router

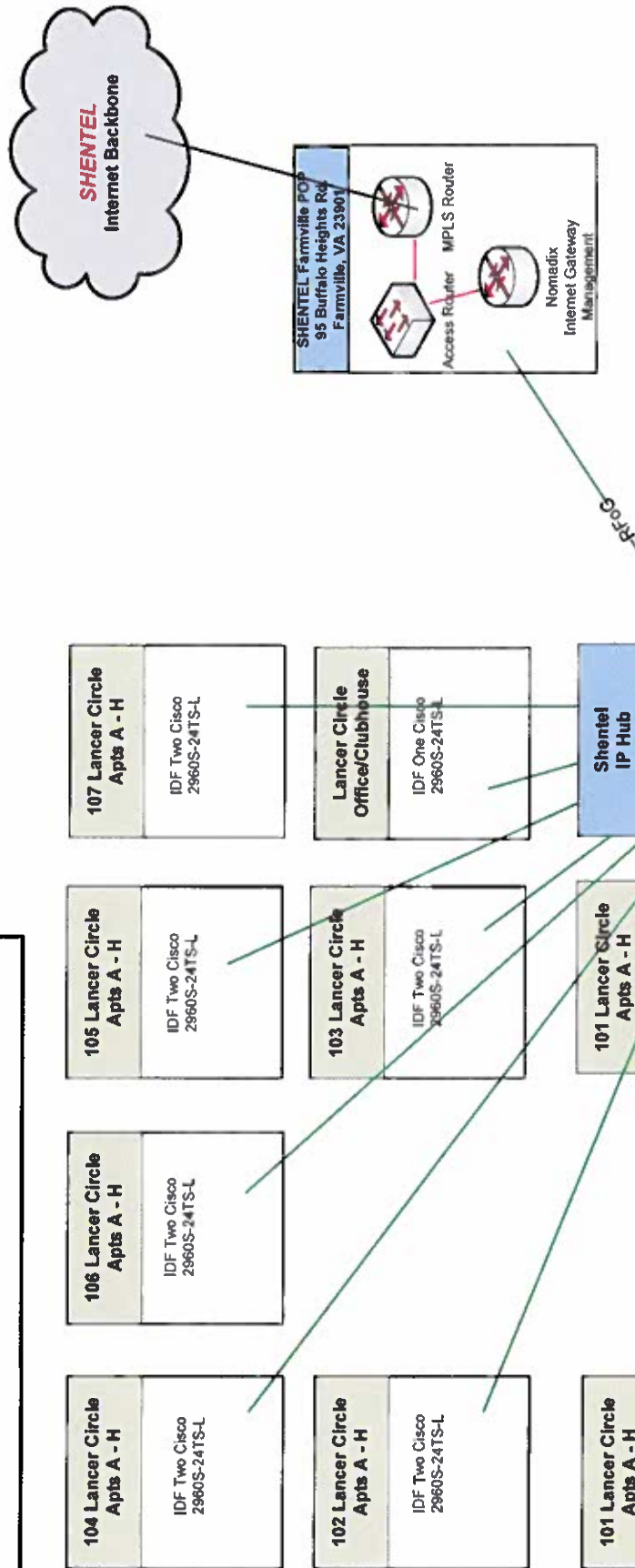
Normadix Internet Gateway Management

Longwood University – Lancer Park

Issue	01	Drawn By	JES	Date	09/30/13
DESC			Internet Access		

SHENTEL
 a world connected to you

Customer: Longwood University – Longwood Village
Solution : Internet to Off Campus Student Housing
Location : 101 to 107 Lancer Circle, Farmville, VA 23901
PoP Site : Shentel Farmville Head End



Legend

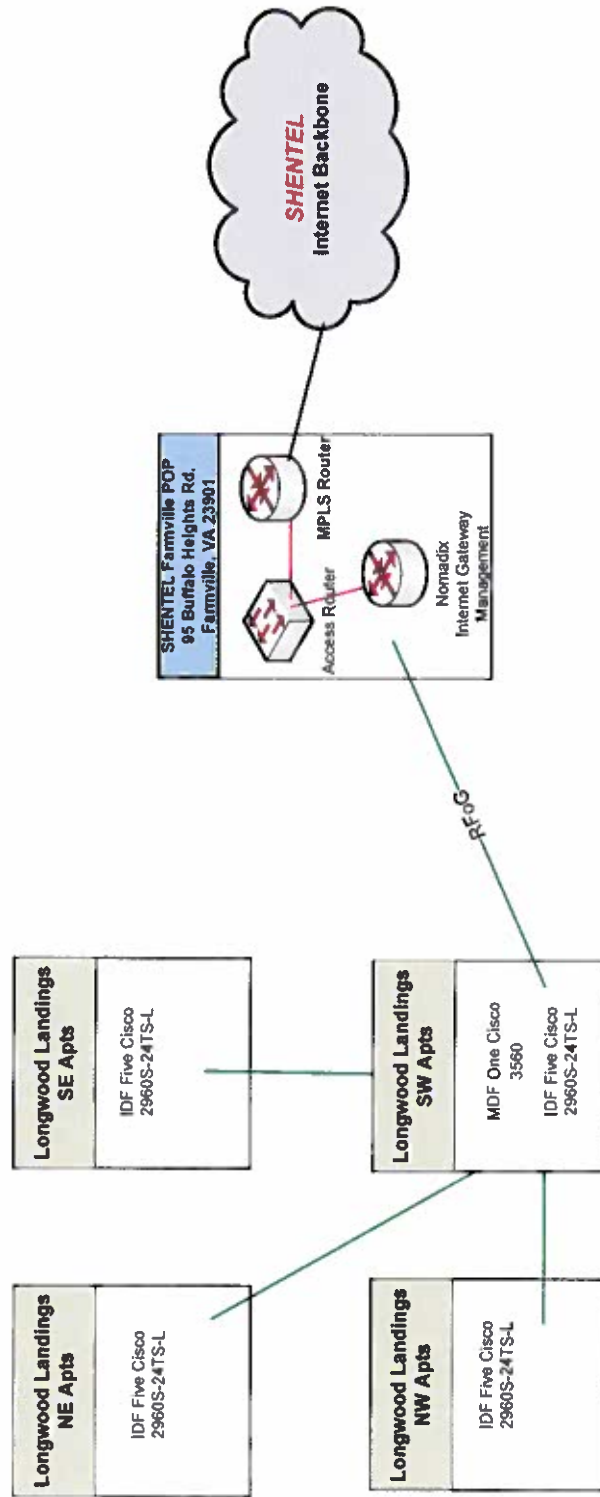
Dedicated Fiber Link
 Fiber Buildout / X-connect
 RJ-45

ONS 10G Wavelength(s)

Location uses RFoG solution for transport back to head end.
 282 Students


Longwood University – Longwood Village				
	Date	Created By	Created No	Issue
	01	0100-02	JTB	09/30/13
DESC			Internet Access	
			 SHENTEL A Lightstream Company	

Customer: Longwood University – Longwood Landings
Solution : Internet to Off Campus Student Housing
Location : 120 & 150 S. South St. and 120 & 121 Mid Town Ave. Farmville, VA 23901
PoP Site : Shentel Farmville Head End

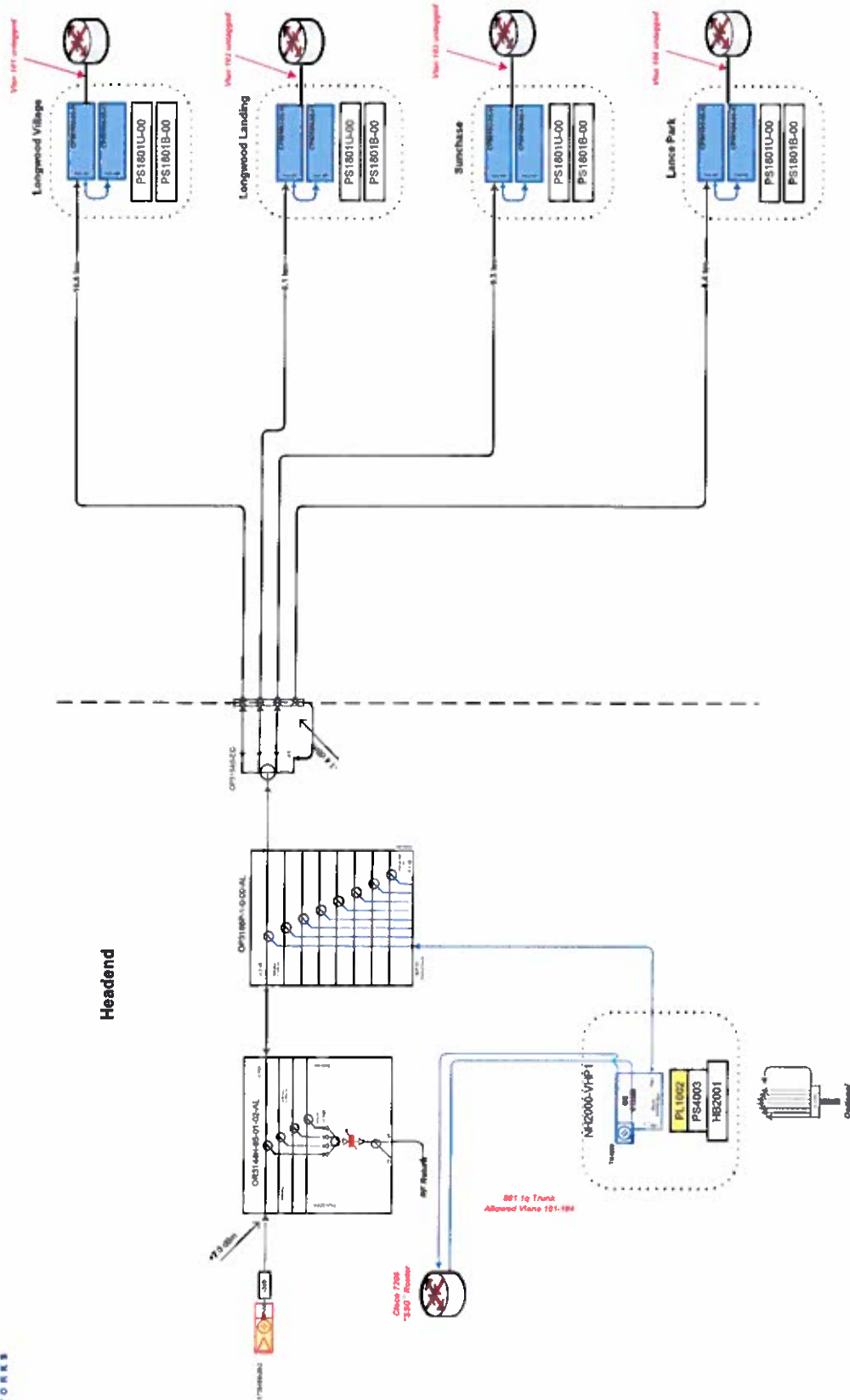


Legend	
	Dedicated Fiber Link
	Fiber Buildout / X-connect
	RJ-45
	ONS 10G Wavelength(s)

Location uses RFoG solution for transport back to head end.
408 Students

Longwood University – Longwood Landings			
Q: 01	Drawn By: 0100-02	Drawn No: JTB	Issue No: 09/20/13
DESC:		Internet Access	
 SHENTEL A high speed network for all			

Shentel/Farmville RFoG/GEPON



LancerTV

Channel Line-up

2 Channel Guide	29 Lifetime
3 Local Access	30 Fox News Channel
4 C-SPAN	31 CNN
5 HSN	32 HLN
6 CBS – WTVR (Richmond)	33 CNBC
6.1 CBS – WTVR HD	34 MSNBC
6.2 Antenna TV – WTVR D2	35 TNT
6.3 CBS 6 XTRA – WTVR D3	36 TBS
7 FOX – WRLH (Richmond)	37 TCM
7.1 FOX – WRLH HD	38 USA
7.2 My Network TV/This TV WRLH D2	39 FX
8 ABC – WRIC (Richmond)	40 Spike
8.1 ABC – WRIC HD	41 A&E
8.2 Live Well Network – WRIC D2	42 FX Movie Channel
9 PBS – WCVE (Roanoke)	43 Hallmark Channel
9.1 PBS – WCVE HD	44 ABC Family
10 QVC	45 Disney Channel
11 PBS – WCVW (Richmond)	46 Disney XD
11.1 PBS – WCVW HD	47 Nickelodeon
12 NBC – WWBT (Richmond)	48 TV Land
12.1 NBC – WWBT HD	49 Travel Channel
12.2 Me-TV – WWBT D2	50 Oxygen
13 ABC – WSET (Lynchburg)	51 AMC
13.1 ABC – WSET HD	52 truTV
13.2 RTV – WSET D2	53 Comedy Central
13.3 Weather Nation – WSET D3	54 TLC
14 The CW – WUPV (Richmond)	55 HGTV
14.1 The CW – WUPV HD	56 Discovery Channel
14.2 Bounce TV – WUPV D2	57 Bravo
15 INSP	58 Animal Planet
16 ION – WPXR (Lynchburg)	59 History
16.1 ION – WPXR HD	60 Food Network
16.2 QUBO – WPXR D2	61 National Geographic Channel
16.3 ION Life – WPXR D3	62 Syfy
16.4 ION Shop – WPXR D4	63 BET
17 The Weather Channel	64 CMT
18 C-SPAN2	65 MTV
19 TBN	66 VH1
20 Res Life Cinema Movie Channel	67 Cartoon Network
21 MTV2	68 GAC
22 Style	69 E!
23 ESPN	70 Golf Channel
24 ESPN 2	71 Longwood Information Channel
25 ESPN Classic	72 Longwood Information Channel
26 CSN	73 Longwood Information Channel
27 FOX Sports 1	74 NBC Sports
28 Outdoor Channel	

provided by

**SHENTEL**

Always connected to you

1-800-SHENTEL

Programming options subject to change due to programming agreements.



Longwood University Retail Premium Services

Network Retail Pricing

\$10.00 Internet 5m
\$20.00 Internet 10m
\$5.00 Static IP Address

Cable TV Retail Pricing

\$13.00 Digital Essentials
\$17.95 HBO
\$15.95 Showtime
\$13.95 Starz/Encore
\$14.95 Cinemax
A converter is required for all premium channels

Digital Essentials includes one digital converter.
\$5.95 Additional digital converters

\$10.95 HD Service (includes one converter)
\$5.95 3 or more additional Standard/HD converters

\$16.95 HD/DVR Converter - first converter
\$9.95 Additional HD/DVR converter

\$9.95 DVR Only converter
\$9.95 Additional DVR only converter

Cable Cards

Cable cards can be used in place of a converter. Cable cards can be rented only and not purchased.

\$1.50 Standard cable card
\$11.95 HD Cable card

Installation

\$49.95 Install (up to 2 outlets)
For any new or existing service that **requires** a technician to go inside premise to install equipment.
One charge per Service Order.



Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

☐ Check here if providing any customer information on reverse side.

LONGWOOD UNIVERSITY - TELECOM
201 HIGH ST
FARMVILLE VA 23069-1801

→ STATEMENT INFORMATION

Statement: 0000096038-002
Billing Date: 08/25/13
Due Date: 09/15/13
Total Amount Due: \$295.00
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014



9900000960380021130825000295000142

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-6:00pm
Saturday 9:00am-1:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

LONGWOOD UNIVERSITY - TELECOM

🔍 STATEMENT SUMMARY

Statement Information

Statement	0000096038-002
Bill Date	08/25/13
Due Date	09/15/13

Previous Charges

Previous Bill Amount	\$295.00
Payments Received	\$295.00 cr
Balance Forward	\$0.00

Current Charges

Special Circuit	\$295.00
Taxes & Surcharges	\$0.00
Total Current Charges	\$295.00

Total Amount Due \$295.00

Any unpaid balance is subjected to a \$5 late charge on 09/16/13

📢 IMPORTANT MESSAGES

How to Contact Shentel

There are two easy ways to contact Shentel:

Call 1-800-SHENTEL 1-800-(743-6835)

Customers receive exceptional customer service and support from Shentel's well-trained, courteous representatives by dialing the toll-free number. Customer service is available Monday through Friday, 8 a.m.-6 p.m. and Saturday 9 a.m.-1p.m.

Customers may visit www.shentel.com

Enter a zip code in the search box to find answers to most questions. Customers can shop any time for products and services like Phone, TV and High-Speed Internet. We are always connected to you.



*****SHENTEL THANKS YOU FOR YOUR BUSINESS!***

Please check box on front of page if providing any customer information below.

Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft
Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.

Billing Information

Shentel bills one month in advance for all recurring monthly charges at the start of your bill cycle. PPV, tolls and other miscellaneous charges are billed in arrears. Any changes made to your service during the month will be reflected in your next monthly billing. If you add or remove a service, you will see a prorated charge or credit applied to your regular billing. Charges for new services begin the day the service is installed.

Payment Policy

Payment is due by the due date indicated on the front of your bill. Unpaid balances are subject to a late fee. Balances not paid in full from the prior month are past due and could lead to disconnection of services. You may avoid any late fees or service interruptions by making sure payment is received on or before the due date. Please allow five (5) business days for payments made at local banks.

The following are accepted methods of payment:

ONLINE: www.shentel.com
MAIL: PO Box 37014, Baltimore MD 21297
PHONE: 1-800-SHENTEL
BANK DRAFT: See above
LOCAL BANKS: Refer to www.shentel.com or contact
Customer Service for locations
IN PERSON: Refer to www.shentel.com for locations

Reporting Service Problems

To reach Technical Support for any of your Shentel services call 24 hours a day, 7 days a week toll free 1-800-SHENTEL.

Disconnect Policy

Disconnection of services due to failure to pay may include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment **MUST** be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on the notice, you need to call our billing department to make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.

Information on Services

For inquiries on billing and service requests, please contact Customer Service by dialing 1-800-SHENTEL or via our website www.shentel.com.

Cable Television Service

Shentel offers standard and premium Video Television programming. Pricing is subject to all state and local taxes and fees. Availability and channels vary by location.

Personal Internet Access Service

Shentel offers state-of-the-art high-speed Internet access.

Personal Telephone Service

Shentel provides personal telephone service, local calling and long distance telephone service to customers within our service area. Pricing is subject to all state and local taxes and fees. Telephone service is not available in all areas. Please contact Customer Service for more information.



**Know what's below.
Call  before you dig.**

SPECIAL CIRCUIT

Service Charges for 447503 ID: SCCLUFRMLUDIA0015

Date	Description	Qty	Amount
08/25/13-09/24/13	5MB Ded Internet Access	295	\$295.00
Totals			\$295.00

447503 Total **\$295.00**



Shentel Escalation List

Operations Escalation

	Cell Phone	Office Phone
Tom Whitaker VP Shentel Cable	540.607.6165	540.984.5377
Bill Gilliam Director, East Operations	540.560.3745	434.455.1197
Robbie Johnston Manager, Field Ops	434.665.3461	434.455.1184
Rodney Orange Supervisor, Field Ops	434.315.4860	540.984.5101

Customer Service Escalation

	Cell Phone	Office Phone
Kevin Folk VP Customer Service	540.560.4650	540.984.5319
Tammy Sydqi Manager, Customer Service	304.673.0041	540.331.7874
Michael Saritelli Manager, Tech Support	540.481.3657	540.331.7298

Sales Escalation

	Cell Phone	Office Phone
Tom Whitaker VP Shentel Cable	540.607.6165	540.984.5377
James Funkhouser Manager, Business Development	540.975.0751	540.984.5181
Debbie Jones Account Representative	540.335.5250	540.984.5171

24-Hour Network Operations Center 1.800.768.5220



Shentel Price Proposal

Pricing assumes per unit for cable and per bed for internet:

Bundled Internet and Cable Pricing:

Longwood University Residence Halls and Foundation Properties

	Unit Count	Price Per Unit Per Month	60 Month Term Annual Rate	Price Per Unit Per Month	120 Month Term Annual Rate
Cable Fixed Rate	2371	\$3.00	\$85,356.00	\$3.00	\$85,356.00
Cable Variable Rate	2371	\$5.00	\$142,260.00	\$5.00	\$142,260.00
3.0 Internet	3273	\$9.00	\$353,484.00	\$8.50	\$333,846.00
Wireless	3273	\$4.00*	\$157,104.00*	\$3.50*	\$137,466.00*

Campus Only Internet and Cable Annual Pricing:

	Unit Count	Price Per Unit Per Month	60 Month Term Annual Rate	Price Per Unit Per Month	120 Month Term Annual Rate
Cable Fixed Rate	1946	\$7.00	\$163,464.00	\$5.00	\$116,760.00
Cable Variable Rate	1946	\$5.00	\$116,760.00	\$5.00	\$116,760.00
3.0 Internet	1858	\$13.00	\$289,848.00	\$12.00	\$267,552.00
Wireless	1858	\$4.00*	\$89,184.00	\$3.50*	\$78,036.00

Apartment Complexes Internet and Cable Annual Pricing:

	Unit Count	Price Per Unit Per Month	60 Month Term Annual Rate	Price Per Unit Per Month	120 Month Term Annual Rate
Cable Fixed Rate	425	\$15.00	\$76,500.00	\$13.00	\$66,300.00
Cable Variable Rate	425	\$5.00	\$25,500.00	\$5.00	\$25,500.00
3.0 Internet	1415	\$13.50	\$229,230.00	\$12.50	\$212,250.00
Wireless	1415	\$6.00*	\$101,880.00	\$4.00*	\$67,920.00

* Wireless rate is in addition to internet rate and can be opted out of bundled package without rate changes to other services.

Annual pricing based on units defined in the RFP section III.A.

Cable pricing includes EAS integration on campus and the Foundation Properties.

This proposal assumes that the "cable variable rate" prices will only be increased to cover additional costs that are passed on to Shentel from programmers. Upon request, we will provide proof of the additional costs and will not mark them up.

Optional service pricing on page two.

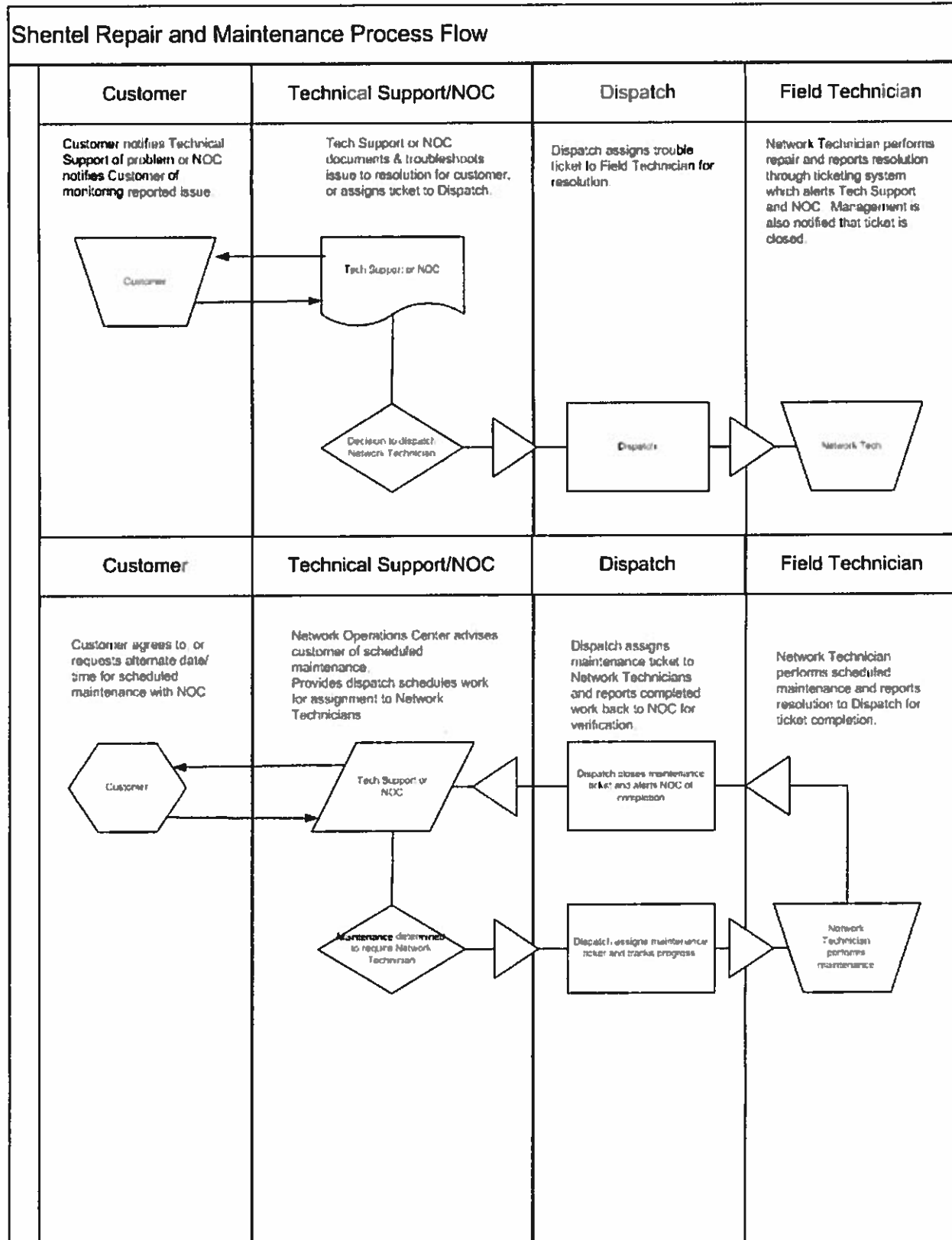
Option Service Pricing:

10MB Point-to-Point Circuits back to Coyner Hall

	60 Month Term	120 Month Term
Longwood Landing	\$499	\$450
Longwood Village	\$499	\$450
Old VDOT Building	\$499	\$450

Additional circuits and bandwidth are negotiable.

Shentel's maintenance and repair process overview.



Getting Started: Self Sign Up

Address Search

Please enter your street address or property information to continue.
City and state are also required.

Street Address

Street # Street Name Apt #

-OR-

Property Information

Property Name

City, State

Select City, State ▼

Clear

Search

Verify Your Address

Select your address

- ☐ LANCER PARK, 101 CLUBHOUSE CIR APT. A FARMVILLE, VA 23901
- ☐ LANCER PARK, 101 CLUBHOUSE CIR APT. B FARMVILLE, VA 23901
- ☐ LANCER PARK, 102 CLUBHOUSE CIR APT. A FARMVILLE, VA 23901
- ☐ LANCER PARK, 102 CLUBHOUSE CIR APT. B FARMVILLE, VA 23901
- ☐ LANCER PARK, 103 CLUBHOUSE CIR APT. A FARMVILLE, VA 23901
- ☐ LANCER PARK, 103 CLUBHOUSE CIR APT. B FARMVILLE, VA 23901
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- ☐ LANCER PARK, 105 CLUBHOUSE CIR APT. A FARMVILLE, VA 23901
- ☐ LANCER PARK, 105 CLUBHOUSE CIR APT. B FARMVILLE, VA 23901
- ☐ LANCER PARK, 107 CLUBHOUSE CIR APT. A FARMVILLE, VA 23901
- ☐ LANCER PARK, 201 CLUBHOUSE CIR APT. A FARMVILLE, VA 23901
- ☐ LANCER PARK, 201 CLUBHOUSE CIR APT. B FARMVILLE, VA 23901
- ☐ LANCER PARK, 201 CLUBHOUSE CIR APT. C FARMVILLE, VA 23901
- ☐ LANCER PARK, 201 CLUBHOUSE CIR APT. D FARMVILLE, VA 23901
- ☐ LANCER PARK, 201 CLUBHOUSE CIR APT. E FARMVILLE, VA 23901
- ☐ LANCER PARK, 201 CLUBHOUSE CIR APT. F FARMVILLE, VA 23901
- ☐ LANCER PARK, 201 CLUBHOUSE CIR APT. G FARMVILLE, VA 23901

Select New Service

Select the services you want

Selected Address: LANCER PARK, 201 CLUBHOUSE CIR APT. 1 FARMVILLE, VA 23901

Internet services below have not yet been subscribed to. For additional cable TV service available at your complex, call Customer Service at 800.743.6835, option 1.


First bill will include monthly service charges for premium services prorated from the date of installation to your billing date, plus billing in advance for the next month's service.

Plans	Price
<input type="checkbox"/>  3.0Mbps Internet Service	\$0.00
<input type="checkbox"/>  5.0Mbps Internet Service	\$9.99

* If your property has cable services available, you may click [here](#) to view your channel lineup.

[Back](#)[Clear](#)[Continue](#)

Order Summary

Order Summary		
Items	Description	Amount
1	 3.0Mbps Internet Service	\$0.00
Total Amount		\$0.00

[Back](#) [Confirm](#)

- Premium internet services are based upon a monthly rate. A one month service minimum and applicable taxes apply.
- Upon initiation of Internet service, subscriber agrees to Shentel's Acceptable Use Policy found at www.shentel.com.

Information Entry

Please Enter Your Details

* required fields

Personal Info

* First Name

Middle Initial

* Last Name

* Billing Address

☐ Same as Service Address

* City

* State

STATE ▼

* Zip

Contact Info

* Contact Name

* Contact Address

☐ Same as Service Address

* City

* State

STATE ▼

* Zip

Page 5 of 6

Account Access Setup

* Security Password (Letters and/or numbers, 6 to 20 characters)

You will be asked to verify this password when making changes to your account.

* Online Access User Id (Letters and/or numbers, 6 to 20 characters)

For online access to view / pay bills.

* Online Access Password (Letters and/or numbers, 6 to 20 characters)

* Re-Type Password

* Sign Up for Paperless Bill ? ☐ Yes ☐ No

3.0Mbps Internet Service

Internet Login information

* Username (Letters and/or numbers, 6 to 20 characters)

* Password (Letters and/or numbers, 6 to 10 characters)

* Re-Type Password

* Mother's Maiden Name

Back

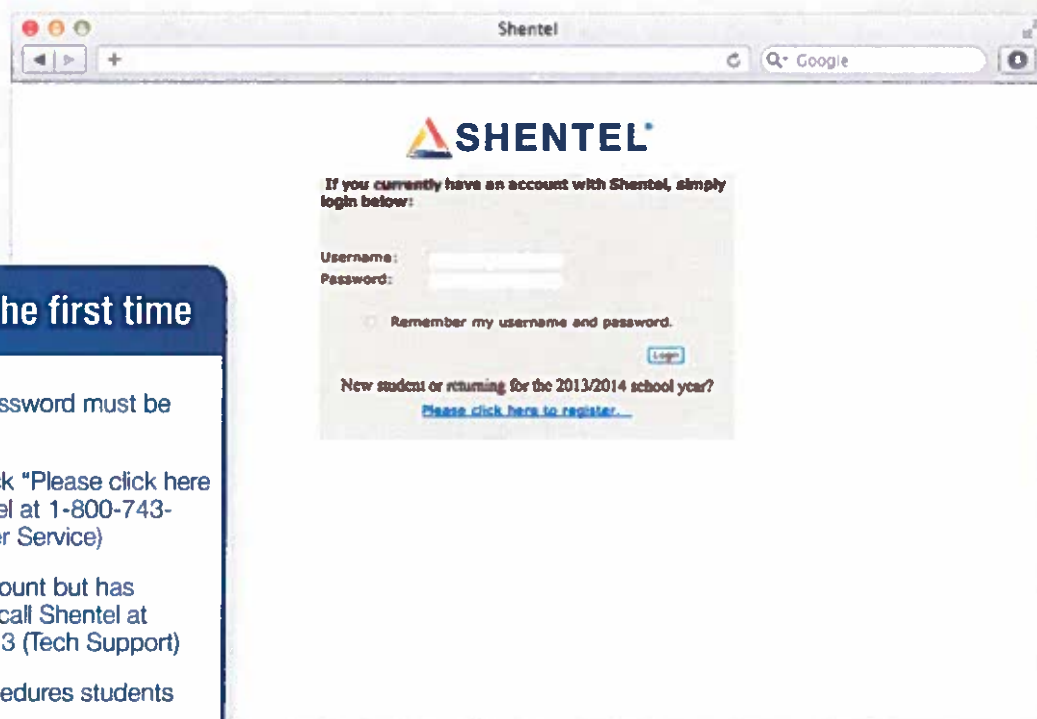
Clear

Continue

Quick Tips for Shentel Internet

How to login for the first time

- A new username and password must be created every year.
- To create an account click "Please click here to register." or call Shentel at 1-800-743-6835, option 1 (Customer Service)
- If the student has an account but has forgotten the password, call Shentel at 1-800-743-6835, option 3 (Tech Support)
- These are the same procedures students followed in the past.



Shentel

SHENTEL®

If you currently have an account with Shentel, simply login below:

Username:

Password:

☐ Remember my username and password.

New student or returning for the 2013/2014 school year?
[Please click here to register...](#)

Common Issues

- Is the customer connected to the correct jack in the bedroom. Internet access via Ethernet is only available in the bedrooms.
- When students log-in for the first time make sure they use the LAN connection on their computer/ or router.
- Has the student registered for the new school year? Every student must re-register each year. Log-in information from previous years will not allow access.
- Once students login they should not have to log-in again unless they are using a new device. If a device has not been used for an extended period of time, it may also require log-in information to be entered again.
- To reset a password, students need to contact the Shentel customer service department at 1-800-SHENTEL. Hours are Monday-Friday 8-6pm and Saturday 9am-1pm.



FAQ for Authentication in Farmville

Q. How do I recover my password?

A. Passwords are not recoverable. Passwords can be reset by calling 1-800-SHENTEL and speaking with one of our friendly Customer Service staff members.

Q. I may have an existing account, but I cannot recall my log in. What can I do?

A. Call 1-800-SHENTEL and speak with one of our friendly Customer Service staff members. They will help determine if an prior account does exist and provide you with the information necessary to get you surfing the Web as quickly as possible.

Q. How do I log out of a session?

A. Go to the navigation bar of your web browser. This is located at the top of your web browser and is typically used to enter web site addresses such as <http://www.shentel.com>. Enter 1.1.1.1 into the text box and hit enter. This will end your current user session. The next attempt to use the internet will result in a new log in prompt.

Q. I am using an email client such as Outlook, Outlook Express, or Thunderbird and my email will not load.

A. It is possible that there is no active internet session associated to your username. Try opening you Web browser. If you are prompted for your username and password, enter your information as usual. This will begin the active session necessary for your mail client to connect.

Q. I am using a gaming console that has no Web browser, how can I log in?

A. If you are using a home router then your PC can log in to start a session and it will associate the session to that router. This could result in slower speeds because you are sharing your internet connection between two devices.

If no router is present then you can give our Technical Support department a call at 1-800-SHENTEL. Our staff would be happy to provide alternative technical solutions for your gaming console needs.

Q. Why am I prompted to log in again once every minute?

A. Check to make sure you do not have an active session on another device, such as a gaming console, a router, or another computer. We only allow a single user to have one active session per username. If you do not find the additional session, please contact our Technical Support staff at 1-800-SHENTEL for assistance.