

Checklist and Submission Guidelines

This checklist is provided to help you conform to all form/document requirements stipulated in this solicitation and attached herein.

(This is not a required form, it is not necessary to return this checklist with your proposal.)

Understanding the RFP Proposal 11.3 () TETQq0 G(es and) 13 () -4(at)8(t)-4(a)13(c)

Completed

Read entire RFP document, appendices and attachments

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I. INTRODUCTION

The Austin Independent School District (herein after referred to as “Austin ISD”, “AISD” or the “district”) is seeking proposals from firms qualified and experienced in providing Internet Access Service–Commodity Bandwidth to **AISD North Campus locations**. Being a legal method of procurement for school districts in Texas, AISD would like to utilize current platforms to engage suppliers.

Responsive

In order for a proposal to be responsive:

ALL required forms listed above shall be signed and included with proposal;
Proposal shall be received prior to the RFP opening date at the address listed on the cover page;
Proposal shall respond to the entire scope of service and performance requirements as requested.

Responsible

In order for a proposal to be responsible, the contractor shall be in good financial standing with the Texas Comptroller of Public Accounts.

V. COMPETITIVE SELECTION / EVALUATION

- A. This is a NEGOTIATED procurement and as such, award will not necessarily be made to the offeror submitting the lowest priced proposal. Award will be made to the firm submitting the best responsive proposal satisfying AISD’s requirements, price and other factors considered.

Points	Item	Detailed Description
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- B. The committee evaluating the proposals submitted in response to this RFP may require any or all contractors to give an oral presentation in order to clarify or elaborate on their proposal as well as to provide a demonstration. Upon completion of oral presentations or discussions, contractors may be requested to revise any or all portions of their proposals and submit a best and final offer (BAFO) for consideration.
- C. If the district determines that additional evaluation steps are required to determine the best value between Contractors, the district reserves the right to consider any or all of the following additional criteria; the proposed price, contractor’s experience, references and record for responsibility, or any other relevant factor that the district deems necessary to determine best value.

VI. SCOPE OF SERVICE AND PERFORMANCE REQUIREMENTS

Term

The agreement(s) resulting from this solicitation will be in effect for an initial term of one (1) year from the date of award by the Board of Trustees, or such date established by the agreement. The parties by mutual consent may renew the agreement for up to three (3) additional one (1) year periods. In addition, the district reserves the right to extend the contract for an additional time beyond the final expiration date if necessary to ensure no lapse in service.

Scope of Services

Austin ISD needs to establish one or more strategic supply agreements for Internet access with one Internet Service Providers (ISP) for one 10 Gbps bandwidth link to AISD locations using the GAATN network as the connection point to the AISD network. The bidder must be a Tier 1 or Tier 2 provider of Internet services that include enterprise class network support and internet security / protection mechanisms as part of the standard service offering.

The AISD will determine the optimal service provider for the sites located on the North side of the AISD network. The North segment of the AISD network includes approximately 78 sites. AISD will choose the vendor for delivery of Internet access based on several criteria (as described later in this document).

AISD will consider several options to find the optimal method to establish an optimal location with an ISP. If the ISP already has a connection into a designated site on the GAATN network (see list below and GAATN.org for additional information), AISD may be able to cross connect to the ISP at a GAATN location. Also, it may be possible for AISD to bring GAATN fiber into a colocation facility or point of presence (POP) to connect to the ISP.

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providers is approximately 25 Gbps. The AISD total usage minimum for each ISP will be 10 Gbps and could reach a maximum of 100 Gbps during the term of the contract as demand at AISD continues to grow. The AISD reserves the right to increase the bandwidth needs during the term of this contract as minor contract modifications.

The Vendor is expected to meet all technical requirements for this service as listed below. Please provide

listed

5.8 ISP Reliability – History: ISPs must provide information on downtime over the past year, including data reflecting the number and duration of outages. Describe your policy regarding discounts or rebates in the event of an outage and the associated criteria.

Vendor Response: Comply Exception Explanation:

5.9 ISP Backbone Requirements

5.10 The ISP must either be a Tier 1 or have fully operational, diverse connections connected directly to at least two Tier 1 providers.

Vendor Response: Comply Exception Explanation:

5.11 A Tier 1 ISP is defined as a backbone provider operating a National Internet n

Metropolitan Area Exchanges (MAE-'s) and other major ISPs along with bandwidth and network types type of interconnection. Network maps detailing this in

Vendor Response: Comply Exception Explanation:

6.4 Vendor must define hours of operation, operator responsibilities, degree of proactive monitoring, and support tiers.

Vendor Response: Comply Exception Explanation:

6.5 Vendor should provide any statistics that indicate the time duration from the time of problem detection to the time of problem resolution.

Vendor Response: Comply Exception Explanation:

6.6 Vendor should describe the service delivery / ticketing system in use. Details of the capabilities should be provided.

Vendor Response: Comply Exception Explanation:

6.7 Vendor must share information on resolved problems with the AISD.

Vendor Response: Comply Exception Explanation:

6.8 Vendor must allow the AISD to create trouble tickets within the vendor's system.

Vendor Response: Comply Exception Explanation:

6.9 Vendor must allow

Vendor Response: Comply

Exception

Explanation:

6.12 Network operation support personnel must be located in North

- 7.1 The Vendor must establish or have a formal procedure for conducting maintenance service (to be approved by the AISD) that would include: 24-hour trouble desk, trouble reporting forms, trouble reporting procedures, toll free telephone numbers, e-mail addresses, maintenance organizati

- 8.5 Vendor shall identify other customers similar in requirements to the AISD for which they have provided substantial business services similar to that being requested in this RFP. Please provide references for existing customers and also the names of at least three past customers.

Vendor Response: Comply Exception Explanation:

- 8.6 Acceptable Use Policy (AUP)
The Vendor must provide any AUP that the AISD would be required to follow.

Vendor Response: Comply Exception Explanation:

- 8.7 The Vendor must provide any documentation defining any instances where a customer of similar size (service wise) to the AISD has been penalized for AUP violations.

Vendor Response: Comply Exception Explanation:

9. Service Level Agreements (SLA)

- 9.1 The Vendor must meet the following SLA requirements. In addition to the below requirements, the Vendor must submit a full definition of other SLAs

to other Tier 1 Providers. The Vendor will provide AISD a web-based access method to view this tracking or this SLA will be measured by the AISD NSC bandwidth data.

Credit required:

If an SLA is not met the AISD will receive credit for the amount of time in which the SLA was not met in the current billing cycle.

SLA credits should be applied to customers account within the next month's billing cycle of occurrence. The amount charged of credit will be calculated using either of the following formulae:

(Minutes not met by the SLA divided total minutes per month) multiplied by the billing cycle

VII. APPENDICES AND ATTACHMENTS

Appendices (Documents included within this proposal):

Appendix 1 – Purchasing and Acquisition Vendor Relations Policy CHE-LOCAL

Attachments (Separate documents available to download):

Attachment A – Price Sheet

Attachment B – Technical Questionnaire