

APPENDIX A - INTERNET SERVICE PROVIDER SPECIFICATIONS

Specification of Services Requested

Edinburg Consolidated Independent School District is requesting a proposal for multiple Internet Service Providers (ISP). Each will provide a dedicated connection to the Internet and will terminate via fiber optic point-to-point connection at 411 N. 8th, Edinburg TX, 78541. Internet traffic from selected ISPs will be designated based on the most efficient site grouping architecture. Each vendor will provide pricing for 10GB, 15GB, and 20GB of bandwidth services.

THE SAME VENDOR WILL NOT BE CHOSEN FOR MORE THAN ONE CONNECTION.

The service provider end of the fiber optic connection provisioning circuit must be logically terminated on an interface of a router with connectivity to two National Scope Internet exchange Points (IXP). Internet services should be a full-dedicated 10GB, 15GB, or 20GB capacity to IXP provider(s). Data traversing this circuit via the TCP/IP protocol must have a minimum transit time of less than 5 milliseconds one way, or 10 milliseconds round trip. Data traversing through this circuit to one of the IXPs via the TCP/IP protocol must have a transit time of less than 10 milliseconds one way, or 20 milliseconds round trip.

Minimum Level of Support

The proposing ISP must provide the following support characteristics to the Edinburg CISD for all services provisioned in the “Specification of Services Requested” section above:

- The proposing ISP must deliver an electronic mail report of bandwidth utilization and/or provide access to a reporting portal. Reports must show statistics for daily, weekly, and monthly frequencies.
- The proposing ISP must have technical support available in case of network trouble 24 hours per day, every day.
- The proposing ISP must provide at least 72 hours advance notice of any configuration or maintenance performed that might affect services provisioned to the Edinburg CISD.
- The proposing ISP must perform any configuration or maintenance that might affect services provisioned to the Edinburg CISD between the hours of 12:00 AM Central Time (CST) and 6:00 A.M. Central Time.
- If configuration or maintenance that might affect services provisioned to the Edinburg CISD is necessary, and cannot be performed within the service window specified above, it must be documented.
- Documentation in support of the claim that the work could not be postponed until the next service window, must be submitted to the Edinburg CISD within thirty (30) days of the work date.
- Any interruption of service that does not occur during a service window, or is not caused by configuration or maintenance that was scheduled with the Edinburg CISD 72 hours in advance will be considered a service outage by the Edinburg CISD.

- The proposing ISP must monitor all services provisioned to the Edinburg CISD. This monitoring service must provide positive notification to the Edinburg CISD in case of any service outage.
- Notification should be made via telephone, to a pre-defined contact person, within five (5) minutes of any detectable outage.
- A service outage begins when the service first fails. A service outage ends when all provisioned services are fully operational for at least five (5) contiguous minutes.
- Any service outage lasting more than 4 hours shall result in a service credit to the Edinburg CISD.
- The proposing ISP must provide a single point of contact for all service and support issues that the Edinburg CISD has. This person shall be referred to within the scope of this document as the “Customer Service Contact”.
- In addition to proposed pricing, the proposing ISP must provide a copy of the Service Level Agreement (SLA) that corresponds to the services that are being proposed to the Edinburg CISD, in response to this CSP.

All Internet Services must be provided via a Fiber Optic connection.

All proposals being requested are for an annual amount.

Do not omit any costs. Include all costs for one year of service in your proposal, including installation, maintenance and transport fees if applicable. Vendors may provide a more detailed breakdown of their proposal amounts on a separate page.

Item	Term	Monthly Cost	Annual Cost
10 GB Internet Access	12 Months		
Installation and activation	One-Time		
Transport Provider Fee	12 Months		
15 GB Internet Access	12 Months		
Installation and activation	One-Time		
Transport Provider Fee	12 Months		
20 GB Internet Access	12 Months		
Installation and activation	One-Time		
Transport Provider Fee	12 Months		

*The Edinburg CISD will adhere to all Erate Program Rules for evaluation and RFP awarding purposes of designated ISP services.