

## EXHIBIT A – SCOPE OF WORK

Amy Biehl Charter is soliciting proposals for commodity Internet Access and the associated fiber transport. The circuits will terminate at the **Main Building MDF** and Simms Annex MDF. ABHS desires a copper handoff but will consider fiber at the MDF's. Speeds should be priced from 100 mbps to 500mbps at the Simm's Annex in 100 mbps steps, 500 mbps to Two (2) Gbps in steps of 250 mbps, with term options of twelve (12) or thirty six (36) months. The school is willing to consider bids that include optional one (1) year renewals for a total term not to exceed five (5) years)

### SCOPE OF SERVICES

Amy Biehl wishes to compare prices for lit fiber based transport and Internet Access delivered to the MDFs located at Main Building and Annex

Location Name	Latitude	Longitude	Address
<b>Main Building</b>	35.08185	-106.652082	123 4 <sup>th</sup> St SW Albuquerque, NM 87102
<b>Simm's Building Annex</b>	35.088140	-106.652012	400 Gold St SW Suite 106 Albuquerque, NM 87102

The new service is being planned to begin on July 1, 2018

Amy Biehl is seeking bids for fiber transport and commodity Internet Access solution to be delivered to the School MDF. The district is willing to consider combined bids for fiber transport and Internet access (Option #1) or separate bids for fiber transport only and Internet access only.

All options can include special construction or one-time E-rate eligible non-recurring costs as well as E-rate eligible recurring circuit costs. Based on the bids and both a short term and long term cost effectiveness analysis, Amy Biehl Charter High School will determine which, if any, lit fiber based transport and internet access only is the most cost effective, long term solution that meets the current and expected future needs of the school district.

#### **Lit Service Price Proposal**

The "Lit Pricing Sheet" worksheet in the attached spreadsheet includes columns for respondents to provide 500 Mbps, 1G to 2G pricing to the High School hub from the services providers PoP. Price quotes are requested for 12 month, 36 month, terms of service. Prices should be all inclusive. All-inclusive in this case means, including all **special construction or non-recurring costs (NRC)** (see description in later section) required by the vendor to commence service and all **monthly recurring costs (MRC)** should be included in the requisite columns of the pricing sheets. No increased pricing will be allowed during the term of the quoted special construction/NRC and MRC rate in each pricing cell of the spreadsheet.

#### **Internet Access: ISP Service Only:**

This is for commercial Internet Access service.

*Remember: This does not contain any type of transport, including leased lit fiber. Do not use this for a leased lit fiber solution.*

#### **Internet Access & Transport Bundled:**

This is for non-fiber services provided over third party networks that include commercial Internet Access service.

#### **Description of Proposal**

Respondent will provide a description of their proposal for all leased lit services (transport to the High school) and internet access. Description will include an overview of the proposal, any deviations from the requested requirements, assumptions made, other detail Amu Biehl Charter High School may find useful or necessary.

#### **Service Level Agreement**

Respondent will provide a description of the proposed services and service levels provided with the lit fiber. The respondent will provide a proposed Service Level Agreement (SLA) with the RFP response. The proposal may include, but not be limited to, the following services.

- Network Availability: the provider will make all reasonable efforts to ensure 99.99% network availability of the applicable fiber.

- Amy Biehl Charter High School is requesting synchronous speeds for upload and download. The difference between upload and download speeds must not exceed 10%.

The average actual speed of the Internet as measured at the demarc must be within 10% of the speed indicated in the contract.

#### Requirements for Latency, Jitter & Packet loss:

- Frame/packet loss .25% commitment
- 25 ms Network Latency Commitment

- 10 ms Network Jitter Commitment
- There is no right of provider to limit or throttle the capacity of the circuit at any time for any reason

- Network Operations Center: Solution will provide customer support functions including problem tracking, resolution and escalation support management on a 24x7x365 basis. Customer has the right and is encouraged to call concerning any problems that may arise relative to its connection with Vendor provided services.
- Trouble Reporting and Response: Upon interruption, degradation or loss of service, Customer may contact Vendor by defined method with a response based on trouble level. Upon contact from the Customer, the Vendor support team will initiate an immediate response to resolve any Customer issue. Customer will receive rapid feedback on trouble resolution, including potential resolution time.
- Escalation: In the event that service has not been restored in a timely manner, or the Customer does not feel that adequate attention has been allocated, the Customer can escalate the trouble resolution by request. A list of escalation contacts will be provided when implementation schedule is completed.
- Resolution: The Customer will be notified immediately once the problem is resolved and will be asked for verbal closure of the incident.
- Trouble Reporting, Escalation and Resolution: A detail trouble reporting, escalation and resolution plan will be provided to the district.
- Measurement: Vendor stated commitment is to respond to any outage within two (2) hours and a four (4) hour restoration of service. Time starts from the time the Customer contacts Vendor and identifies the problem. Credits for Outages of shortage will be identified.
- Reports: Upon request, an incident report will be made available to the Customer within five (5) working days of resolution of the trouble.
- Link Performance per segment: The service will maintain the proposed Link Performance throughout the term of the contract.

## **Timeline**

For each response, respondents must include a construction roadmap timeline for all sites. Preference is given to responses with a service start for all sites on 7/1/2018. A secondary preference will be given to responses with a service start for all 7/17/2018. All timelines will be considered and evaluated based on these preferences. Include how the timeline changes per site given an earlier or later start date.

## **Demarcation**

All solutions whether lit fiber, leased dark fiber, dark fiber IRU or self provisioned fiber construction must terminate service or infrastructure to an existing network closet inside of the designated demarc address specified. Solutions bringing service to the property line but not inside of the demarc address are not acceptable.

All solutions whether lit fiber, construction must have a connection, or point of entry, into the existing district fiber optic WAN as indicated previously, alternatives are available through discussions with the district.

Respondent must specify your expected demarc setup included in base fees, e.g. fiber shelf with set-top box CPE and fiber or Cat6a handoff.

### **Network Diagram**

For each response, respondents must include a network diagram displaying the paths to be used to serve each endpoint. For self-provisioned fiber responses, respondents must include identification of aerial vs. buried fiber segments, detailed drawings showing fiber and equipment locations, and any other pertinent details.

### **References**

For each response, respondent must provide 3 references from current or recent customers with projects equivalent to the size of Amy Biehl Charter High School. If respondent responds to more than one option (e.g. lit fiber service as well as leased dark fiber), provide 3 references for each.

### **Connect America Fund Consideration**

For each school site, the respondent must note whether the address is included in a region where the respondent has already received (or is pending receipt of) funding via the Connect America Fund. In these cases, mention how the NRC or special construction charges have been adjusted considering the other source of funding.

### **Special Construction and Non-recurring Cost**

Respondents providing lit fiber proposals which require an upfront payment may include a special construction cost or non-recurring cost. This upfront payment is considered **special construction** if any new fiber is being installed. If new fiber installation is not necessary, the payment is considered a **non-recurring cost** and must be entered into the pricing sheet accordingly.

New fiber special construction charges for lit service projects as defined by the order include construction, design, engineering and project management.

### **Required Notice to Proceed and Funding Availability**

Amy Biehl Charter High School will follow the purchasing policies of the Amy Biehl Charter High School Governance Board and requirements and procedures of the FCC's E-rate program as administered by the Universal Service Administrative Company to be eligible for all available funding. The implementation of any associated contracts resulting from this competitive bid process will be dependent on the district's issuance of a written Notice to Proceed. E-rate funding notification alone will not signify Notice to Proceed. The district will have the right to allow the contract to expire without implementation if appropriate funding does not come available.

### **E-rate Modernization Order Note**

Special construction and service eligibility for reimbursement have changed starting funding year 2016. See the Federal Communications Commission E-rate modernization order 2 (WC Docket No. 13-184) (<https://www.fcc.gov/document/fcc-releases-order-modernizing-e-rate-21st-century-connectivity>) for more information.

**Simm's Annex Note**

The school leases space at the Simm's building and does not control access to the building's demarc. If a vendor requires access to the building demarc (located in the basement of the Simm's building), they must contact the building management and arrange access. We will provide access to the school's MDF during the pre-bid conference.