MSD wishes to compare Lit Fiber Services (Managed Ethernet) services for the

district Wide Area Network (WAN) locations listed below.

Respondent must run infrastructure or service to an existing network closet designated by demarcation point (demarc), identified by the district. The new service is to begin on July 1, 2024, which represents the expiration of the current contracts

Internet Access

1Gbps minimum with option to move to 10Gbps in the future if needed.

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, MSD will determine which, if any, of the transport or some combination

of solutions is acceptable. The specifications related to each solution option are as follows.

Service Price Proposal

Price quotes are requested for 24-month terms of service with the option of two one-year

extensions. Prices should be all inclusive. All-inclusive in this case means, including all

special construction or non-recurring costs (NRC) required by the vendor to commence

service and all monthly recurring costs (MRC) should be included in the proposal. No

increased pricing will be allowed during the term of the quoted special construction/NRC

and MRC rates.

Additional Description

* Each lit service response must also include description of proposal, SLA, timeline, network diagram, demarcation, and references.
* Respondent shall maintain the applicable fiber seven days per week, twenty-four hours per day.
* Upon notification from the district of a malfunction relating to the applicable fiber, respondent shall respond to such malfunction within two (2) hours and thereafter proceed to correct the malfunction with reasonable diligence.

Description of Proposal

Respondent will provide a description of their proposal for all lit services. Description will

include an overview of the proposal, any deviations from the requested architecture,

design or requirements, assumptions made, other detail MSD may find useful or

necessary (or could differentiate the solution from a competing proposal).

Service Level Agreement

Respondent will provide a description of the proposed services and service levels provided

with the lit fiber transport. 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.

* Lit Fiber Network Availability: the provider will make all reasonable efforts to

ensure 99.9% network availability of the applicable fiber.

* 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.

* All items will need to priced out separately any installation fees

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 July 1, 2024

Demarcation

Solutions bringing service to the property line but not inside of the demarc address are not

acceptable. Respondent must specify your expected demarc setup included in base fees, e.g. fiber shelf

with set-top box CPE and fiber SFP 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 may be required to provide 1 reference from current or recent customers with projects equivalent to the size of MSD.

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 presented accordingly.

New fiber special construction charges for lit service projects as defined by the order include

construction, design, engineering and project management. The applicant requests that the

respondents consider allowing MSD to pay the non-discount share (share of special construction costs

that is the responsibility of the applicant) to be paid in equal annual installments over the four years

from Funding Year 2024 to Funding Year 2027 inclusive. Responses must include agreement or non-

agreement of this request.

**\*Note - The discounted share of the total cost for special construction will be requested from USAC and paid to the provider within the first year of service. The remaining amount would be paid in equal annual installments over the four years.**