

Narrative for RFP El Dorado WAN

Installation Requirements:

- a. Installation coordination must include, at minimum, a planning meeting to determine responsibilities, scheduling the installation dates for each site. Addressing any transition issues that might arise, addressing any facility issues (rooms, cooling, power, etc). A complete inventory of the fiber resources, or other circuit information must be provided to the district once installed.
- b. The Vendor will be responsible for all connecting cables and modules from fiber plant to designated school switch upon completion of construction.
- c. The Vendor should specify its typical installation intervals for the proposed services.
- d. The Vendor must be capable of extending the fiber, wireless, or other circuits to desired location behind the minimum point of entry at the schools and to the required server rack and/or server/main network room and/or customer's head switch at each site as required at each location.
- e. The Vendor will enclose fiber in rigid conduit from two feet below the surface to the entry in to the building and will enclose the fiber in EFT conduit to the opening in the MDF.
- f. The Vendor must comply with all applicable codes, licenses, certifications, and standards in the State of Arkansas as well as any local city, county, federal, or other applicable standards as it relates to the proposed installation and services.
- g. Vendor must provide survey, procurement, installation, and configuration services to provide and support the requested WAN services. This includes, but is not limited to, obtaining all permits, zoning requests, and inspections required by law, statute, or ordinance. Network Services are to be installed at all of the sites with demarcation of vendor's services to be provisioned at the sites on a network interface provided by the vendor.
- h. All terminations are to be in rack-mounted LC LIUs.
- i. The Vendor must agree to perform adequate testing after installation services are performed to ensure services are operating properly when

turned up for the customer. The Vendor may be required to provide documentation of test results if so requested.

- j. Vendor will be required to service installation including monitoring, repair, location for construction, all signage and manholes.
- k. Speeds should be prices at the below for all sites:
 - a. 10 Gbps
 - b. 100 Gbps
- l. Contract lengths of three, five, and ten years should be offered and priced accordingly.
 - a. Options and pricing to increase WAN bandwidth if needed during the contract should also be offered. For example, pricing to increase from 10 gbps to 100 gbps.
- m. Response times for an outage should be 4 hours or less. There should be a Service Level Agreement of (SLA) 999.99% uptime with consequences for the vendor if this not met in a calendar month, barring maintenance widows outside of normal business/school hours.
- n. The school district should be allowed to pay its share of any up-front costs in installment payments over a period of four (4) years.