

AT&T Response to Hancock County School District's RFP for Internet and WAN Services





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Jackson, MS 39201

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February 22, 2019

Dominic A. Palisi
Technology Coordinator
Hancock County School District
17304 Hwy 603
Kiln, MS 39556

Dear Mr. Palisi:

In response to the Hancock County School District E-rate Form 470 #190017749 and RFP for 2019 - 22 E-Rate Internet and WAN Bid, we're submitting the attached proposal for an AT&T solution that addresses your requirements.

AT&T is an experienced provider of E-rate-qualified services. Our Service Provider Identification Number (SPIN) information is as follows:

- AT&T Switched Ethernet SPIN 143004824
- AT&T Dedicated Internet SPIN 143001192

In the following proposal, we describe the solution and summarize its benefits. We also describe the advantages of working with AT&T.

We're confident in the strength of this offer and in our capabilities to deliver and support it. We look forward to working with you.

Sincerely,

John A. Robinson
Client Solutions Executive 2

Connecting Your World

AT&T Response to Hancock County School District's RFP for Internet and WAN Services

February 22, 2019

John Robinson
AT&T
Client Solutions Executive
209 E Capitol ST, 4th Flr
Jackson, MS 39201
Office: 601-842-9949
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john.robinson.2@att.com



Proposal Validity Period—The information and pricing contained in this proposal is valid for a period of 90 days from the date written on the proposal cover page or until the E-rate filing window closes for the upcoming E-rate Funding year, whichever occurs later, unless rescinded or extended in writing by AT&T.

Terms and Conditions—Unless otherwise stated herein, this proposal is conditioned upon negotiation of mutually acceptable terms and conditions.

Proposal Pricing—Pricing proposed herein is based upon the specific product/service mix and locations outlined in this proposal, and is subject to AT&T's standard terms and conditions for those products and services and the AT&T E-rate Rider unless otherwise stated herein. Any changes or variations in the standard terms and conditions, the products/services, length of term, locations, and/or design described herein may result in different pricing.

Copyright Notice and Statement of Confidentiality—© 2019 AT&T Intellectual Property. All rights reserved. AT&T, AT&T logo, and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies. All other marks contained herein are the property of their respective owners. The contents of this document are unpublished, proprietary, and confidential and may not be copied, disclosed, or used, in whole or in part, without the express written permission of AT&T Intellectual Property or affiliated companies, except to the extent required by law and insofar as is reasonably necessary in order to review and evaluate the information contained herein.

Disclaimer—For purposes of this Proposal, the identification of certain services as "eligible" or "non-eligible" for Universal Service ("E-rate") funding is not dispositive, nor does it suggest that this or any other services in this Proposal will be deemed eligible for such funding. Any conclusions regarding the eligibility of services for E-Rate funding must be based on several factors, many of which have yet to be determined relative to the proposed services and equipment described herein. Such factors will include, without limitation, the ultimate design configuration of the network, the specific products and services provisioned to operate the network, and the type of customer, and whether the services are used for eligible educational purposes at eligible locations. In its proposal, AT&T will take guidance from the "Eligible Services List" and the specific sections on product and service eligibility on the Schools and Libraries Division ("SLD") of the Universal Service Administrative Company ("USAC") website www.usac.org/sl. This site provides a current listing of eligible products and services, as well as conditionally eligible and ineligible services. This guidance notwithstanding, the final determination of eligibility will be made by the SLD after a review of the customer's E-rate application for this proposal. If AT&T is awarded the bid for this project, AT&T will provide assistance on the E-Rate application solely on matters relative to the functionality of the services and products which comprise the network. Nevertheless, the responsibility for the E-rate application is with the customer. AT&T is not responsible for the outcome of the SLD's decision on these matters.

Providers of Service—Subsidiaries and affiliates of AT&T Inc. provide products and services under the AT&T brand.

Broadband Internet Access—For information about AT&T's broadband Internet access services, please visit www.att.com/broadbandinfo.

End User Equipment—Beginning with funding year 2015, E-rate recipients must cost allocate non-ancillary ineligible components that are bundled with eligible products or services, including those end user device components that previously would have fallen within the scope of components not requiring cost allocation as described in the 2010 Clarification Order. Cost allocations are the responsibility of E-rate Applicants. When AT&T provides an AT&T Mobility voice and data bundled plan, applicants can use 49% for voice and 51% for data in their cost allocations. For additional information, reference USAC /SLD website @ <http://www.usac.org/sl> and Cost Allocation Guidelines for Services @ <http://www.usac.org/sl/applicants/beforeyoubegin/eligible-services/cost-allocations.aspx>. Equipment availability and pricing is subject to change based on when plans are activated.

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Executive Summary

Hancock County School District needs technology that will support its education objectives. Therefore, your supplier must have the experience and expertise to build an effective and efficient networking solution. And, it should be capable of serving as a reliable source for your E-rate service and equipment needs.

AT&T has participated in the E-rate program since its inception. As one of the program's largest service providers, we bring a complete range of technology solutions, affordable access, and networking expertise to our community's K-12 schools and libraries.

Hancock County School District must have an infrastructure that facilitates new technology and improved learning in the classroom. Therefore, you want a provider that can help you build a network platform to support these objectives:

- Facilitate student engagement and participation
- Increase the efficiency of your teachers and staff
- Support new electronic learning applications and delivery

Moreover, education and technology budgets often come under pressure. Therefore, you need a supplier that can effectively support your goals while helping you maximize your E-rate benefits. E-rate funds can help pay for some of the following expenses:

- **Infrastructure**—Wi-Fi connectivity is becoming more common in the classroom, and new funding sources are available to support improved Wi-Fi. As a result, you have a unique opportunity to revisit your requirements and potentially add or enhance infrastructure.
- **Telecommunications**—Studies show that student achievement improves with parental involvement. Strong parent-to-teacher communication is easier to achieve using voice communication tools.
- **Internet Access**—The Internet opens classrooms to a wealth of content to engage students. For example, wireless LANs can bring exciting new topics or global collaboration.

Solution

We understand your challenges and the technologies that drive your educational institution. As a result, we've devised a solution that can help enable you to upgrade your technology, enhance your infrastructure, and gain additional efficiencies, which



can help improve student achievement and expand the content available in the classroom.

Our solution for Hancock County School District is a good value and a smart investment. That's because we designed it based on your immediate needs—but in addition, you can easily add other services to it when you're ready.

We built the solution around AT&T Switched Ethernet Service, which is a transport service that uses industry-standard Ethernet technology to transport traffic among two or more locations. AT&T Switched Ethernet Service uses native Ethernet interfaces to transport data without using protocol conversion or special equipment.

The solution includes these key features:

- Any-to-Any Connections—let you configure any port so that it connects to any other port in your network. So instead of passing through your network hub, data packets take a more direct route to their destinations. As a result, a single Ethernet connection can provide your locations with various remote resources, such as virtual connections to a primary and backup data host.
- Bandwidth Speeds from 2 Mbps to 100 Gbps—You can choose from four physical port speeds and a wide variety of logical channel Committed Information Rates (CIRs) for your switched Ethernet service. This feature helps you meet your current network needs and lets you easily increase your network's speed and capacity in the future. So, instead of losing time because of a slow network response, you can help ensure that vital information is available when and where you need it.

Your solution also includes these additional products:

- AT&T Dedicated Internet is an internet access service that combines a symmetrical, dedicated connection with symmetrical bandwidth (same download and upload speeds) and provides reliable, high-performance connectivity. AT&T Dedicated Internet includes maintenance of the communications link between service locations and the AT&T network.

Advantages of AT&T

AT&T is a Gold Level Sponsor of the State Educational Technology Director's Association (SETDA), a highly respected national non-profit organization. SETDA serves, supports, and represents technology leadership for education in the U.S. and its territories. The



organization produced The Guide to Technology Requirements, and AT&T is one of its Tier One sponsors.

Personalized Support

Because we understand the importance of personalized service, we give you an account team of specialists to design and implement your new solution. You'll receive ongoing, coordinated support from your account team for all of your AT&T services.

Your AT&T Account Team

Name	Title	Phone Number	Email
John A. Robinson	Client Solutions Executive 2	601-842-9949	JU139J@att.com

Proven experience makes AT&T the clear choice: we've provided service to almost 2,000 E-rate-eligible entities. And, we'll work with you to develop a comprehensive, cost-effective solution that supports your current needs yet allows for growth when necessary. We look forward to discussing our proposal.



Notwithstanding anything contained in this RFP to the contrary, AT&T Corp., on behalf of itself and its service providing affiliates, ("AT&T") submits this RFP response (the "Response") subject to the provisions of this Response and the terms and conditions contained in the attached Unified Agreement (the "Unified Agreement"), corresponding Pricing Schedule(s), E-Rate Rider and any associated transaction-specific documents to be entered into between the **Hancock County School District** ("District" or "Customer") and AT&T (collectively the "Proposed Contract Documents"), copies of which are attached to this Response. Pricing set forth in the Response assumes the use of the Proposed Contract Documents as the fundamental contractual document between the parties. In that regard, please note that AT&T takes a general exception to the terms and conditions contained within or referenced to in this RFP document. This exception is taken regardless of whether AT&T has specifically referenced the Proposed Contract Documents in response to any individual provision in the RFP.

While submission of this proposal does not obligate either party to enter a contract of any kind, upon being selected as your vendor under this RFP, AT&T will work cooperatively to negotiate provisions required for compliance with the RFP as responded to by AT&T. The pricing submitted in the Response assumes the use of the Proposed Contract Documents as part of any final, negotiated contract. Additionally, any Customer purchase orders issued for services as provided under this RFP must clearly provide that the purchase is made via the mutually agreed contract and not subject to the preprinted terms of that purchase order form.

Any third-party software used with the Services (as defined in the Proposed Contract Documents) will be governed by the written terms and conditions of the third-party software supplier's software license documentation applicable to such software. Title to software remains with AT&T or its supplier. Customer as the licensee will be bound to all such terms and conditions, and they shall take precedence over any agreement between the parties as relating to such software.

It is AT&T's goal to provide the best communications services at the best value for all of our customers using the highest ethical and legal standards. Given the long and successful history of AT&T, we are confident this will be a successful contracting process, leading to a successful project performance.

ARRA Disclaimer: To the extent any portion of this project may be funded in whole or in part with grants, loans or payments made pursuant to the American Recovery and Reinvestment Act of 2009 ("ARRA"), AT&T and the Customer will need to reach mutual agreement on AT&T's participation.



RFP Response

2019 - 2022 INTERNET SERVICE AND

WAN SERVICE

(District Internet & WAN)

The Hancock County School District

SUBJECT:

RFP is for a 3-year contract (July 1, 2019 – June 30, 2022) for High Speed Broadband Services to connect schools in The Hancock County School District to each other and to the Internet.

PURPOSE:

Proposals are being sought by The Hancock County School District for the purpose of securing the most cost-efficient means of connecting our schools and remote buildings to the Internet in order to provide Internet access to all of our district's students and staff. The contract resulting from this RFP will have a price redetermination to be negotiated between the second and third years of the contract based on changes to the ITS State Master Contract.

BACKGROUND:

Our District's students, teachers, staff and administrators are using more and more resources that require Internet access. The purpose of this RFP is to explore the various options currently supported through the E-Rate program and its Category 1 services.

Terms used throughout this RFP

USAC – Universal Service Administrative Company

SPAC - Service Provider Annual Certification

SPIN – Service Provider Identification Number

The District – The Hancock County School District

This RFP package consists of the following sections:



- I. General Conditions
- II. Detailed Specifications
- III. District Responsibilities
- IV. The Service Provider's Responsibilities

Proposal Forms:

Send sealed proposals and supporting documentation to:

Dominic A. Palisi, Technology Coordinator
17304 Hwy 603
Kiln, MISSISSIPPI, 39556

Sealed proposals must be clearly marked **“2019 - 22 E-Rate Internet and WAN Bid”**

Proposals May Be Submitted Via Electronic Sealed Bid Submission. Directions for Electronic Submission can be found on the last page of this document.

Proposals will be received by The District at the address shown above until 2:00 PM CDT, Friday February 22, 2019. Proposals must be mailed or hand delivered to the address above in a SEALED ENVELOPE; or submitted via Electronic Sealed Bid.

Schedule of Events:

Event	Date(s)
Release of RFP to Service Providers	01-18-2019
Start Site Visits (If Applicable)	02-04-2019
End Site Visits (If Applicable)	02-08-2019
Deadline for Submission of Proposals	02-22-2019 2:00 PM
Opening of Proposals (Address Above)	02-22-2019 2:01 PM

Inquiries

All correspondence and inquiries regarding this RFP must be done via Email:
dpalisi@hancockschools.net



If a Service Provider does not receive a response within 48 hours, it is the responsibility of the Service Provider to call Dominic A. Palisi at (228) 2550376 and confirm that the email message was received. Leave a message if necessary.

All Questions and Answers will be posted in the Q&A Section of the bid web site at:
<https://goo.gl/KAnSB7>

Basis of Award:

1. E-rate approval by USAC.

AT&T Response:

With respect to purchases made via this proposal being contingent on E-rate funding, AT&T responds as follows: The E-Rate rules require that, at the time Applicants apply for E-Rate funding, they must have a binding contract in place, unless the services are month-to-month or tariff. <http://www.usac.org/sl/applicants/step04/contract-guidance.aspx>. Accordingly, AT&T proposes the following language be included in the definitive agreement for non-appropriations and E-rate funding termination right. While AT&T does not agree to make this contract "contingent", AT&T would agree to the inclusion of a right to terminate the agreement if E-Rate funding is denied. Such non-appropriation and termination right would be subject to the following:

SERVICES WILL NOT COMMENCE UNTIL AT&T RECEIVES NOTIFICATION THAT E-RATE FUNDS HAVE BEEN COMMITTED; IF E-RATE FUNDING FOR SERVICES IS DENIED, AGREEMENT WILL TERMINATE AS TO THOSE SERVICES UNLESS AND UNTIL A NEW ATTACHMENT (REPLACING THIS ATTACHMENT) IS EXECUTED.

- A. Scope: Customer agrees to use best efforts to obtain funding from the USAC/SLD. AT&T will not begin work related to the Services and/or equipment (including, without limitation, construction, installation or activation activities) until after AT&T receives Customer's notification to proceed with the order, and verification of funding approval, and, for Internal Connections (IC), a verification of Form 486 approval by the USAC/SLD. AT&T will commence Service(s) as soon as is practical following the receipt of the appropriate documentation.
- B. Funding Denial Agreement Termination: If a funding request is denied by the USAC/SLD, the Agreement, with respect to such Service(s), shall terminate sixty (60) days from the date of the FCDL in which E-Rate funding is denied or on the 30th day following the final appeal of such denial, and Customer will not incur termination liability. In the event Services are to be provided pursuant to a multi-year



arrangement (whether by contract or tariff), this termination right applies only to the first year of the multi-year agreement.

2. Provider must have current USAC SPIN and SPAC.

AT&T Response:

AT&T Corp. SPIN number 143001192 is an eligible Telecommunications Services provider as defined by USAC Schools & Libraries Eligible Services mechanism. Evidence of AT&T Corp.'s most recent Service Provider Annual Certification Form can be found at the following link: <http://www.usac.org/sl/applicants/step03/contracts.aspx>

3. At least 3 references.

AT&T Response:

Due to confidentiality agreements in place with our clients, and corporate privacy policy, AT&T prohibits distribution of customer contact information within an RFP response. With a stellar business customer base that encompasses 100 percent of the S&P 500 companies and virtually all of the Fortune 1000 companies, the new AT&T provides services to nearly every country and territory in the world.

Most customers do not wish to be contacted directly as references, so during contract negotiations or presentations, your Account Manager will assume the administrative duties of coordinating reference calls between you and our customers to ensure timing and logistical issues are mutually agreeable for both you and our customers.

The hallmark of our business is customer service combined with quality and reliability. We value our customers and strive to provide you with the best service and support in the industry.

4. Must be able to secure any necessary permits if construction is needed.

AT&T Response:

AT&T will be responsible for obtaining licenses and permits required for its work at its cost, and the Customer will be responsible for obtaining any easements, rights-of-way or other consents required, at its cost.

5. Helpdesk and Network Management System (24x7x365).



AT&T Response:

AT&T has read and understands.

6. Any providers wishing to respond to this RFP may schedule a site visit walkthrough. Site visits may be scheduled with Dominic A. Palisi by sending an email to dpalisi@hancockschools.net. Site visits may be scheduled from 02/04/2019 through 02/08/2019.

AT&T Response:

AT&T has read and understands.

I. General Conditions:

The following are the General Conditions for the work to be performed as outlined in the Detailed Specifications:

1. Location of Sites

The location of the work is on property owned by The District and through negotiated services on right-of-ways.

AT&T Response:

AT&T has read and understands.

2. Scope of Work

It is understood that, except as otherwise specifically stated in this RFP, The Service Provider shall provide and pay for all materials, labor, tools, equipment, transportation, temporary construction of every nature and all other services and facilities of every nature whatsoever,

AT&T Response:

AT&T's proposal hereunder is a direct reflection of the scope of work as presented here, as of the date of submission. Changes /modifications made after submission will require mutual agreement/adjustment to the new scope, subsequent pricing and performance requirements. For the price quoted AT&T will provide services for the listed sites. Any additional services will be provided at additional cost.



necessary to execute, complete and deliver the work within the specified time. Licenses necessary for the execution of the work shall be secured and paid for by The Service Provider. This would include all pole rights and other right-of-way needed for fiber services obtained through local utilities.

AT&T Response:

All terms and conditions relating to licenses, permits and consents shall be as set forth in the Proposed Contract Documents, in particular the Pricing Schedule(s) and Section 3.1 ("Access Rights") of the Unified Agreement and all subsections thereto.

Any work necessary to be performed after regular working hours, on weekends or legal holidays, shall be performed without additional expense to The District, unless the weekend or holiday work is due to a delay caused by The District.

The Service Provider will be fully responsible for securing all required right-of-ways, construction permits and cross connects required to complete this project.

AT&T Response:

All terms and conditions relating to licenses, permits and consents shall be as set forth in the Proposed Contract Documents, in particular the Pricing Schedule(s) and Section 3.1 ("Access Rights") of the Unified Agreement and all subsections thereto.

3. Protection in General

The Service Provider shall protect all buildings, furniture, equipment, personal items, trees, shrubs, lawns and all landscaping on school property from damage. Any damaged property shall be repaired or replaced at the Service Provider's expense. Labor shall include all restoration (leveling, sod replacement) of grounds broken up during the installation of this network.

AT&T Response:

AT&T will repair and replace any damage to the District's premises directly resulting from the installation effort caused by AT&T or its agents, as promptly as reasonably practicable, returning the site to its pre-installation condition. All other terms and conditions relating to working on the District's premises shall be as set forth in the Proposed Contract Documents.



4. Change in Contract

The District will not be responsible for any change in the work involving extra costs unless approval in writing is furnished by the Technology Coordinator before such work is begun.

AT&T will hold the prices quoted for a period of 90 days and will endeavor to extend this period to the length of time as requested by this document.

During the contract term, prices and discounts specifically set forth in the Pricing Schedule shall be stabilized for the Pricing Schedule Term, unless the Pricing Schedule states otherwise. Prices and discounts set forth in AT&T's Service Publications and not in the Pricing Schedule are not stabilized. Notwithstanding the foregoing, prices under the agreement do not include taxes, surcharges, recovery fees, customs clearances, duties, levies, shipping charges and other similar charges (and any associated interest and penalties resulting from Customer's failure to timely pay such taxes or similar charges), and such taxes and similar charges are not stabilized.

5. Existing Conditions

The Service Provider, in submission of this proposal, will have assumed to have taken into consideration all conditions which might affect this work. The demarc shall be in the MDF closet in each building or another location specified by The District technical personnel. No consideration will be given to any claims based on a lack of knowledge of existing conditions.

If a Service Provider does not receive a response within 48 hours, it is the responsibility of the Service Provider to call Dominic A. Palisi at (228) 2550376 and confirm that the email message was received. Leave a message if necessary

AT&T Response:

To the extent AT&T could become familiar with local conditions in order to respond to this RFP by the deadline, AT&T has attempted to do so. However, the information and pricing submitted with this RFP response will be subject to change on account of any error or omission in the RFP information provided by **the District** or upon further investigation(s) as to local conditions and the exact requirements of any future order.

AT&T's proposal for a given project is a direct reflection of the scope of work as presented there, as of the date of submission. For the price(s) quoted herein, AT&T will



provide only the items of equipment and services specifically listed in its proposal. Work which is not shown or described in a proposal will require mutual agreement/adjustment to the final configuration, subsequent pricing and implementation schedule.

7. Insurance

Within ten (10) days after notification of award, The Service Provider shall furnish to The District a Certificate of Insurance showing compliance within the following limitations:

- a) The Service Provider agrees to comply with the provisions of Worker's Compensation Laws of the State of Mississippi.
- b) It shall be understood that on all insurance policies relating to business operations between The District and the Service Provider, that the insurance company agrees the policy shall not be canceled, changed, or allowed to lapse during the term of the contract. If cancellation of said policy becomes necessary due to unforeseen events The District must receive written notification, including the reason for cancellation, at least 30 days prior to the date of policy termination.
- c) The Service Provider shall maintain other insurance (with the limits shown below) that shall protect The Service Provider and The District from any claim for property damage or personal injury, including death, which may arise out of operations under this contract, and the Service Provider shall furnish The District with certificates and policies of such insurance as follows:

Below is a list of the insurance coverage that must be procured by The Service Provider at its own expense. The Service Provider agrees to the coverage limits indicated in each case:

The District Protective Liability Insurance:

Personal injury, including death, limits of \$1,000,000.00 for each person and \$1,000,000.00 for each accident.

Service Provider's Public Liability Insurance:

Personal injury, including death, limits of \$1,000,000.00 for each person and \$1,000,000.00 for each accident.

Property Damage limits of \$100,000.00 for each accident and \$500,000.00



AT&T Response:

AT&T can agree to the insurance requirements as indicated by the modifications noted by AT&T.

7. Workmanship

All work shall be performed in a professional manner. Personnel from The

District may observe the work procedures and workmanship of the Service Provider, but such observation will not relieve the Service Provider from any responsibility of performance or constitute acceptance of the work performed.

AT&T Response:

AT&T will install, implement and cutover the system components called for in the agreed specifications.

AT&T will install, implement and cutover the system components called for in the agreed specifications. The components provided will operate in accordance with the manufacturer's specifications, the RFP specifications as responded to by AT&T and the agreement of the parties. When the work and components specified in this Response complete manufacturer-recommended test protocols, the project is complete.

8. Financing:

The Service Provider will provide a binding contract to The District for submission to the Schools and Libraries Division.

After notification of award from the Schools and Libraries Division, The Service Provider will receive a Purchase Order for the products and services for which The Service Provider will be responsible as a result of this RFP. This Purchase Order will show the amount that is the responsibility of the local school system. The issuance of any purchase order will be contingent upon approval by USAC. Complete payment to the Service Provider will be subject to the rules of the Schools and Libraries Division (SLD). After notification by the Schools and Libraries Division (USAC Fund Administrator) of the acceptance of the Contract, the contingency will be removed and the Purchase Order will be submitted to the Service Provider in accordance with the rules and regulations of the SLD.



AT&T Response:

Please see our response in **Basis of Award**: 1. E-rate approval by USAC above. Pursuant to E-Rate and FCC Free Services Advisory rules, The District will be responsible for paying for any amounts for which the SLD does not provide funding, unless E-Rate funding is lost or withdrawn solely as a result of AT&T's violation of E-Rate rules.

9. Lease

In the case of leased equipment, such as routers, contractual terms of the lease must be provided with The Service Provider's Bid. The term "lease" is used to refer to contractual arrangements whereby the ownership of the property remains with the Service Provider, as stipulated in the SLD Fact Sheet on Internet Services Connectivity, 2/24/98, page 1. The SLD has stated that it will not commit to discounts on a contract that is titled or described as a lease when in effect the terms of the agreement constitute a purchase. For example a lease, which includes upfront payment of capital costs, will not be eligible for discounts.

AT&T Response:

AT&T will follow all Service Provider requirements for the USF Schools and Libraries Program as set forth on the USAC website and FCC rules.

10. Application for Payment

All applications (invoices) for payment shall be submitted to The District according to the USAC regulations. The district will pay the monthly bills in full then file a FCC Form 472 to receive reimbursement for the discounted portion.

AT&T Response:

AT&T can accommodate both SPI and BEAR billing methods to provide E-Rate discounts and agrees to adhere to the E-Rate rules applicable to each method. For SPI billing, AT&T will provide discounts as follows:

When customers designate their choice of SPI billing for services provided by most AT&T affiliates, the AT&T invoice will reflect the full amount charged for the services as well as the application of the discount and the amount of the customer's non-discounted portion. In order to receive discounts, however, customers will be required to provide detailed information to AT&T regarding which products, services, circuits or billed telephone numbers are attributable to each of its USAC Funding Request Numbers and



file the SLD required Form 486. AT&T will provide customer with the appropriate forms for delivering this information upon AT&T's receipt of the Funding Commitment Decision Letter (FCDL) from the Schools and Libraries Division of USAC (SLD). Upon receipt of the required information, discounts will appear on the customer bill within 2-3 bill cycles. Customer will be responsible to pay all amounts not paid for through the E-Rate program.

When a customer requests the Service Provider Invoice (SPI) method of billing for services provided by some AT&T affiliates, (such as AT&T Corp, Alascom and TCG), AT&T utilizes the AT&T Reimbursement Form (ARF) process to obtain its E-Rate discounts. Under this process, customer registers via an online customer account profile web page located at: <https://www.erate.att.com/arf/index.cfm>. Once the accounts are submitted by the customer online and calculated by AT&T, AT&T utilizes various methods for applying the E-rate discounts for the customer when the SPI discount method is selected. Under any of these methods, AT&T will seek reimbursement from the SLD. For more information regarding ARF, see <https://www.erate.att.com/arf/index.cfm>. Customer must file the SLD required Form 486 in order to receive any discounts under the E-Rate program.

If the customer elects BEAR invoicing method it will be handled in accordance with E-Rate rules. Beginning with the 2016 Program Year, the BEAR process changed substantially. No longer will the BEAR be routed through the service provider for payment. Future BEARs will be submitted directly to USAC and payments will be made directly to the applicant via an EFT transaction. More information on the change in this process can be found at <http://usac.org/sl/service-providers/step05/default.aspx>.

11. Addenda

Any addenda issued will be posted on the Hancock County School District Bid

Web site at: <https://goo.gl/KAnSB7>

If any questions arise within the RFP documents, the Service Provider must submit a written request for interpretation via email to dpalisi@hancockschools.net. All responses will be posted to the Proposal site within 24 hours. The District will not be responsible for any other explanation or interpretations.

The District reserves the right to reject any or all proposals and waive technicalities and informalities.



AT&T Response:

AT&T takes exception to the waiver of “technicalities or informalities” portion of this provision as used here and throughout this RFP to the extent that it implies AT&T waives rights to protest the award decision. To that end, AT&T reserves all protest rights afforded bidders/respondents participating in the District’s contracting process.

Required documentation specified in this document must be sent in a sealed envelope clearly marked with the words “**2019 - 22 E-Rate Internet and WAN Bid**” to the address noted on page 3 of this document OR via electronic sealed bid submission following the directions on the last page of this document. All proposals will be opened at 2:01 PM on February 22, 2019 at the address on page 3 of this document.

Due to the nature and diversity of the proposals, a significant amount of time may be required to determine which proposal provides the best option for The District. The possibility is that the best option will involve District purchased equipment that may or may not be E-Rate eligible or may or may not be part of this proposal could significantly delay the evaluation process. The evaluation process will not be complete until The District has determined the best proposal based on all factors.

13. Withdrawal of Proposal

A proposal cannot be withdrawn after it is filed, unless the Service Provider makes a request in writing to The District prior to the time set for the opening of submitted proposals. The District will accept no proposals after the deadline for submission of proposals.

AT&T Response:

Proposal Validity Period—The information and pricing contained in this proposal is valid for a period of 90 days from the date written on the proposal cover page or until the E-Rate filing window closes for the upcoming E-Rate Funding year, whichever occurs later, unless rescinded or extended in writing by AT&T.

14. The Service Provider’s Qualifications

The Service Provider must provide proof of registration with the (SLD) for reimbursement under E-Rate guidelines for Category 1 Services. This includes a current USAC Service Provider Annual Certification Form (SPAC) and Service Provider Number (SPIN).



AT&T Response:

AT&T Corp. SPIN number 143001192 is an eligible Telecommunications Services provider as defined by USAC Schools & Libraries Eligible Services mechanism. Evidence of AT&T Corp.'s most recent Service Provider Annual Certification Form can be found at the following link: <http://www.usac.org/sl/applicants/step03/contracts.aspx>

The Service Provider will be responsible for all discounted charges not paid by USAC due to the Service Provider's failure to comply with all USAC, SLD and FCC guidelines.

AT&T Response:

Pursuant to E-Rate and FCC Free Services Advisory rules, The District will be responsible for paying for any amounts for which the SLD does not provide funding, unless E-Rate funding is lost or withdrawn solely as a result of AT&T's violation of E-Rate rules.

Service Provider will submit their SPIN and proof of current SPAC with their proposal.

AT&T Response:

Please see our response above regarding our SPAC.

If construction is part of the proposal, the Service Provider must hold a General Contractors License in the State of Mississippi. A legible copy of the license must be attached and noted.

It is preferred that the Service Provider has been in business for at least 5 years. A legible copy of incorporation papers must be attached and noted. Service Providers must give examples of experience with installation of similar projects that have equal broadband connectivity.

15. Stored Materials

Any materials stored on the job site shall be the Service Provider's responsibility.

AT&T Response:

All terms and conditions relating to risk of loss and transfer of title shall be as set forth in the Proposed Contract Documents, in particular the Pricing Schedule(s) and Section 2.3 ("Purchased Equipment") of the Unified Agreement.



16. Specifications

Complete specification details for all products being proposed must be provided as part of the RFP response package (proposal).

AT&T Response:

ASE

AT&T Switched Ethernet Service is a transport service that uses industry-standard Ethernet technology to transport traffic among two or more locations. AT&T Switched Ethernet Service uses native Ethernet interfaces to transport data without using protocol conversion or special equipment.

We offer AT&T Switched Ethernet Service in speeds of 2 Mbps to 100 Gbps, and you can choose from multiple options for redundancy as well as Class of Service (CoS). This means that you can match your network's performance to your applications' needs.

We built AT&T Switched Ethernet Service on a carrier-grade Multiprotocol Label Switching (MPLS) network to deliver reliable service. The service offers end-to-end network availability and data performance Service Level Agreements (SLAs). In addition, you can view your network's latency and jitter performance via the award-winning AT&T BusinessDirect® portal's Global Performance Reporting application.

Features and Benefits

AT&T Switched Ethernet Service gives you these features:

- **Any-to-Any Connections**—let you configure any port so that it connects to any other port in your network. So instead of passing through your network hub, data packets take a more direct route to their destinations. As a result, a single Ethernet connection can provide your locations with various remote resources, such as virtual connections to a primary and backup data host.
- **Multiple Classes of Service (CoS) with Service Level Agreements (SLAs)**—CoS with SLAs lets you tune an Ethernet connection to each application's specific needs, such as the real-time and interactive requirements of delay-sensitive voice, video, and financial transactions. This capability enables your high-bandwidth network to efficiently and reliably transport interactive voice and video, which helps ensure that your employees can successfully communicate and collaborate.
- **Bandwidth Speeds from 2 Mbps to 100 Gbps**—You can choose from four physical port speeds and a wide variety of logical channel Committed



Information Rates (CIRs) for your switched Ethernet service. This feature helps you meet your current network needs and lets you easily increase your network's speed and capacity in the future. So, instead of losing time because of a slow network response, you can help ensure that vital information is available when and where you need it.

Options

The following options are available with AT&T Switched Ethernet Service:

- **Per Packet Class of Service**—lets you prioritize different types of traffic on a single converged network and enable real time application data to be routed with top priority. This helps negate the need for a physically or logically divided network.
- **Diverse Access**—lets you order two physically separated ports for the same location to improve survivability.
- **Advanced Access Failover**—provides you with a single port with two diverse fiber paths back to two core routers in our network. If one facility fails (due to a loop fiber cut), the surviving facility carries the information.
- **Alternate Serving Switch**—lets you order a port that we serve from an AT&T Switched Ethernet Service switch that is different from the switch that would normally serve your premises. This arrangement supports designs that must meet certain redundancy requirements.
- **Enhanced Multicast**—increases the amount of Broadcast, Unknown unicast, and Multicast (BUM) traffic (up to 30 Mbps) that your network can transport on an EVC.

ADI

AT&T Dedicated Internet is an internet access service that combines a symmetrical, dedicated connection with symmetrical bandwidth (same download and upload speeds) and provides reliable, high-performance connectivity. AT&T Dedicated Internet includes maintenance of the communications link between service locations and the AT&T network.

ADI provides reliable access to online information and lets you communicate with internet users worldwide. Two service types are available. ADI with Managed Router provides end-to-end managed internet access; we configure, install, and manage your on-site router and diagnostic modem. ADI with Customer-Managed Router provides managed internet access, but you provide and manage your own on-site equipment.



AT&T is a Tier 1 internet service provider with a high-performing 100 Gbps network. Our IP backbone uses Dense Wavelength Division Multiplexing (DWDM) facilities in a ring configuration. This architecture provides full redundancy and delivers the reliability, quality, and performance you need. And, should network trouble occur, we attempt to swiftly detect, diagnose, and resolve problems via state-of-the-art technology.

To help you manage your AT&T account and your contracted services, the AT&T BusinessDirect® portal provides a suite of online tools that you can use 24x7. BusinessDirect® tools give you access to billing, maintenance, network management, and performance reporting information and functions.

Features and Benefits

AT&T Dedicated Internet gives you these features:

- **100% Site Availability**—starts with proactive monitoring of our nationwide backbone along with a network architecture that features redundant routers, switches, and power supplies. As a result, we can reroute traffic around outages and restore service almost instantaneously. This increases reliability and helps ensure that your internet traffic gets through.
- **Enterprise-Class Support**—includes 24x7 expert technical assistance, and we back our service with strong Service Level Agreements (SLAs) and provisioning intervals. This means that you can count on support and service when you need it.
- **Customizable Service**—means ADI provides you with customizable maintenance, service, and support options, so you can choose the level of network management you need. And, as an industry-leading network provider, we have the flexibility and resources to help you prepare for the future. As a result, you can customize your service and keep your competitive edge.
- **Network Address Translation (IPv4 Only)**—helps to protect your local private network addresses by hiding them from open internet addressing. NAT is a standard feature of ADI with Managed Router service. This approach is an increasingly important defense against network reconnaissance.
- **Class of Service (CoS)**—prioritizes data traffic over your network access link, and you can add this option to your ADI. We offer four classes of service and 25 service profiles that have predetermined bandwidth allocations. And, if any service isn't using its allocated bandwidth, other services can share it. By using this option, you can optimize your data traffic flows during congested periods.

Options



The following options are available with AT&T Dedicated Internet:

- **Billing options**—let you choose from various plans to ensure cost efficiency, depending on your service type and options. Online bill inquiry is available with all billing options.
- **Security services options**—provide additional security features. Options include Managed Firewall Service, Managed Intrusion Detection Service, Reactive DDoS protection, Cloud Web Security Service, and others that can help protect your vital information.
- **Network management and equipment provision options**—let you choose the level of service that best meets your needs. AT&T Dedicated Internet gives you the flexibility to customize management of your network services. We can manage all aspects of your network monitoring and security features that you deploy, or you can manage certain components yourself. By choosing the fully managed service, you can significantly reduce your network management burden, or we'll work with you to determine an appropriate level of assistance. In addition, AT&T Dedicated Internet lets you choose the service components you want us to provide, including customer premises equipment (CPE) and CPE management, monitoring, and maintenance (available only with ADI with Managed Router service). AT&T-provided CPE includes a router and a diagnostic modem for out-of-band testing.
- **Access connection and speed options**—give you choices for access method to the AT&T IP backbone and speed. Access methods include Digital Private Line, Integrated Access (Channelized T3), NxT1 using Multilink Point to Point Protocol (MLPPP), and Ethernet. Speeds range from 1.5 Mbps to 100 Gbps.
- **Additional domain name service (DNS) option**—supports up to 15 primary or secondary DNS zones in addition to the 15 primary and 15 secondary DNS zones that are standard with ADI. This provides an additional 150 KB of zone file data. If you require more than 15 additional DNS zones (that is, you need 15 additional zones for both primary and secondary DNS), you must purchase multiple (additional DNS) options.
- **Local access combination option**—provides your local channel access and your ADI port as a bundled service component. With this option, we'll order, provision, and bill local channel access and the ADI port together.
- **Location options**—We provision ADI at your location, an AT&T data center, or a carrier hotel—and we place your equipment in a dedicated cage or common space. Network Collocation Service (NCS) is a second location option that gives you a physical presence in an AT&T central office (CO) and a direct connection to the AT&T IP backbone. We provide a pre-installed rack and power supply in our



secure CO building. You provide and maintain the router, cabling, and other required equipment.

- **AT&T VPN Tunneling service (AVTS) Small Office Home Office (SOHO) with ADI option**—provides bundled ADI with a dedicated VPN endpoint for AVTS SOHO in locations where AT&T xDSL is unavailable. We provide both products under one AVTS contract with coordinated installation of AVTS and ADI. The AVTS help desk is your single point of contact for both AVTS and ADI service issues. MARO and Unilink are unavailable with this option.
- **Class of service (CoS) option**—prioritizes your data traffic over your network access link. The four classes of service are real time, high-grade data, medium-grade data, and low-grade data. You choose from 25 service profiles with predetermined bandwidth allocations to ensure that your data traffic flows during congested periods. If any service isn't using its allocated bandwidth, other services can share it. CoS is unavailable with I-ADI, Access Redundancy or VoIP options.
- **Service to service interconnect (STSI) option**—lets you cross-connect to ADI from another service provider's local access circuit.

Redundancy options—include Customer Premises Equipment (CPE) Redundant Configuration (an ADI with Managed Router service option), which provides redundancy at your site via a fully configured and tested AT&T ADI standby router; if it fails, we replace it and provide changeover assistance. Alternate Backbone Node provides backbone node redundancy via two access circuits (both of which must use the same access method) between your site and two different access routers at physically diverse AT&T backbone nodes. The ADI Access Redundancy Option (AARO) provides redundant components between your LAN and the AT&T IP backbone so that if one path fails, traffic automatically reroutes. You can choose Backbone Node Redundancy, Access Router Redundancy (ARR), or Automatic Load Balancing (ALB). Backbone Node Redundancy provides access circuits at your site (both of which must use the same access method) that connect through two different access routers at two of our physically diverse backbone nodes. ARR provides logical redundancy (if components fail) via access circuits on one or two customer routers (CRs) at your site that connect through two access routers (ARs) to one AT&T IP backbone node; each circuit can have a different bandwidth but must use the same access method. Automatic Load Balancing (ALB) balances traffic (if components fail) across access circuits on one or two CRs at your site and a single AR; both circuits must have the same bandwidth.



17. Time of Completion

Work must be completed and operational by July 1, 2019 presuming the Service Provider is selected, contract signed and E-Rate forms are submitted by the district in a timely manner.

AT&T Response:

AT&T will use commercially reasonable efforts to complete all installation within the deadlines established within the E-Rate rules and per any mutually agreed installation schedule, but will not be responsible for delays which result from matters outside its reasonable control. In such event, AT&T will cooperate with the Customer in seeking appropriate deadline extensions with the Schools and Libraries Division of the Universal Service Administrative Company. Ultimate responsibility for obtaining such extensions, however, remains with the Customer per E-Rate rules.

18. Accident Prevention

Precautions shall be exercised at all times for the protection of persons (including employees and students) and property, and hazardous conditions shall be guarded against or eliminated. The District or the building principal will determine what constitutes a hazardous condition on any campus and the Service Provider will be responsible for rectifying the issue to the satisfaction of The District.

AT&T Response:

All terms and conditions relating to safe working environment shall be as set forth in the Proposed Contract Documents, in particular the Pricing Schedule(s) and Section 3.2 ("Safe Working Environment") of the Unified Agreement and all subsections thereto.

19. Contract Form

AT&T Response:

Please see our response in **Basis of Award**: 1. E-rate approval by USAC above.

Upon Contract award and a binding contract signed, the standard written Purchase Order form will be issued to the winning Service Provider. Issuance of the Purchase Order will be contingent upon USAC acceptance and funding of the project.



AT&T's Clarification:

Any Customer purchase orders issued for services as provided under this RFP must clearly provide that the purchase is made via the mutually agreed contract documents and not subject to the preprinted terms of that purchase order form.

20. Indemnification

The Service Provider agrees to hold The District harmless and to indemnify The District for every expense, liability or payment arising out of or through injury (including death) to any person or persons or damage to property (regardless of whom the owner may be of the property) of any place in which work is located arising out of or suffered through any act or omission of The Service Provider or Subcontractor.

AT&T Response:

All terms and conditions relating to limitation of liability shall be as set forth in the Proposed Contract Documents, in particular the Pricing Schedule(s) and Section 6 ("Limitations of Liability and Disclaimers") of the Unified Agreement and all subsections thereto.

21. The Service Providers' Representative

The District reserves the right, with sole discretion, to refuse to allow any representative of The Service Provider to service the contract in any manner. In this event, The Service Provider shall furnish another representative that is acceptable to The District. Examples of reasons for refusing to allow a Service Provider representative to service the contract include, but are not limited to:

- Use of profanity or abusive language around any school personnel or students.
- Unclean or unkempt appearance.
- Intoxication or obvious drug use.
- Threatening behavior towards any school personnel or students.

Should the Service Provider use subcontractors for portions of the work, the District reserves the right to reject any subcontractor without explanations or recourse by The Service Provider or subcontractor.



AT&T Response:

All of AT&T's Technicians, Service Consultants and Customer Service Personnel are well trained and skilled in their respective disciplines.

AT&T shall employ and make available at reasonable times an adequate number of appropriately qualified and trained personnel, familiar with the District's operations and use of telecommunications services, to provide and support the District's use of the Services in accordance with the terms of AT&T's response to this RFP. AT&T retains the right to manage and deploy its personnel as AT&T deems appropriate from time to time.

If the District requests AT&T to substitute an employee, the District shall provide such requests in writing, explaining in reasonable detail the reason(s) for the removal request. Any such request shall be for lawful reasons.

22. The District Regulations

The Service Provider and his representatives shall follow all applicable school district regulations while on The District property, including the no smoking, no weapons, and drug free policies. No work shall interfere with school activities or environment unless the Principal or person in charge gives permission. All Service Provider personnel shall be easily identified by the use of identification badges and uniforms or shirts with The Service Provider's logo clearly visible

AT&T Response:

AT&T shall employ and make available at reasonable times an adequate number of appropriately qualified and trained personnel, familiar with **the District's** operations and use of telecommunications services, to provide and support the **District** use of the Services in accordance with the terms of AT&T's response to this RFP.

23. Governing Law

All RFPs and related documents submitted to The District by the Service Provider are governed under the laws of the State of Mississippi.



AT&T Response:

All terms and conditions relating to governing law and venue shall be as set forth in the Proposed Contract Documents, in particular the Pricing Schedule(s) and Section 10.11 ("Governing Law") of the Unified Agreement.

24. Comprehensive List of References

All references should include: a contact person, dates of work, mailing address and telephone numbers.

AT&T Response:

During negotiations or presentations, your AT&T account team will secure customer references.

Most AT&T customers do not wish to be contacted directly and must specifically agree to be references. If you request specific customer references, your AT&T account team may arrange meetings between approved references and prospective customers and will provide that information during negotiations. So, your account team will work to arrange the customer meeting or to supply you with direct contact information.

Because we protect our client information, you can rest assured that your information will also be protected.

25. The District reserves the right to:

- a. Give full and proper consideration to the service, reputation, product knowledge, and experience of all companies presenting proposals, and to disqualify any such Service Provider it deems unqualified to provide the services requested.
- b. Reject any and all proposals if deemed necessary.
- c. Accept any alternative proposal believed to be in the best interest of the district.
- d. Waive any formality in the proposal submission.

AT&T Response:

AT&T takes exception to the waiver of "formality" portion of this provision as used here and throughout this RFP to the extent that it implies AT&T waives rights to protest the



award decision. To that end, AT&T reserves all protest rights afforded bidders/respondents participating in the District's contracting process.

e. Cancel any awarded bid if the service proves unsatisfactory.

AT&T Response:

All terms and conditions relating to termination shall be as set forth in the Proposed Contract Documents, in particular the Pricing Schedule(s) and Section 8 ("Suspension and Termination") of the Unified Agreement and all subsections thereto.

26. Proposals

AT&T Response:

AT&T's proposal hereunder is a direct reflection of the scope of work as presented here, as of the date of submission. Changes /modifications made after submission will require mutual agreement/adjustment to the new scope, subsequent pricing and performance requirements. For the price quoted AT&T will provide services for the listed sites. Any additional services will be provided at additional cost.

Proposals are to include the furnishing of all materials, equipment, maintenance, shipping costs, delivery, installation, drawings and the provision of all labor and services necessary or proper for the completion of the work as may be otherwise expressly provided in the contract documents. The District will not be liable for any costs beyond those proposed herein. Please be advised that public schools are specifically exempted from the payment of Mississippi Sales Tax. In case of discrepancy in computed proposal prices, the total price will prevail.

AT&T Response:

All terms and conditions relating to payment of taxes shall be as set forth in the Proposed Contract Documents, in particular the Pricing Schedule(s) and Section 4 ("Pricing and Billing") of the Unified Agreement and all subsections thereto.



27. Terms of Payment

No payment will be made for any services started prior to July 1, 2019. The District will, if possible, issue an SLD Form 486 on the day services begin.

AT&T Response:

AT&T will not begin work related to the Services and/or equipment (including, without limitation, construction, installation or activation activities) until after AT&T receives Customer notification to proceed with the order without funding approval or verification in writing from the Customer to proceed based on funding approval by the USAC/SLD, whichever occurs first. AT&T will commence Service(s) as soon as is practical following the receipt of the appropriate documentation. Please see the attached E-Rate Rider for more information.

AT&T will be glad to coordinate all its activities on the site with Customer, and will endeavor to meet all mutually agreed implementation dates; however, AT&T shall not be liable for any problems caused by force majeure, delays due to any fault of Customer, and/or any contractor or subcontractor employed by Customer, or network delays, or for problems resulting from causes beyond the reasonable control of AT&T.

For the duration of the contract, payments will be made on the first working day after the monthly meeting of The District Board of Trustees after the submission of invoice(s) from the Service Provider.

AT&T Response:

All terms and conditions relating to pricing and invoicing shall be as set forth in the Proposed Contract Documents, in particular the Pricing Schedule(s) and Section 4 ("Pricing and Billing") of the Unified Agreement and all subsections thereto.

28. Turnkey Solution

All proposals are to provide a turnkey solution for installation of circuits for connecting the buildings of the district to the District's Internet connection located at HCSD Central Office and the Internet connection itself. The District agrees to certify acceptance by location to establish an incremental performance baseline. However, the final system installation shall provide the capabilities specified in Section II, Detailed Specifications.



AT&T Response:

As stated above, for the prices quoted herein, AT&T will provide only the items of equipment and services specifically listed in this response. Any additional equipment or services beyond those herein will be provided at additional charge(s). AT&T's pricing is predicated on the requirements as set forth in the RFP document and AT&T's response. Use of the word "turnkey" or similar terms throughout this RFP does not require AT&T to provide equipment or services beyond those specifically quoted in this RFP response.

30. Term of Contract and E-Rate Subsidies

Payment for The District's networking circuits is dependent on E-Rate subsidies. The District will file for the E-Rate subsidies throughout the term of the contract. In the event that the district E-Rate subsidies were to cease, the district will notify the Service Provider as to the date of the cessation and the District will be liable only for payment for services until the time of termination. If E-Rate subsidies stop, the district will not be bound by the remainder of the contract.

AT&T Response:

Please see our response in **Basis of Award: 1. E-rate approval by USAC above.**

II. Detailed Specifications

The specifications provided in this section are for both (A) the provision of broadband access to the Internet including transport circuit to the District's Internet POP located at 17304 Hwy 603 and (B) the connection of 7 buildings to each other and to the Internet POP.

The worksheet for this proposal is diverse. Any Service Provider may choose not to complete any section of the worksheet. Section numbers are noted in the upper left cell of each section. However, each section a Service Provider chooses to submit a proposal must be completed fully.

Any resulting contracts from this proposal must allow for the district to upgrade to a higher bandwidth circuit at the proposed price for the higher bandwidth circuit anytime within the term of the contract at the price specified for the upgrade with two month's notification to the service provider.



AT&T Response:

All terms and conditions relating to pricing and invoicing shall be as set forth in the Proposed Contract Documents, in particular the Pricing Schedule(s) and Section 4 ("Pricing and Billing") of the Unified Agreement and all subsections thereto.

A. Internet Circuits

NOTE: The transport circuit to the providers Internet connection in the following section must be dedicated (not shared) high-speed bandwidth service.

1. Bandwidth will be as specified in the Bid Worksheets beginning on page 21 of this document. Specified bandwidth speeds must be both incoming and outgoing.
2. The district will connect to the service provider's Internet connection with a Single Mode fiber optic connection to either a 10 Gbps Gbic or a 1 Gbps Gbic to be specified by the service provider for the connection. This bid will include options for greater than 1 Gbps Internet connections.
3. The circuits required include access to the Internet and a dedicated transport circuit from the district host at 17304 Hwy 603 to the service provider's Internet connection.
4. All circuits proposed **MUST BE FIXED** not "burstable" circuits. Circuits that are "burstable" to the specified bandwidth are not acceptable and will not be considered. They may be burstable above the specified bandwidth but they must be continuous to the bandwidth specified.
5. The service provider will provide a SC fiber (Single Mode) connection to which the district will connect to the district firewall. District will provide all necessary jumper cables.
6. The service provider will provide to the District Technology Coordinator, at least daily, a document showing circuit utilization for the previous 24 hours. The time of day the document will be delivered is left up to the service provider.

AT&T Response:

Several online tools are available through the AT&T BusinessDirect® portal.

These tools include

- Report and Track Troubles (AT&T BusinessDirect® eMaintenance)



- View BusinessDirect Map
- View Global Performance Reports
- View, Analyze and Pay Your Bill (AT&T BusinessDirect® eBill)

This means that you can access tools to manage your network and account 24x7.

B. WAN Circuits both 1 gig and 10 Gig

1. Bandwidth will be as specified in the Bid Worksheets beginning on page 21 of this document. Specified bandwidths must be both incoming and outgoing.
2. All circuits proposed **MUST BE FIXED** not “burstable” circuits. Circuits that are “burstable” to the specified bandwidth are not acceptable and will not be considered. They may be burstable above the specified bandwidth but they must be continuous to the bandwidth specified.
3. The service provider may provide an SC fiber (SM or MM) connection to which the district will connect to the district core switch. The district will provide all necessary jumper cables for the connections.
4. The service provider will provide to the District Technology Coordinator, at least daily, a document showing circuit utilization for the previous 24 hours for EACH of the 6 circuits of the WAN and for the Internet connection. The time of day the document(s) will be delivered will be determined by the service provider.

AT&T Response:

AT&T has read and understands.

III. The District Responsibilities

1. Access for Installation

The District will, during the progress of the installation, allow the Service Provider and its employee's access to the premises and facilities at all reasonable hours or at such hours as The District representative and the Service Provider agree upon.

The District will provide access to existing conduit or the placement of new conduit if necessary to all work locations, floors, buildings, etc., to support the media installation and provide Service Provider access to these adjacent areas where and when required.



AT&T Response:

All terms and conditions relating to access of Customer premises shall be as set forth in the Proposed Contract Documents, in particular the Pricing Schedule(s) and Section 3.1 ("Access Rights") of the Unified Agreement and all subsections thereto.

2. Heating/Cooling

Provide heat or cooling when required and general illumination in rooms where work is to be performed by The Service Provider.

3. Inspections

Promptly make inspections when notified by the Service Provider that the equipment or any part thereof, is ready for acceptance.

4. Electrical

The District will provide all electrical needs within the district buildings.

5. Delay in Work

It is understood that the Service Provider will not be held accountable for any delays caused by The District.

AT&T Response:

AT&T has read and understands.

IV. SERVICE PROVIDER'S RESPONSIBILITIES

1. Provision

The Service Provider must provide all supervision, tools, equipment, hardware and wiring materials as specified; transportation, erection, construction, unloading, inspecting, and keeping inventory as specified in attached contract documents. Whenever in the Contract the terms "provide, furnish, supply, install, etc.", can be interpreted as requiring the Service Provider both to furnish and/or install materials, unless specific provisioning/installation of the materials by The District is denoted.



AT&T Response:

AT&T's proposal hereunder is a direct reflection of the scope of work as presented here, as of the date of submission. For the price(s) quoted herein, AT&T will provide only the items of equipment and services specifically listed in this bid response. Any additional equipment or services which are not shown or described in this proposal will require mutual agreement/adjustment to the final configuration, subsequent pricing and implementation schedule.

The information and pricing submitted with this RFP Response will be subject to change on account of any error or omission in the RFP information provided by the Customer or upon further investigation(s) as to local conditions and the exact requirements of any future order.

2. Firewalls

Provide for the installation of all conduits and sleeves through firewalls and application of fire-stopping materials as required to meet codes.

AT&T Response:

AT&T has read and understands.

3. Ceiling Tiles

Provide for the removal and reinstallation of all ceiling tiles as needed. Any broken ceiling tiles will be replaced with equal or better quality of the damaged ceiling tiles.

AT&T Response:

AT&T will repair and replace any damage to the District's premises directly resulting from the installation effort caused by AT&T or its agents, as promptly as reasonably practicable, returning the site to its pre-installation condition. All other terms and conditions relating to working on the District's premises shall be as set forth in the Proposed Contract Documents.



4. Identification

The Service Provider will identify to the district any work necessitating cutting into or through any part of the building structure such as girders, beams, concrete, tile floors or partition ceilings.

AT&T Response:

AT&T has read and understands.

5. Permits

The Service Provider shall obtain all necessary county, municipal, and/or state work/building permits. This includes any permits that may be needed to gain the right of way for outside cabling.

AT&T Response:

All terms and conditions relating to licenses, permits and consents shall be as set forth in the Proposed Contract Documents, in particular the Pricing Schedule(s) and Section 3.1 ("Access Rights") of the Unified Agreement and all subsections thereto.

6. Damage

The Service Provider will be responsible for repairs of damage to the building, roads, equipment, existing cable, or property. The Service Provider will promptly report to a representative of The District any such damage to the building, roads, equipment, existing cable, or property that may occur while performing work in the facilities.

AT&T Response:

AT&T will repair and replace any damage to the District's premises directly resulting from the installation effort caused by AT&T or its agents, as promptly as reasonably practicable, returning the site to its pre-installation condition. All other terms and conditions relating to working on the District's premises shall be as set forth in the Proposed Contract Documents.



7. Installation

Install the wire, cable, and/or associated hardware in accordance with the manufacturer's specifications. All cabling and equipment shall be sufficiently labeled such that the equipment designation or purpose, interconnections and cabling endpoints can be easily determined. All labeling shall correspond with the drawings provided in Item 15 below.

AT&T Response:

AT&T has read and understands.

8. Test and Inspections

Conduct tests and inspections in the presence of The District technical representative after installation has been completed in order that The District may be assured that the requirements for the installation are met.

AT&T Response:

For clarification, equipment sold without AT&T-provided installation are accepted on delivery by the manufacturer to the shopper. For equipment to be installed by AT&T, AT&T will provide services and, as appropriate, install, implement and cutover the system components called for in the agreed specifications for final acceptance by **the District**. The services and components provided will operate in accordance with the manufacturer's specifications, the RFP specifications as responded to by AT&T and the agreement of the parties. When the work and components specified in this response complete manufacturer-recommended test protocols, acceptance occurs. Acceptance shall not exceed 30 days following implementation.

9. Completion Notification

Promptly notify The District designated contact of completion of this proposed project.

AT&T Response:

AT&T has read and understands.



10. Defects

The Service Provider will promptly correct all defects for which the Service Provider is responsible.

AT&T Response:

All terms and conditions relating to warranties shall be as set forth in the Proposed Contract Documents, in particular Section 6 ("*Limitations of Liability and Disclaimers*") of the Unified Agreement and all subsections thereto. In addition, terms and conditions in the applicable Pricing Schedule(s) may apply.

For clarification, AT&T will install, implement and cutover the system components called for in the agreed specifications. The components provided will operate in accordance with the manufacturer's specifications, the RFP specifications as responded to by AT&T and the agreement of the parties. When the work and components specified in this Response complete manufacturer-recommended test protocols, the project is complete and acceptance occurs. Acceptance shall not exceed 30 days following Implementation.

11. The District Contact

The Service Provider must coordinate all work with The District designated contact.

AT&T Response:

AT&T has read and understands.

12. Cleanup

Upon completion of the work each day, the Service Provider must remove all tools, equipment, rubbish and debris from the premises and must leave the premises clean and neat and in the same condition as it was found.

AT&T Response:

AT&T will be responsible for removing AT&T-generated debris as a result of the installation process.

All other terms and conditions relating to access of Customer premises shall be as set forth in the Proposed Contract Documents, in particular the Pricing Schedule(s) and



Section 3.1 (“Access Rights”) of the Proposed Contract Documents and all subsections thereto.

13. Subcontractors

The Service Providers may use subcontractors to perform work. However, all responsibilities rest with the Service Provider.

AT&T Response:

At this stage, AT&T is not able to specifically identify the subcontractors required for your solution. We reserve the right to engage subcontractors as needed for installation and maintenance services; however, all contracting with you will be directly with AT&T. We will identify any third-party providers during the negotiation phase.

We select our subcontractors with the goal to provide the best service to you. Upon award AT&T will work with your Procurement and AT&T Strategic Sourcing to validate any third parties.

14. Warranty

This system is to be provided as an E-rate funded Telecommunication service and requires the Service Provider to provide complete maintenance and warranty the system in full.

AT&T Response:

All terms and conditions relating to warranties shall be as set forth in the Proposed Contract Documents, in particular the Pricing Schedule(s) and Section 6 (“Limitations of Liability and Disclaimers”) of the Unified Agreement and all subsections thereto.

15. Codes, Standards, and Ordinances

All work shall conform to the latest edition of the National Electrical Code, the

Building Code, and all local codes and ordinances, as applicable. ANSI/TIA/EIA-568A and ANSI/EIA/TIA-569 shall be adhered to during all installation activities.

Methodologies outlined in the latest edition of the BICSI *Telecommunications*



Distribution Methods Manual shall also be used during all installation activities. Should conflicts exist with the foregoing, the authority having jurisdiction for enforcement will have responsibility for making interpretation.

AT&T Response:

AT&T shall comply with all laws and regulations applicable to AT&T. AT&T will not commit to “conform to all required national and international standards”, as that phrase is somewhat undefined in this context. AT&T will provide the services as outlined in its proposal and resulting contract documents in a manner mutually agreed by the parties.

For clarification, AT&T’s Response is submitted under the applicable laws and regulations current at the time of contract execution. Changes in laws and regulations may require changes in pricing and performance.

16. Safety

AT&T Response:

All terms and conditions relating to safe working environment shall be as set forth in the Proposed Contract Documents, in particular the Pricing Schedule(s) and Section 3.2 (“Safe Working Environment”) of the Unified Agreement and all subsections thereto.

The Service Provider shall take the necessary precautions and bear the sole responsibility for the safety of the methods employed in performing the work. The Service Provider shall at all times comply with the regulations set forth by federal, state, and local laws; rules; and regulations concerning “OSHA”, and all applicable state labor laws, regulations, and standards. The Service Provider shall indemnify and hold harmless The Customer from and against all liabilities, suits, damages, costs, and expenses (including attorney’s fees and court costs) that may be imposed on The Customer because of The Service Provider, subcontractor, or supplier’s failure to comply with the regulations stated herein.

AT&T Response:

All terms and conditions relating to limitation of liability shall be as set forth in the Proposed Contract Documents, in particular the Pricing Schedule(s) and Section 6 (“Limitations of Liability and Disclaimers”) of the Unified Agreement and all subsections thereto.



17. Patents and Royalties

The Service Provider, without exception, shall indemnify and hold harmless The Customer and its employees from any liability of any nature or kind, including costs and expenses for or on account of any trademarked, copyrighted, patented, or nonpatented invention, process, or article manufactured or used in the performance of the Contract, including its use by The Customer. If The Service Provider or subcontractor uses any design, device, or material covered by letters, patent, trademark, or copyright, it is mutually understood and agreed without exception that the proposal prices shall include all royalties or cost arising from the use of such design, device, or materials in any way involved in the work.

AT&T Response:

All terms and conditions relating to indemnification and holding the Customer harmless shall be as set forth in the Proposed Contract Documents, in particular the Pricing Schedule(s) and Section 7 ("Third Party Claims") of the Unified Agreement and all subsections thereto.

18. USAC Certifications

The Service Provider must be an approved USAC Service Provider with a current SPIN and SPAC. It will be the responsibility of the Service Provider to maintain all USAC certifications throughout the term of the contract.

AT&T Response:

AT&T understands and will comply. AT&T will follow all Service Provider requirements for the USF Schools and Libraries Program as set forth on the USAC website and FCC rules, including filing an annual Service Provider Annual Certification Form with the SLD.

19. Indemnification

The Service Provider shall indemnify and hold harmless The District, its agents and employees from or on account of any injuries or damages, received or sustained by any person or persons during or on account of any operation connected with this Contract; or by consequence or any negligence (excluding negligence by The Customer, its agents, or employees) in connection with the same; or by use of any improper material or by or on account of any act or omission of said Service Provider or its subcontractors, agents, servants, or employees. The Service Provider further agrees to indemnify and hold harmless The Customer, its agents or employees, against claims or liability arising from



or based upon the violation of any federal, state, county, city, or other applicable laws, bylaws, ordinances, or regulations by The Service Provider, its agents, associates, or employees.

The indemnification provided above shall obligate The Service Provider to defend at its own expense or to provide for such defense, at The Customer's option, of any and all claims of liability and all suits and actions of every name and description that may be brought against The Customer which may result from the operations and activities under this Contract whether the installation operations be performed by The Service Provider, subcontractor, or by anyone directly or indirectly employed by either.

The award of this Contract to The Service Provider shall obligate The Service Provider to comply with the foregoing indemnity provision; however, the collateral obligation of insuring this indemnity must be complied with as set forth.

AT&T Response:

All terms and conditions relating to limitation of liability shall be as set forth in the Proposed Contract Documents, in particular the Pricing Schedule(s) and Section 6 ("Limitations of Liability and Disclaimers") of the Unified Agreement and all subsections thereto.



Proposal Submission Form

Service Provider/Company Name	AT&T Corp.
Corporate Address	One AT&T Way
City/State/Zip	Bedminster, NJ 07921
Service Provider Contact Name	John Robinson
Service Provider Contact Phone #	601-842-9949
Service Provider Email Address	john.robinson.2@att.com
E-Rate Service Provider Name	AT&T Corp.
E-Rate Service Provider ID (SPIN)	The AT&T Corp. SPIN number is 143001192.
Address of Mississippi Office	209 E. Capitol St
City/State/Zip	Jackson, Ms 39201
24hr Toll-Free Help Desk Number	1-866-937-3664



WORKSHEETS

FOR The FOLLOWING WORKSHEETS, SERVICE PROVIDERS MUST CHOOSE ANY
WORKSHEETS YOU WISH TO COMPLETE

All blanks must be filled in on the worksheets you choose to complete

All Submissions must contain two copies of the worksheet and one copy of the
supporting documentation

There are three worksheets. You may complete any of them you wish but those you
choose to complete must be completed IN FULL unless otherwise specified on the
worksheet

OPTIONS

AT&T's Clarification:

AT&T reserves the right to pass along additional charges, surcharges, and fees imposed
on AT&T by state or federal regulations or laws incurred by AT&T in providing the
service.

Upon written request from the Customer, AT&T will provide a good faith estimate of the
taxes, fees and surcharges for Customer that would apply as of today based on the
services requested, but those amounts will be for illustrative purposes only, and subject
to change.

For the price(s) quoted herein, AT&T will provide only the items of equipment and
services specifically listed in this bid response. Any additional equipment or services
beyond those herein will be provided at additional charges. Our pricing is predicated on
the requirements as set forth by the bid documents, and use of terms and phrases, such
as "all-inclusive" does not require AT&T to provide equipment or services beyond those
specifically noted in our quote.

- 1) Internet Stand Alone
- 2) WAN Stand Alone
- 3) Internet and WAN Bundled Service

*(Option 3, The provider will provide both Internet and WAN service together. Bids for
bundled services will be evaluated as a whole)*



WORKSHEET FOR INTERNET CONNECTION (Stand Alone)

Bandwidth In Mbps	E-Rate Eligible (One Time) Cost	E-Rate Ineligible (One Time) Cost	E-Rate Eligible Monthly Cost	E-Rate Ineligible Monthly Cost
1000	\$0.00	\$0.00	\$1,661.80	\$0.00
1500	\$0.00	\$0.00	N/A	\$0.00
2000	\$0.00	\$0.00	\$2,588.98	\$0.00
2500	\$0.00	\$0.00	N/A	\$0.00
3000	\$0.00	\$0.00	\$3,188.01	\$0.00

AT&T Response:

AT&T's identification of certain services as "eligible" or "non-eligible" for Universal Service ("E-Rate") funding is not dispositive. Any conclusions regarding the eligibility of services for E-Rate funding are based on several factors, many of which are not within AT&T's reasonable control. AT&T will take guidance from the "Eligible Services List" and the specific sections on product and service eligibility on the Schools and Libraries Division ("SLD") of the Universal Service Administrative Company ("USAC") website www.sl.universalservice.org. This site provides a current listing of eligible products and services, as well as conditionally eligible and ineligible services. This guidance notwithstanding, the final determination of eligibility will be made by the SLD, and AT&T does not represent or guarantee the eligibility of any service or product.

WORKSHEET FOR WAN (Stand Alone)

Below are the options that The District is considering. The District will evaluate the options based on the best value for the services being provided.

The assumption is that the WAN will come together in a provider owned switch then be passed to The District via connection to the Central Office (CO) Host. The CO bandwidths are for that host circuit. Host circuit is connected with a 1 Gbps Gbic on the district core switch.

An alternative of bringing 7 separate circuits from the 7 non-host buildings at the specified bandwidth would be acceptable also. The provider will pass the connections to The District via fiber optic Single Mode SC female connection



Building	Bandwidth	E-Rate Eligible (One Time) Cost	E-Rate Ineligible (One Time) Cost	E-Rate Eligible Monthly Cost	E-Rate Ineligible Monthly Cost
CO (HOST)	5 Gig	\$0.00	\$0.00	\$1,202.96	\$0.00
HHS	1 Gig	\$0.00	\$0.00	\$649.80	\$0.00
HMS	1 Gig	\$0.00	\$0.00	\$649.80	\$0.00
EHE	1 Gig	\$0.00	\$0.00	\$649.80	\$0.00
SHE	1 Gig	\$0.00	\$0.00	\$649.80	\$0.00
HNCE	1 Gig	\$0.00	\$0.00	\$649.80	\$0.00
WHE	1 Gig	\$0.00	\$0.00	\$649.80	\$0.00
CO (HOST)	10 Gig	\$0.00	\$0.00	\$1,739.42	\$0.00
HHS	10 Gig	\$0.00	\$0.00	\$1,739.42	\$0.00
HMS	10 Gig	\$0.00	\$0.00	\$1,739.42	\$0.00
EHE	1 Gig	\$0.00	\$0.00	\$649.80	\$0.00
SHE	1 Gig	\$0.00	\$0.00	\$649.80	\$0.00
HNCE	1 Gig	\$0.00	\$0.00	\$649.80	\$0.00
WHE	1 Gig	\$0.00	\$0.00	\$649.80	\$0.00

In addition to the above speeds, AT&T can offer any of these speeds at any of the locations in this RFP:

2Gb - \$731.54

2.5Gb - \$812.81

4Gb - \$1,040.40

7.5Gb - \$1,423.16

9.5Gb - \$1,677.65

AT&T Response:

AT&T's identification of certain services as "eligible" or "non-eligible" for Universal Service ("E-Rate") funding is not dispositive. Any conclusions regarding the eligibility of services for E-Rate funding are based on several factors, many of which are not within AT&T's reasonable control. AT&T will take guidance from the "Eligible Services List" and the specific sections on product and service eligibility on the Schools and Libraries Division ("SLD") of the Universal Service Administrative Company ("USAC") website



www.sl.universalservice.org. This site provides a current listing of eligible products and services, as well as conditionally eligible and ineligible services. This guidance notwithstanding, the final determination of eligibility will be made by the SLD, and AT&T does not represent or guarantee the eligibility of any service or product.

BUNDLED SERVICE (BUNDLED WITH WAN)

Bandwidth In Mbps	E-Rate Eligible (One Time) Cost	E-Rate Ineligible (One Time) Cost	E-Rate Eligible Monthly Cost	E-Rate Ineligible Monthly Cost
1000	\$0.00	\$0.00	\$1,661.80	\$0.00
1500	\$0.00	\$0.00	N/A	\$0.00
2000	\$0.00	\$0.00	\$2,588.98	\$0.00
2500	\$0.00	\$0.00	N/A	\$0.00
3000	\$0.00	\$0.00	\$3,188.01	\$0.00

AT&T Response:

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WORKSHEET FOR WAN (BUNDLED WITH INTERNET)

Below are the options that The District is considering. The District will evaluate the options based on the best value for the services being provided.

The assumption is that the WAN will come together in a provider owned switch then be passed to The District via connection to the CO Host. The CO bandwidths are for that host circuit. Host circuit is connected with a 1 Gbps Gbic on the district core switch.

An alternative of bringing 7 separate circuits from the 7 non-host buildings at the specified bandwidth would be acceptable also. The provider will pass the connections to The District via fiber optic Single Mode SC female connection

Building	Bandwidth	E-Rate Eligible (One Time) Cost	E-Rate Ineligible (One Time) Cost	E-Rate Eligible Monthly Cost	E-Rate Ineligible Monthly Cost
CO (HOST)	5 Gig	\$0.00	\$0.00	\$1,202.96	\$0.00
HHS	1 Gig	\$0.00	\$0.00	\$649.80	\$0.00
HMS	1 Gig	\$0.00	\$0.00	\$649.80	\$0.00
EHE	1 Gig	\$0.00	\$0.00	\$649.80	\$0.00
SHE	1 Gig	\$0.00	\$0.00	\$649.80	\$0.00
HNCE	1 Gig	\$0.00	\$0.00	\$649.80	\$0.00
WHE	1 Gig	\$0.00	\$0.00	\$649.80	\$0.00
CO (HOST)	10 Gig	\$0.00	\$0.00	\$1,739.42	\$0.00
HHS	10 Gig	\$0.00	\$0.00	\$1,739.42	\$0.00
HMS	10 Gig	\$0.00	\$0.00	\$1,739.42	\$0.00
EHE	1 Gig	\$0.00	\$0.00	\$649.80	\$0.00
SHE	1 Gig	\$0.00	\$0.00	\$649.80	\$0.00
HNCE	1 Gig	\$0.00	\$0.00	\$649.80	\$0.00
WHE	1 Gig	\$0.00	\$0.00	\$649.80	\$0.00



In addition to the above speeds, AT&T can offer any of these speeds at any of the locations in this RFP:

2Gb - \$731.54

2.5Gb - \$812.81

4Gb - \$1,040.40

7.5Gb - \$1,423.16

9.5Gb - \$1,677.65

AT&T Response:

AT&T's identification of certain services as "eligible" or "non-eligible" for Universal Service ("E-Rate") funding is not dispositive. Any conclusions regarding the eligibility of services for E-Rate funding are based on several factors, many of which are not within AT&T's reasonable control. AT&T will take guidance from the "Eligible Services List" and the specific sections on product and service eligibility on the Schools and Libraries Division ("SLD") of the Universal Service Administrative Company ("USAC") website www.sl.universalservice.org. This site provides a current listing of eligible products and services, as well as conditionally eligible and ineligible services. This guidance notwithstanding, the final determination of eligibility will be made by the SLD, and AT&T does not represent or guarantee the eligibility of any service or product.

SERVICE PROVIDER CONTACT INFORMATION

Contact Name John Robinson

Phone Number 601-842-9949

Email Address john.robinson.2@att.com

Check preferred method of contact: ☒ Email ☐ Phone



The following Attachments are to be submitted with the worksheets above:

- *Copy of Mississippi Contractors License*

AT&T Response:

AT&T Certification in Mississippi

BellSouth Telecommunications, LLC, a subsidiary of AT&T Inc., is operating in Mississippi pursuant to a certificate of public convenience and necessity granted by the Mississippi Public Service Commission (PSC). This PSC has a public website listing Local Exchange Carriers whose certificates are current.

You can verify this statement at
<http://www.mpus.ms.gov/utility/telecomm/utilities.html>.

Under the title "Please choose a Telecommunications Subtype" select "Local Exchange Company" in the selection box. After clicking the Submit button, you will see a list of Local Exchange Companies and near the top you will find BellSouth Telecommunications, LLC.





- *Description of Help Desk Procedures*

AT&T Response:

ASE

Our dedicated expert technicians monitor and support your AT&T Switched Ethernet Service.

These technicians monitor, identify, and resolve conditions within our infrastructure that affect the network. However, we may not recognize all alarms that affect customers. Therefore, to ensure your eligibility for service credits, you should report any degradation or failure that affects your service. To do so, contact the AT&T Ethernet Network Operations Center at 888-644-3662 and select option 1 for maintenance.

When we monitor and support your service, we often resolve problems before you notice them.

ADI

For AT&T Dedicated Internet (ADI), AT&T provides the technical support services essential for optimal use of ADI.

These services include

- Software and configuration support—If you lease your Customer Premises Equipment (CPE) from AT&T, we coordinate software updates and configure your router when necessary. We notify your contact of necessary software changes and make every effort to perform maintenance during off hours. (Note: This service is unavailable to you if you provide your own CPE.).
- 24-hour technical support—Our technical support line (1-888-613-6330, prompt 2) is staffed 24x7. A touch-tone menu system enables you to direct your calls to the appropriate technician. Alternatively, you can reach a customer support specialist 24x7 via email at RM-awmis@ems.att.com.
- A trouble ticket system—With the support of the Network Operations Center (NOC), the AT&T Customer Care organization tracks problems from beginning to end via our trouble ticket system. This system displays the problem's current status and, when it changes, updates your technical contact via email or faxes.
- Fault isolation and problem resolution—We coordinate information from network operators, technicians, and staff at the affected site and from any relevant vendors. Depending on the technologies your solution uses, the process



may involve testing equipment, reconfiguring routers, and/or diagnosing communication link problems.

- ADI security briefs—These briefs help keep you informed of known and suspected security breaches. AT&T reviews information about security problems regularly and distributes it to customer sites as necessary.
- Disconnects and reconnects—If you're leasing your CPE from AT&T, you can authorize multiple people to request that sites be disconnected or reconnected.

So, you can quickly report an issue and get the support you need.

- *Description of Service Response Procedures*

AT&T Response:

The Ethernet Network Operating Center (ENOC) provides technical support for AT&T. The ENOC is responsible for the customer-facing network, including any equipment associated with the ASE network. It functions as the Overall Control Office (OCO) and Maintenance Control Office (MCO) for ASE and has dedicated, knowledgeable staff to identify and resolve network-impacting maintenance conditions. It monitors components in the network infrastructure and, in many cases, may be actively working to resolve an event before you notice it. The 24X7 center tracks and coordinates problem analysis and repair, and if a dispatch is required, hands -off the Work Force Administration Controller (WFAC) trouble ticket within the ASE customer-facing network.

When you're on the phone with technical support, you can escalate problems with AT&T Switched Ethernet Service by asking your representative to transfer your call to an Ethernet Network Operations Center (ENOC) supervisor.

If, after speaking to a supervisor, you're still not satisfied, you can ask the supervisor to transfer your call to a manager, an area manager, or a general manager.

In addition, our representatives automatically escalate problems when they're not able to resolve them.

- *Service Providers Disaster Recovery Plan*

AT&T Response:

AT&T provides disaster recovery support that focuses on business continuity for our network and our customers' networks.

As part of our extensive plans to maintain network operations at the highest levels in the event of a service outage or disaster, during a catastrophic event, we continuously



evaluate the situation. Once we determine that the primary center will be out for more than 48–72 hours, we activate our plan for long-term outage support.

Internally, our disaster recovery plan includes these elements:

- Relocation—Identify the logistics for and carry out the relocation of affected employees from the primary center to the back-up center (including living arrangements and transportation)
- Work space setup—Establish the seating plan for the affected employees at the back-up center (which may include the use of currently vacant space and/or slip-seating)
- Communication—Provide command-and-control communications to the affected employees and their families

Longer-term planning also includes contingency alternate work locations for our Global Customer Support Center (GCSC) associates whose customary work location has experienced an outage. GCSC business continuity plans can use any other AT&T work location to host the displaced team members. Those with laptops can relocate to Internet-accessible locations outside of the affected area.

Our standard software images and System Management Software (SMS) processes help enable us to quickly procure and place desktop computers into service. Disaster recovery drills include placing archived images into service on available computers and then performing network management duties by using those newly configured computers to validate the utility of our operating plans.

We continually revise and review our disaster recovery and business continuity plans, searching for service improvements and cost savings. This persistent focus on continuous improvement helps us provide you, as our customer, with very high availability network management practices.

So, when a crisis occurs, you can depend on your AT&T service.

For the latest Business Continuity Handbook, please see AT&T Attachments: [Business_Continuity_Handbook.pdf](#)

- *3 References for similar installations as described in the specifications.*



AT&T Response:

AT&T has been in business for over 142 years. We serve millions of customers around the world, including global, national, mid-size, regional, and government customers. Currently we provide service for all of the Fortune 1000 companies.

We are proud to provide our customers with a strong product and service line, thanks to our focus on delivering the industry's most reliable service, most globally consistent portfolio, and the most advanced network management and security tools.

During negotiations or presentations, your AT&T account team will secure customer references.

Most customers do not wish to be contacted directly as references. So, your account team will work to arrange contact or to supply you with direct contact information.

- *Full Description of the Network Service to be provided (to include bandwidth, network performance specifications and all necessary installation and equipment) for the connections*

AT&T Response:**ASE**

AT&T Switched Ethernet Service is a transport service that uses industry-standard Ethernet technology to transport traffic among two or more locations. AT&T Switched Ethernet Service uses native Ethernet interfaces to transport data without using protocol conversion or special equipment.

We offer AT&T Switched Ethernet Service in speeds of 2 Mbps to 100 Gbps, and you can choose from multiple options for redundancy as well as Class of Service (CoS). This means that you can match your network's performance to your applications' needs.

We built AT&T Switched Ethernet Service on a carrier-grade Multiprotocol Label Switching (MPLS) network to deliver reliable service. The service offers end-to-end network availability and data performance Service Level Agreements (SLAs). In addition, you can view your network's latency and jitter performance via the award-winning AT&T BusinessDirect® portal's Global Performance Reporting application.

Bandwidth

We monitor the AT&T Switched Ethernet Service network to identify shifting usage patterns and anticipate the need to increase bandwidth in the network before you need it.



When a bandwidth increase is necessary, we can usually complete it without making any changes to the physical connections. However, we can add links and switches or expand the network footprint if increasing usage warrants such changes or to serve additional customers.

This means that you always have the bandwidth you need.

Network Performance Specifications

For AT&T Switched Ethernet Service (ASE), the network availability parameter for the Service Level Agreements (SLA) is at least 99.99% for all ports (except broadband) and Classes of Service (CoS).

We calculate network availability as the percentage of time during a month that the network is capable of accepting and delivering your data. Network availability includes the Ethernet core network and the local loop, and the calculation excludes network outage time during maintenance windows.

The calculation for Network Availability for a given month is as follows:

Network Availability = $[(24 \text{ hours} \times \text{days in the month} \times 60 \text{ minutes} \times \text{number of customer ports in the LATA}) - \text{network outage time}] / (24 \text{ hours} \times \text{days in the month} \times 60 \text{ minutes} \times \text{number of customer ports in the LATA})$

Credits are subject to the following terms and conditions:

- You must notify AT&T when the service within a calendar month fails to meet the committed level.
- You must request a service credit within 45 days after the end of the month in which the failure occurred.
- After we verify that the service performance for network availability was less than the committed level, we provide you with a credit equal to 10% of the Monthly Recurring Charge (MRC) for all affected ports.

Equipment

For AT&T Switched Ethernet Service, you need Customer Premises Equipment (CPE) that connects your subnets and networks together.

Depending on the size of your network and what hardware you have, you may need one or both



- Ethernet Switch/Bridge—This Layer 2 device connects separate networks that exist in the same broadcast domain or subnet.
- Router/Layer 3 Switch—This Layer 3 device connects separate network broadcast segments (subnets) together and forwards packets between them.

Also, because AT&T Switched Ethernet Service is standards-based, most of the Ethernet equipment sold today should be compatible with it.

ADI

AT&T Dedicated Internet is an internet access service that combines a symmetrical, dedicated connection with symmetrical bandwidth (same download and upload speeds) and provides reliable, high-performance connectivity. AT&T Dedicated Internet includes maintenance of the communications link between service locations and the AT&T network.

ADI provides reliable access to online information and lets you communicate with internet users worldwide. Two service types are available. ADI with Managed Router provides end-to-end managed internet access; we configure, install, and manage your on-site router and diagnostic modem. ADI with Customer-Managed Router provides managed internet access, but you provide and manage your own on-site equipment.

AT&T is a Tier 1 internet service provider with a high-performing 100 Gbps network. Our IP backbone uses Dense Wavelength Division Multiplexing (DWDM) facilities in a ring configuration. This architecture provides full redundancy and delivers the reliability, quality, and performance you need. And, should network trouble occur, we attempt to swiftly detect, diagnose, and resolve problems via state-of-the-art technology.

To help you manage your AT&T account and your contracted services, the AT&T BusinessDirect® portal provides a suite of online tools that you can use 24x7. BusinessDirect® tools give you access to billing, maintenance, network management, and performance reporting information and functions.

Bandwidth

For AT&T Dedicated Internet (ADI), AT&T offers flat rate and usage-based billing.

If you choose flat rate billing for ADI, you contract for a stated bandwidth and pay a set monthly fee for the contract term. This approach can help you simplify your budget.

Alternatively, you can choose usage-based billing, which is based on your monthly sustained bandwidth usage rather than a set monthly fee.



We offer four usage-based billing options for ADI:

- **Burstable Billing Method**—You get a full dedicated access circuit and pay only for actual sustained bandwidth usage rather than the full line rate. This method enables you to burst up to the circuit's full capacity when necessary.
- **Hi Cap Flex Billing Method**—As with Burstable Billing, you get a fully dedicated access circuit and pay only for actual sustained bandwidth usage rather than the full line rate. You select a minimum monthly bandwidth commitment and pay an additional fee for sustained usage above the minimum commitment. This method enables you to burst up to the circuit's full capacity when necessary.
- **Shadow Billing Method**—This method, which is available for the redundant dedicated access connection if you select either ADI Access Redundancy Option (AARO) Backbone Node Redundancy or AARO Access Router Redundancy, uses a modified Burstable Billing pricing structure with a minimum billing rate of 56 Kbps. For AT&T Managed Router/Managed Router Option 2 customers, we route traffic over a single, primary link. The second, redundant link provides a backup in case the primary link fails.
- **Sustained Usage Method**—With this method (based only on monthly sustained bandwidth usage), we poll the access router every five minutes and measure the amount of incoming and outgoing data. Then, we divide the data by 300, which is the number of seconds in a five-minute interval. This calculation provides the average incoming and outgoing data in that interval. We use the averages to track your data over a month. Then, we charge you for the bottom 95% level of usage and disregard the top 5% level

The standard interval for Minimum Bandwidth Commitment (MBC) changes is five calendar days.

Network Performance Specifications

Our performance objective for AT&T Dedicated Internet (ADI) site availability is 100%.

We stand behind this objective with a service level agreement (SLA) that offers eligibility for credits in case of an outage. More details are available in the ADI Business Service Guide at

http://serviceguidenew.att.com/sg_CustomPreviewer?attachmentId=00P0h000015IA91EAE.

Equipment



For AT&T Dedicated Internet (ADI), you can choose to provide the equipment or have AT&T provide it.

ADI requires a router and Channel Service Unit/Data Service Unit (CSU/DSU).

If you choose the ADI with Managed Router option, we provide the required equipment which includes

- A router
- A Channel Service Unit/Data Service Unit (CSU/DSU)
- A diagnostic modem for testing

We preconfigure the equipment that we provide. In addition, we include Advanced Replacement Next Business Day (ARNBD) support.

If you choose the ADI with Customer Provided Router option, you provide, install, configure, and manage your own equipment. The equipment must conform to the ADI Customer-Provided Router CPE Specifications and Policy.

- *Complete description of the Service Provider's NOC, including times of operation*

AT&T Response:

AT&T designates a primary and a secondary point of contact to support your account. These contacts work with our Network Operations Center (NOC), which is available around the clock every day of the year (24x7x365).

AT&T helps ensure network availability for your service via our Network Operations Centers (NOCs).

At our NOCs throughout the U.S., network experts

- Proactively monitor and support our network 24x7
- Detect, isolate, and repair network faults
- Upgrade the network, configure it for efficient operation, and direct our network field operations and capacity management teams

As a result, you get reliable service.

AT&T's Network Operating Center (NOC) monitors the IP network using simple network management protocol- (SNMP) based software.



We use the software along with other essential tools to monitor non-SNMP equipment and other network services. We continually monitor the displayed status of the network. And, we log all changes in the IP network status, which gives the NOC the ability to evaluate staff responsiveness and network availability. In addition to the IP network, AT&T Transport Centers monitor the underlying transport network 24 hours a day, 365 days a year.

So, our attentive IP network management helps support our industry-acclaimed network performance.

Inquiries – For any question about this RFP, please email dpalisi@hancockschools.net. All questions and all answers will be posted on the RFP Website at <https://goo.gl/KAnSB7>

DISTRICT BUILDING INFORMATION

Name	Address	City/State/Zip
CO – HCSD Central Office (Internet Connection is located)	17304 Hwy 603	Kiln, MS 39556
HHS – Hancock High School	7084 Stennis Airport Dr	Kiln, MS 39556
HMS – Hancock Middle School	7070 Stennis Airport Dr	Kiln, MS 39556
EHE – East Hancock Elementary	4221 Kiln Delisle Rd	Kiln, MS 39556
SHE – South Hancock Elementary	6590 Lakeshore Rd	Bay St. Louis, MS 39520
HNCE – Hancock North Central Elementary	6122 Cuevas Town Rd	Kiln, MS 39556
WHE – West Hancock Elementary	23350 Hwy 43	Picayune, MS 39466



References

Name of Client / Company	
Contact Name	
Contact Phone Number	
Contact Email Address	
Description of Project	

Name of Client / Company	
Contact Name	
Contact Phone Number	
Contact Email Address	
Description of Project	

Name of Client / Company	
Contact Name	
Contact Phone Number	
Contact Email Address	
Description of Project	

SUBMISSION OF PROPOSALS

PAPER SUBMISSIONS:



Send sealed proposals and supporting documentation to:

Dominic A. Palisi, Technology Coordinator
17304 Hwy 603
Kiln, MISSISSIPPI, 39556

Sealed proposals must be clearly marked **"2019 - 22 E-Rate Internet and WAN Bid"**

ELECTRONIC SUBMISSIONS:

Official bid documents can be downloaded from Central Bidding at www.centralbidding.com. Electronic bids can be submitted at www.centralbidding.com. For any questions relating to the electronic bidding process, please call Central Bidding at 225-810-4814.

AT&T Response:

AT&T has read and understands.

