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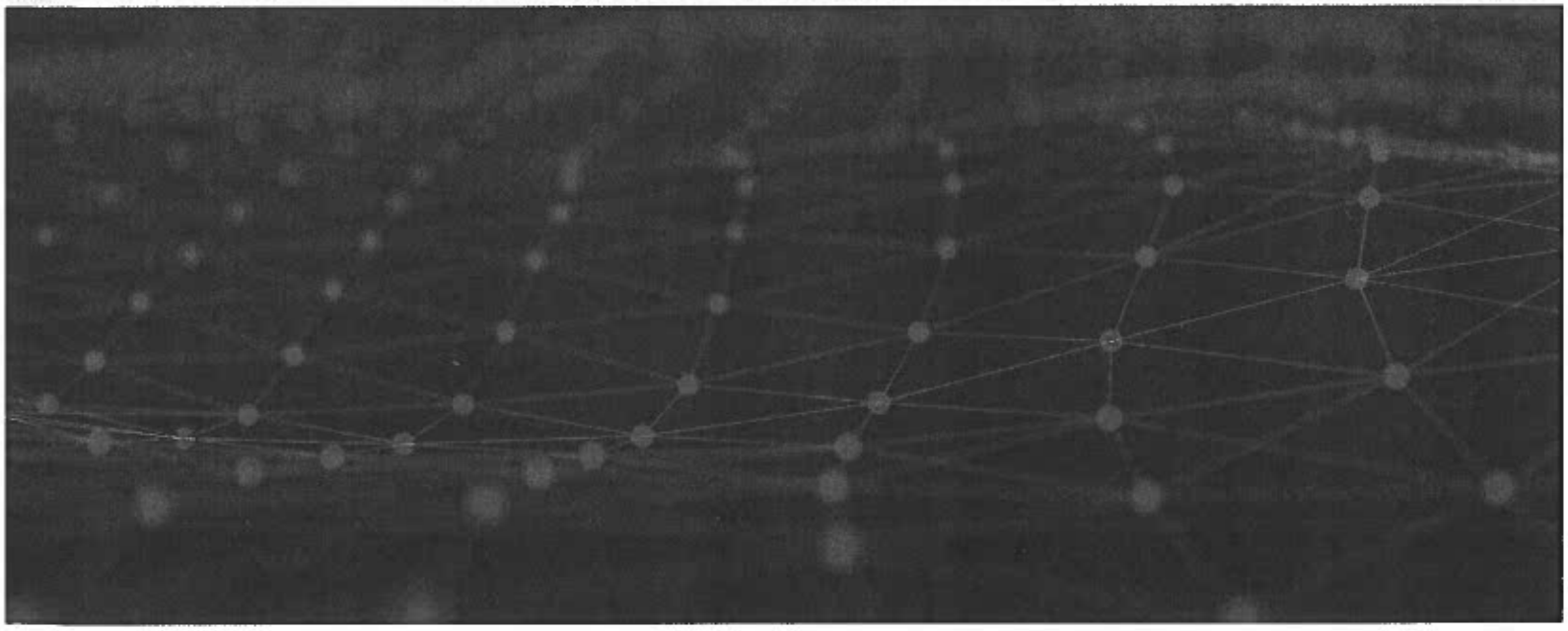
INTERNET ACCESS PROPOSAL

470 #220013607 Celina ISD 470-2022-Internet



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Disclaimer

The information, illustrations, maps, and other images contained herein is representative of Zayo's networks in general terms and should not be relied on or treated as a substitute for specific information relevant to particular circumstances. Although we make reasonable efforts to update this information, we make no representations, warranties or guarantees, whether express or implied, that the content is accurate, complete or up-to-date. Any reliance you place on such material is strictly at your own risk.

Notwithstanding anything in this Bid or Response to Celina ISD's Request for Proposal (RFP) to the contrary, and except as to pricing, any requirements to meet state and federal law, and governing law, if Zayo is selected to provide the services contained in this response, Celina ISD and Zayo agree to negotiate the terms and conditions of an agreement governing the services awarded to Zayo. In the event that Zayo and Customer are unable to mutually agree and execute an Agreement, the services shall be governed by Zayo's standard form MSA and Service Schedule, copies of which are attached as "Master Customer Agreement", "Ethernet & IP SLA", and "Customer Schedule - Dark Fiber".

AN INTRODUCTION

Executive Summary

Zayo is pleased to offer its proposal for Celina ISD Form 470 220013607 Celina ISD 470-2022-Internet. Zayo's proposal for Celina ISD stands apart from the competition in the following ways:

- High Bandwidth with the Ability to Scale
- High Reliability Supported by Custom Service Level Agreement and Local Support
- Cost Effective, Tier 1 Internet Access
- Proven Experience Delivering Reliable Internet to the Largest Districts in Texas

High Bandwidth with the Ability to Scale

Zayo was founded to meet the ever-increasing bandwidth needs of consumers. Zayo's purpose in this RFP is to remove bandwidth constraints for Celina ISD. Celina ISD's RFP requests pricing for 2G, 5G and 10G bandwidths. Zayo is providing options for a privately dedicated internet circuit that can seamlessly scale with the proper equipment. If the need were to arise for Celina ISD to scale beyond 10G, Zayo would be able to accommodate.

High Reliability Supported by Custom Service Level Agreement and Local Support

By specifically designing custom solutions for internet access, Zayo is able to directly complement the needs of organizations like Celina Independent School District. Zayo designs and constructs its IP network to provide the highest network availability, and loyally supports that commitment with an industry leading service level agreement (SLA). Zayo also delivers 7x24x365 customer support and proactive monitoring. Zayo stands apart from its IP competitors by delivering its IP solutions premise-to-premise on dedicated fiber and equipment - effectively enhancing stability and positive support outcomes. Furthermore, in the event of an outage, Zayo NOC specialists utilize their own outage resolution system from trouble-ticket submission to complete service restoration. Zayo's local support team is based in Carrollton Texas with the appropriate resources for rapid repair and Zayo's operational management team is immediately accessible at all times included in the personal contact and escalation lists.

Cost Effective, Tier 1 Internet Access

As stated in the evaluation criteria of the RFP, Purchase Price is the highest rated evaluation criteria.

Zayo has fiber assets right next to Celina Middle School (Data Center) at 706 E. Pecan, Celina, TX 75009. Because the fiber is so close, Zayo has minimal construction costs to deliver the service and can offer the most aggressive pricing.

Publicly-availableUSAC data shows that Celina ISD currently pays $2,588 for Internet access and transport. Zayo's solution is $2,275 for 10G dedicated Internet access and fiber transport on a 36-month term and $1,523 for 10G dedicated Internet access on a 60-month term.

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Zayo is a Tier 1 Internet service provider. Zayo's domestic backbone is built with dense wave division multiplexing (DWDM) technology. Unlike other providers, including Celina ISD's current internet provider, that deliver shared bandwidth solutions to all customers on their networks, Zayo owns and maintains all of the fiber and electronics proposed in this solution, which allows Zayo to bypass the outdated, legacy infrastructure of other carriers. It is worth noting that some of the responses you will receive from other providers will likely have Zayo DNA buried in its solution.

With Zayo, Celina SD will be able to bypass the "Carrier Cloud" and will not be affected by aggregated network traffic of other customers...and be free of outside interference, interception or interruption. By selecting Zayo, your network will have fewer hops, lower latency, and better throughput. In addition, internet traffic will traverse the 2nd most peered network in North America, according to Dyn research. Feel free to assess Zayo's latency forecasts for Internet access using Zayo's Looking Glass tool: http://lg.zayo.com/lg.cgi.

Proven Experience Delivering Reliable Internet to the Largest Districts in Texas

Zayo was founded to meet the skyrocketing bandwidth demands. To date, Zayo provides internet access to 25% of all k-12 students in Texas (1.7 of the 5.8 million). Other large districts like Celina ISD that trust Zayo for internet access include: Dallas ISD, Fort Worth ISD, and Arlington ISD.

Consortia - 150+ Districts Fiber and Internet Connectivity	Wide Area Networks	Direct Internet Access (not via consortium)
ESC Region 10	Comal ISD	Dallas ISD
ESC Region 11	Wichita Falls ISD	Houston ISD
ESC Region 20	Prosper ISD	Fort Worth ISd
	Everman ISD	Austin ISD
	Birdville ISD	Arlington ISD
	Corsicana ISD	Spring Branch ISD
	Northwest ISD	Pasadena ISD
	Lewisville ISD	Northwest ISD
	Eagle Mtn Saginaw ISD	Waxahachie ISD
	Aledo ISD	Corsicana ISD
	Glen Rose ISD	Irving ISD
	Corsicana ISD	Mesquite ISD
	Mart ISD	Princeton ISD
	Southside ISD	Carroll ISD
	Allen ISD	Comal ISD
	Southside ISD	
	North East ISD	
	Deer Park ISD	

We look forward to your feedback on our proposal and hope to provide additional internet services to Celina ISD.

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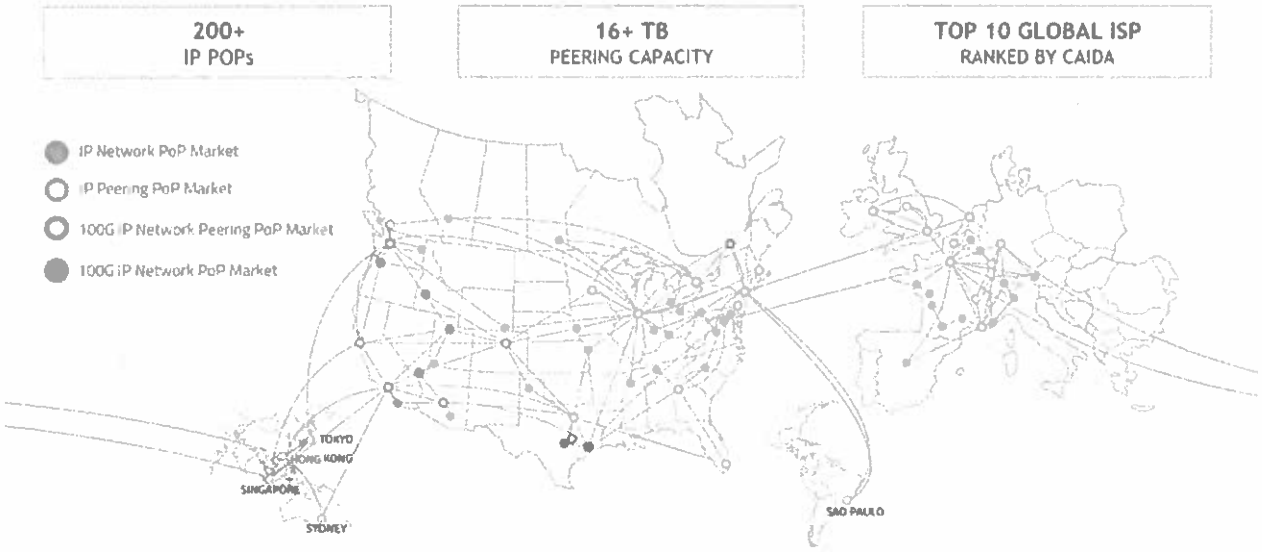
Additional Proposal Information

1. Be a TIER 1 or TIER 2 provider and can offer access speeds at 2 Gbps, 5 Gbps, and 10 Gbps with 1, 3, and 5 year terms.

Zayo is a Tier 1 Internet provider and is proposing dedicated access at 2G, 5G, and 10G.



2. Be able to provide a full CLASS C of Internet routable IP addresses that are routed to the vendor's WAN interface.

Zayo will provide as many IPv6 addresses as Celina ISD can justify for $0. IPv4 addresses come with a minimal cost based on the amount the district actually needs.

3. Provide Customer Premise Equipment (CPE) capable of being rack or wall mounted and battery backed up.

Zayo's solution includes dedicated CPE equipment, usually a 1RU carrier grade switching device.

4. Hand off a 2 Gbps up to a 10 Gbps Ethernet connection to the customer from the vendor's CPE LAN port.

Zayo will accommodate this handoff request.

5. Provide a portal for customer to monitor real time bandwidth usage.

Zayo offers a tranzact portal to monitor real time bandwidth usage.

6. Provide a portal for customer to initiate and track service tickets.

Celina ISD will be able to initiate and track services via Zayo tranzact.

7. Provide at least two DNS servers for customer's use.

Zayo has read and understands.

8. Provide a SMTP Mail Relay Server for the customer's use.

Zayo will provide Domain Name Service for Celina ISD at no additional charge. For new circuits, rDNS is updated based upon IP resources Zayo allocates to configure new circuits based upon circuit ID assigned. With regards to forward DNS hosting, Zayo does not offer paid hosting, but does have infrastructure in place to host forward zones for customers upon request.

9. Be responsible for all provisioning and repair of the data circuit to the customer's DEMARC.

Zayo has read and understands.

10. Have a 24 hour Network Control Center capable of monitoring the connection continuously.

Zayo has provided a customized SLA that meets or exceeds all Celina ISD's SLA requests, including 99.95% reliability, aggressive response times, and equipment replacement. Please refer to Zayo's SLA, included in this response, for additional information.

Celina ISD will receive NOC support and Service from Zayo-badged employees, not from a third-party support contract that other vendors are likely to propose. This means that Celina ISD will be serviced 7 x 24 x 365 by Zayo employees with proactive monitoring to all sites. If there is an issue with any circuit, Zayo's dedicated 7/24/365 NCC will be alerted and a ticket will automatically be generated with Zayo engineers proactively working for resolution. CelinaISD will have transparency and accessibility in escalations. The entire management team, including senior executives, publish cell phone numbers and are reachable 24x7. Celina ISD may escalate as it sees appropriate not stifled by the bureaucratic escalation desk.

Furthermore, Zayo has a fully staffed operations and maintenance team with capable smart hands technicians located at its Dallas office strategically located just minutes from Celina ISD. Zayo's office has the appropriate maintenance equipment, including service vehicles to get to consortium members' sites fast and ensure rapid resolution of services.

11. Be able to detect all connection failures and initiate repair actions without customer intervention.

See response above.

12. Notify customer about failures and what repair action is being taken.

See response to #11.

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13. Take reasonable steps to ensure that provided CLASS C has not been misused by previous customers making them `blacklisted?

Zayo has read and understands.

14. Provide all technical data necessary for circuit turn up to customer 30 calendar days before cut over.

Zayo has read and understands.

15. DEMARC: Celina Middle School (Data Center), 706 E. Pecan, Celina, TX 75009. All responses are due by 2:00 CST, Tuesday, February 15, 2022

Zayo has read and understands.

16. Vendor responses will be evaluated using the following criteria and associated weights: Price / Charges: 50% - Product / Service Quality: 20% - Prior Experience / Track Record: 10% - Tech Staff Time to Implement: 10% - References: 10%

Price of E-Rate eligible items - 50 Points

Please refer to Zayo's pricing sheet for detailed cost information.

Product/Service Quality - 20% Points

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Celina ISD will receive NOC support and Service from Zayo-badged employees, not from a third-party support contract that other vendors are likely to propose. This means that Celina ISD will be serviced 7 x 24 x 365 by Zayo employees with proactive monitoring to all sites. If there is an issue with any circuit, Zayo's dedicated 7/24/365 NCC will be alerted and a ticket will automatically be generated with Zayo engineers proactively working for resolution. Celina ISD will have transparency and accessibility in escalations. The entire management team, including senior executives, publish cell phone numbers and are reachable 24x7. Celina ISD may escalate as it sees appropriate not stifled by the bureaucratic escalation desk.

Furthermore, Zayo has a fully staffed operations and maintenance team with capable smart hands technicians located at its Dallas office strategically located just minutes from Celina ISD. Zayo's office has the appropriate maintenance equipment, including service vehicles to get to consortium members' sites fast and ensure rapid resolution of services.

Fiber Infrastructure Ownership - Zayo is a Tier 1 provider. Zayo will deliver the network over fiber-optic cable

100% dedicated to Celina ISD and 100% owned and operated by Zayo. Zayo will own, operate, monitor, and maintain all fiber, datacenter, and electronics assets.

Exact OSP Standards - Zayo's existing customer base ranges from the largest carriers (mobile and traditional) as well as Global 500 and Fortune 1000 enterprise. These customers rely on Zayo's Outside Plant Team (OSP) to built networks that meet 99.99% availability.

To ensure the highest possible reliability of the network, Zayo only installs premium fiber from top-tier manufacturers. Lower quality fiber costs the customer and Zayo money in the long run as tolerance levels and loss budgets start accumulating. Zayo provides carrier-grade compliant dark fiber capable of light transmission at any speed.

All construction work will be done in strict accordance with federal, state, local, and applicable private rules and laws regarding safety and environmental issues, including those set forth by OSHA and the EPA. The resulting network will comply with the current requirements of all governing entities (FCC, NEC, DEC, and other national, state, and local codes).

Zayo complies with any legal requirements to deliver service set forth under the PUC and FCC. Zayo also works with state, city and county to obtain all necessary rights and permits for the construction and service delivery of fiber based services.

Prior Experience/Track Record - 10 Points

Zayo is an infrastructure company and is the market leader in building dark and lit fiber networks for fiber-to-the-tower owners, major cellular companies and Fortune 500 companies. Zayo was formed in 2007 to consolidate numerous independent regional fiber communications service providers into an entity with sufficient capital and management experience to leverage these strategic fiber assets, With 41 acquisitions, Zayo has decades of experience in providing fiber based solutions to carriers, enterprise and government customers. Zayo's mission is to provide fiber-based bandwidth, responsive solutions and a strong and growing network.

Zayo has extensive experience delivering network services to K-12 schools. Zayo has been involved with the E-Rate program since the company's inception. Zayo built large fiber networks for large school districts, such as ESC Region 11, ESC Region 10, ESC Region 20, Wichita Falls ISD, Northwest ISD, Celina ISD, Ferris ISD, and many more. Over the past two years, Zayo has furthered its focus on the E-Rate/K-12 segment in TX.

In Texas, 182 districts trust Zayo for fiber connectivity and internet access. In fact, Zayo provides internet access to 25% of all k-12 students in Texas (1.7 of the 5.8 million). Over the past five years, Zayo has build over 1,000 new fiber miles for school districts and has leveraged an additional 2,500 miles of existing fiber assets. Here is a list of the schools in Texas that trust Zayo:

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Consortia - 150+ Districts Fiber and Internet Connectivity	Wide Area Networks	Direct Internet Access (not via consortium)
ESC Region 10	Comal ISD	Dallas ISD
ESC Region 11	Wichita Falls ISD	Houston ISD
ESC Region 20	Prosper ISD	Fort Worth ISd
	Everman ISD	Austin ISD
	Birdville ISD	Arlington ISD
	Corsicana ISD	Spring Branch ISD
	Northwest ISD	Pasadena ISD
	Lewisville ISD	Northwest ISD
	Eagle Mtn Saginaw ISD	Waxahachie ISD
	Aledo ISD	Corsicana ISD
	Glen Rose ISD	Irving ISD
	Corsicana ISD	Mesquite ISD
	Mart ISD	Princeton ISD
	Southside ISD	Carroll ISD
	Allen ISD	Comal ISD
	Southside ISD	
	North East ISD	
	Deer Park ISD	

For specific references, please refer to the references requested in the Celina ISD RFP.

Tech Staff Time to Implement: 10%

Zayo's typical installation time for new fiber circuits is 120 days. However, because Celina ISD is so close to Zayo fiber, implementation can be expedited. Zayo understands the importance of July 1st for E-rate purpose. Zayo will deliver services before the July 1, 2022 date.

References: 10%

ESC Region 11
Juan Escobar, Team Lead – Security and Network Operations
E: jescobar@esc11.net
P: 817-740-7634
Zayo Solution: 100 Gbps Internet access diversely routed back to Zayo's core node at 1950 Stemmons.

Mesquite ISD
Clay Cottles
E: ccottles@mesquiteisd.org
P: 972-882-7432
Zayo Solution: 5 Gbps DIA with the option to scale to 10 Gbps

Irving ISD
Audelia Guerrero, Director of Network Infrastructure
E: a@irvingisd.net
P: 972-600-5261
Zayo Solution: 10 Gbps DIA delivered over two 10 Gbps ports back to separate Zayo pops.

Arlington ISD
Jon Melancon, Director of Network Infrastructure
E: jmelanco@aisd.net
P: 682.867.7289
Zayo Solution: 40 Gbps DIA delivered over four 10 Gbps ports back to separate Arlington ISD data center locations

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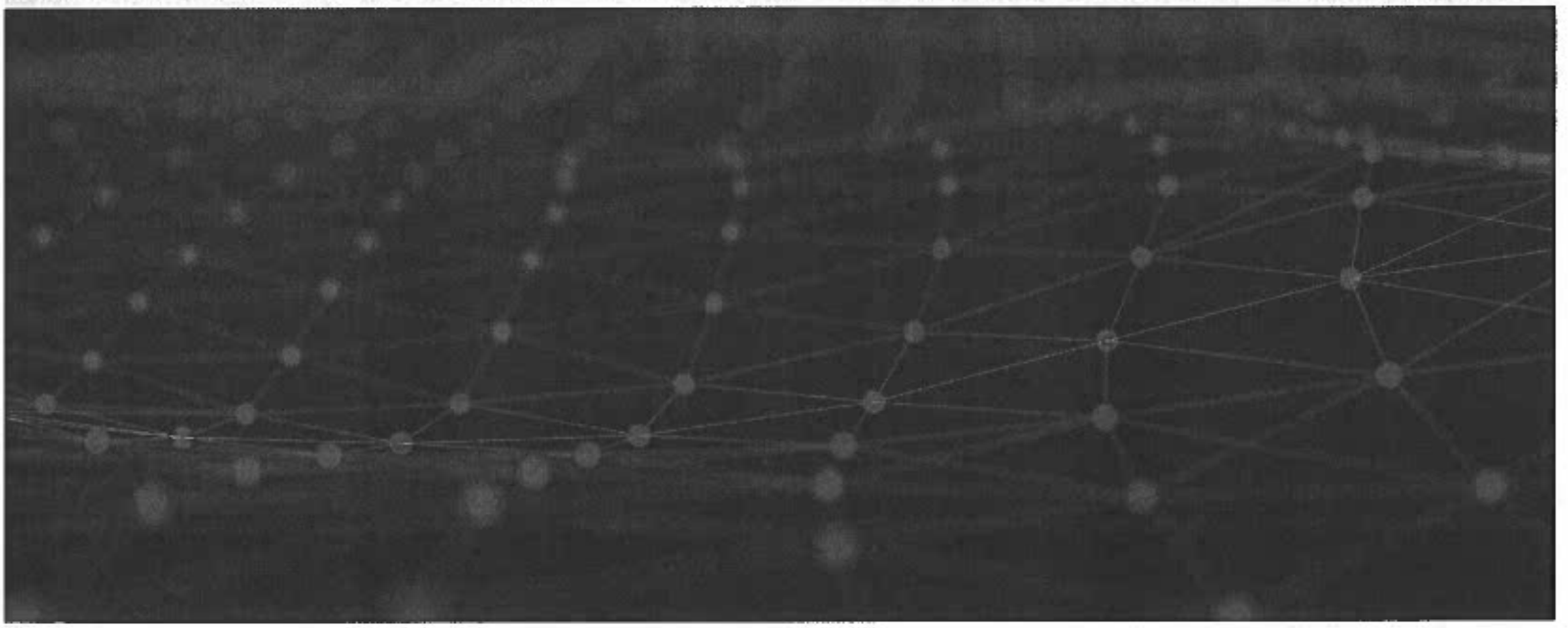
Pricing



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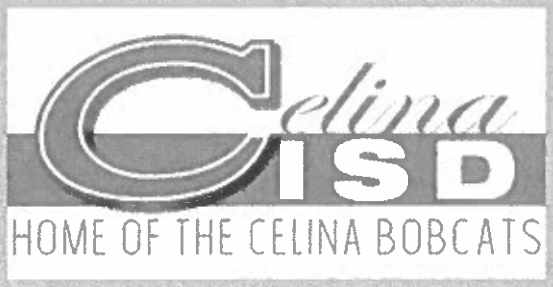
Zayo - IP

Customer	Celina Independent School District
Location	706 E. Pecan, Celina, TX 75009
E-Rate Discount	40%
Zayo SPIN	143023855



Pricing Schedule

36 Month Options

Bandwidth	Term	Monthly Recurring	Non-Recurring
2G x 2G	36 Months	$2,275.00	$0.00
5G x 5G	36 Months	$2,275.00	$0.00
10G x 10G	36 Months	$2,275.00	$0.00

60 Month Options

Bandwidth	Term	Monthly Recurring	Non-Recurring
2G x 2G	60 Months	$1,931.70	$0.00
5G x 5G	60 Months	$2,058.00	$0.00
10G x 10G	60 Months	$2,180.00	$0.00

IPv4 Static IP Pricing

IPv4	Term	Monthly Recurring	Non-Recurring
/24	N/A	Included in the Pricing Above	$0.00

Additional Details

Taxes and Fees:	**Zayo will waive taxes, fees and surcharges with proper exemption documentation.** Taxes and fees are not included in the above pricing and are estimated at an additional 6.08% as follows: Property Tax Surcharge: - 2.69% Other Fees and Surcharges (non tax exempt charges) - 3.39% This pricing can be extended for two one year terms and will be added to the language once awarded to Zayo