

20RFP076

Internet Access Service – Commodity Bandwidth –
AISD South Campus Locations

Attachment B

Technical Questionnaire

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ATTACHMENT B. TECHNICAL QUESTIONNAIRE

Please provide thorough answers to all question below and provide detailed information when requested below. This information will be a significant factor in the bid evaluation process.

1. Provide a list of customer service support telephone number(s).
2. Provide the wireless telephone numbers for the first line service support supervisor and second line service support supervisor.
3. Provide the address of your local spare parts depot. Local spare parts depot must be within 60 miles of the district's administration building. Confirm the spare parts depot is accessible on a 7 x 24 x 365 basis.
4. Confirm that your company will keep a complete spare parts inventory of the proposed services and equipment at the local spare parts depot.
5. Define your policy and procedures for providing IP addresses.
6. Define your Domain Name Service policy and procedures.
7. Describe your peering arrangement with other National Internet IP Backbone Networks.
8. Include a map of your Internet Backbone Network.
9. How do you monitor your National Internet IP Backbone Network?
10. Describe your process to notify a customer of a Network Outage.
11. Describe your outage notification format and provide an example.
12. Describe your Network Status Website and provide the URL for AISD review.
13. Provide a copy of your Internet Service Contract.
14. Provide a copy of your Service Level Agreement with your proposal.
15. Define your Customer Service Center Hours.
16. Define the method your company utilizes to monitor and maintain the proposed service.
17. Provide a copy of your Internet Access Usage Reports.
18. Will you include Internet Access Usage Reports at no additional cost to the customer?
19. In what format are these reports presented? Graphic, numeric or both? Via Website?
20. Describe any additional hardware and/or software required to provide this reporting function.
21. What is the cost (if any) of this functionality based on the proposed system configuration?
22. Describe the level of redundancy within your Internet Access network service offering (Local, Regional, and National).

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23. Identify the address(es) of the proposed "Point of Presence" for Austin ISD.
24. Identify the number of "routers" the Austin ISD Internet traffic will traverse to reach the National Internet Backbone from the proposed "Point of Presence." (I.E – Number of routers Austin ISD traffic will traverse in order to interconnect to MAE-CENTRAL or other National Access Point(s)).
25. Identify what company will provide the "Transport Circuit" from the Vendor's "Point of Presence" to each location specified in Appendix A.
26. Identify where (first terminating central office) the "Transport Circuit" will initially terminate (This central office may be different from the vendor's point of presence).
27. Explain how you would facilitate these IPv4 Advertisements – The contractor should assist AISD with the advertisement of AISD's own ARIN-provided address space in the following way. The contractor should advertise one IPv4 "/21" prefix that summarizes all of AISD's address space. In addition, the contractor should also send an IPv4 "/22" advertisement that represents half of AISD's address space. The contractor should be aware that AISD may contract with another Internet provider, using the same stipulation to cover the other half (the other /22) of AISD's address space. Essentially, AISD would like to advertise its address space via two different providers, requiring each provider to advertise the same superset prefix as well as a specific subset prefix. In this way, AISD would like to achieve redundancy as well as some control over inbound Internet traffic.
28. AISD may choose to obtain Internet access from more than one provider. Please explain any issues that you can anticipate if you are one of the selected vendors. Explain any additional costs that might be incurred in this arrangement.
29. Identify any options that are available for AISD to have our private fiber network brought into an existing vendor location (Internet POP). Please describe any advantages that this option would provide for AISD (cost, technical, etc.).
30. Will it be possible for AISD to connect to your service with two fiber Ethernet links, bonded together in a Link Aggregation Group (LAG) using a protocol like LACP? Please explain how this would be offered and detail any additional costs associated with this option.