

Quote for Internet Services

Please direct all technical questions to Joe Frischman jfrischman@nbend.k12.or.us

North Bend School District is requesting quotes for Internet service for all schools and administrative sites within the district. This service would start on July 1, 2012 and run for 1 year. This request for proposal is part of the District's erate process and the successful responder must have an erate spin number. The District operates on a July 1 through June 30 budget year and the contract for this service will coincide with these dates.

As background information the District currently has its own portable IP address space.

All proposals will be evaluated on the basis of the answers to the following questions.

Please answer yes or no to each of the following questions.

1. As part of your service will you route our current IP address space via BGP.
2. Will you provide a BGP peering session between the District and other Oregon public entities? If so, please list which entities.
3. Will you provide full Internet routes as part of this service?
4. The District currently requires 30 Mbs of Internet bandwidth. It is estimated that this requirement will increase up to 60 Mbs for fiscal year 2012 - 2013. Based on the requirements of this QUOTE, please provide costs for the following:

Price to provide Internet service at
North Bend School District
Technology Center
2525 Pacific Ave
North Bend, OR 97459

Bandwidth	One Time Costs	One Time Non-Eligible Costs	Recurring Costs (Monthly)	Recurring Non-Eligible Costs (Monthly)
30 Mbs				
40 Mbs				
50 Mbs				
60 Mbs				

5. If additional bandwidth is required during the fiscal year, what costs would the District incur to increase bandwidth?

Bandwidth	One Time Costs	One Time Non-Eligible Costs	Recurring Costs (Monthly)	Recurring Non-Eligible Costs (Monthly)
From 30 Mbs up to 40 Mbs				
From 40 Mbs up to 50 Mbs				
From 50 Mbs up to 60 Mbs				

6. For the purposes of the following questions the term “Point of Presence” (POP) will be used to describe a location where you exchange traffic and routes (via BGP) with other ISPs. For each answer in 6.a through 6.d please provide a list of these locations as part of your response to this quote.

6.a. How many POPs does your organization have in Oregon ?

6.b. How many POPs does your organization have in Washington ?

6.c. How many POPs does your organization have in the United States but outside of Oregon and Washington?

6.d. How many POPs does your organization have outside of the United States ?

7. Will you provide a redundant connection between North Bend School District and your network?
8. Please provide a network diagram of your proposed connection between North Bend School District and your POPs.
9. Using BGP can the District control the preference (i.e. local pref) of our routes within your network ? If so, please provide a written copy of the BGP policy that allows the District to do this.
10. Please provide a list of Internet Service Providers that you purchase Internet bandwidth from.
11. Please provide the District as part of this quote a copy of your standard SLA and AUP.

Additional Information

12. Do you have in-house 7x24 staffing to monitor your network?

13. Do you have a toll free number for the District to call for support?

14. Do you have a trouble ticket system to track problems?

15. Do you have a written policy that describes available escalation procedures that would be available to the District should it be necessary? If so please provide a copy as part of your response to this quote.
16. How many years has your company been providing Internet service to businesses?