

E-RATE YEAR 13 REQUEST FOR PROPOSAL (RFP) 2010-2011

Holy Cross Jr-Sr High School, 426 N. San Felipe Ave., San Antonio, TX 78228

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TELECOMMUNICATION SERVICES:

1. Phone service provides basic service for existing 23 business lines access to 911, interexchange service, and access to operator services, using existing T1 Smart Trunk telephone line with 30 DID lines including all surcharges and Texas surcharges. Assessments for 23 lines include taxes, Directory Assistance, Municipal Charge, FCC Approved customer Line Charge, 911 Service Fee, 911 Equalization Surcharge, Texas Poison Control Surcharge, Expanded Local Calling service surcharge, Number Portability service Charge, Federal Universal Service Fee, Federal Universal Service Fund, Misc. features, TX Telecom Infrastructure Fund Assessment, TX USF Charge. NOTE: DID and assessments are subject to regulatory changes. We are currently in the third year of a 5-year contract and are seeking bids for a future multi-year contract with/without extensions and contract buyout provisions.
2. The AVG MONTHLY CHARGE for 5 existing POTS lines INCLUDING TAXES AND SURCHARGES is requested. The POTS lines will have eligible services only. All services must work with existing Nortel system.
3. We are seeking long distance providers and multi-year contracts with or without extensions or MTM for the 28 lines to be considered as a single system consisting of the DID Nortel lines and the POTS fax lines. These lines are used for educational purposes only. Other surcharges, Carrier Line Charge, PIC charges, access charges, Texas surcharges, taxes and fees for the local carrier are to be listed separately and included in the basic rate. Established service providers with acceptable billing procedures and amounts compatible with our existing system are to be considered with no special numbers to dial or extra equipment to be installed. We will be open to multiyear contracts with or without extensions and/or extend/renew existing contracts.
4. We currently have nine cell phones may expand up to two additional phones. We need to have provided basic service including for example, 400/600/800/4000 + minutes or unlimited cellular minutes, and unlimited direct connect minutes radio function using special business plans. We are currently in year two of a two year contract. Cost of phones (separate) and access charges whether one time or continuing must be considered. All additional fees including Universal Service charge, TRS Charge, access charges, 911, Texas surcharge, directory assistance, and other monthly fees are to be included. Multi-year contracts with extensions or MTM service are to be considered.
5. We are looking for the most cost effective way to deliver needed bandwidth and will consider a bandwidth upgrade ranging from 1.50 to 10Mb. We seek an alternative transport mechanism for conduit to the Internet including wireless, wired, broadband, and/or Gigaman.

INTERNET ACCESS:

1. T1 and/or multiple T1 Internet Service Provider(s) is/are needed to deliver the following features: Standard Internet service, IP address allocation, Domain Name Service, Domain name registration, Web site hosting, Virtual Web server. Distance learning and/or MCU services and technical support are to be supported. Multi-year contracts with extensions or MTM service are to be considered. We are looking for the most cost effective way to deliver needed bandwidth and will consider a bandwidth upgrade ranging from 1.50 to 10Mb. We seek an alternative transport mechanism for conduit the Internet including wireless, wired, broadband, and/or Gigaman.
2. We seek to continue with two House Bill 212B and add additional lines - T1 dedicated clear-channel phone line(s) to the Internet provider pursuant to its applicable PUC or FCC approved tariffs. Quote the cost of two or more lines with multi-year contracts with extensions or MTM service. We are looking for the most cost effective way to deliver needed bandwidth and will consider a bandwidth upgrade ranging from 1.50 to 10Mb. We seek an alternative transport mechanism for conduit to the Internet including wireless, wired, broadband, and/or Gigaman.
3. We need a web hosting service to support websites for every class and activity within the school with no traffic limits. Students, parents, teachers and administrators are to have a user account for security, permissions and access. All content will be published and managed by the school. This service should foster communication between the members of our school community with a secure email system exclusively designed for use in K-12 schools, and improves the flow of information between teachers,

students, parents, and administrators with features such as distribution lists, file storage, and bookmark sharing, and meets all communication needs with a single standard system that reduces costs, contains no advertising, and requires no technical expertise to run and maintain. The total number of users is 525. Total number of school sites is 1. Include the setup fee, annual subscription fee, and ineligible web site creation and file storage fees. We seek yearly or multiyear contracts with or without extensions. All contracts will be valid only if approved for funding by E-Rate. We seek better compatibility with our grading system and software used for our student and class records.

4. We need E-Mail services for 525 users that foster safe communication between the members of the school community with a secure email system with a web-based access to student mail. This service must meet all communication needs with a single standard system that reduces costs, contains no advertising, and requires no technical expertise to run and maintain. We seek yearly or multiyear contracts with or without extensions. All contracts will be valid only if approved for funding by E-Rate
5. Two thousand minutes of IP based video conferencing service with H.323 protocol.
6. Eligible filtering services for 525 users.

BASIC MAINTENANCE OF INTERNAL CONNECTIONS:

Telephone System:

1) DESCRIPTION OF THE TELEPHONE HARDWARE EQUIPMENT CONTRACT:

The telephone system consists of a Norstar 824W/DR 5 (handsets not included). The Nortel Meridian Norstar telephone system (NOR MICS) (key system) with 49 Norstar ports, one DTI/PRI/Line side T1 card, one Call Pilot 150, one KLM, one PRI Enabler, One Voice Mail Module. We seek a yearly contract with or without extensions for the telephone hardware which covers cost of replacement/repair of listed eligible equipment. All contracts will be valid only if approved for funding by E-Rate.

2) DESCRIPTION OF THE TELEPHONE SERVICE CONTRACT:

The system needs labor costs for digital cross connects and services to maintain the Nortel phone system excluding the cost of handsets and caller ID. Labor (96/120 hours) is to be included for crossover wiring and system integration and trouble shooting as needed to keep the system functional. NOTE: Services on eligible E-rate items is to include 8am to 5 pm/5days/week for basic service to keep the basic system functional to the desktop. List of equipment to be functional includes a Norstar 824W/DR 5 (handsets not included). The Nortel Meridian Norstar telephone system (NOR MICS) (key system) with 49 Norstar ports, one DTI/PRI/Line side T1 card, one Call Pilot 150, one KLM, one PRI Enabler, and one Voice Mail Module. All contracts will be valid only if approved for funding by E-Rate.

Server/Network Related Functions:

1) Contract to provide Server-Related services for the Transport of Internet and Network Functions for Delivery to the Desktop

We seek 120 hours of network server maintenance to maintain the server/internet/network access for 1 year from 07/01/2010 to 06/30/2011 which includes service and maintenance to maintain a conduit from the Internet to the desktop. Services include onsite configuration and hardware maintenance, server software installation and configuration including routine updates, switching maintenance and port configuration/installation, server hardware installation, and routing configuration and implementation. The contract for eligible services requires services to provide expertise for the implementation or maintenance of technology. Eligible users and locations are those that are involved with activities that are integral, immediate, and proximate to the education of students. Internet access provides access to the worldwide information resource of the Internet, and includes features typically provided for adequate functionality and performance. Such access includes the transport of digital communication using any Internet-based protocols, including encapsulation of data, video, or voice. Basic maintenance is eligible for the upkeep of eligible hardware, basic technical support, and configuration changes. Basic maintenance services are necessary if the connection would not function and serve its intended purpose with the degree of reliability ordinarily provided in the marketplace to entities receiving such services without e-rate discounts. Basic maintenance services do not include services that maintain equipment that is not supported or that enhance the utility of equipment beyond the transport of information, or diagnostic services in excess of those necessary to maintain the equipment's ability to transport information. Vendor certifications include Compaq ASE, Microsoft MCSE and Cisco CCIE. All contracts will be valid only if approved for funding by E-Rate. These services are needed to maintain the following eligible components:

- The blade servers and SAN consist of the Domain Controller, network software and DNS which occupies one blade, the Exchange and E-Mail occupies another blade, and Terminal Server occupies the third

blade. The blade servers consist of the blade enclosure with one ENHANCED BLADE SERVER ENCLOSURE FOR BLP SERIES 6U; one SINGLE PHASE POWER ENCLOSURE FOR BLP SERIES; one W/ 4 POWER SUPPLIES (1 chassis and 3 blades); one MINI BUS BAR FOR BLP SERIES; and one INTERCONNECT STATION FOR BL P-CLASS. The embedded hard drives for the 3 server blades consist of three - PROLIANT BL20P G3 XEON-DP 3.4G 2MB (2P) 2GB BLADE and six - 300GB 10K

- U320 SCSI HOT PLUG UNIVERSAL HARD DRIVE. To boot servers from the SAN two 300GB 10K U320 SCSI HOT PLUG UNIVERSAL HARD DRIVES are used.
- Tape backup unit (HP StorageworksSSL 1016 Ultrium tape autoloader460) is used in conjunction with eligible blade servers. A cartridge included with a tape backup is provided as an integral component of the backup unit. Eligible software consists of operating system software for shared systems and multi-user e-mail software including the network operating system and a router operating system. System software upgrade provides enhanced functionality to an existing eligible products or configuration of eligible products.
- A firewall (Cisco PIX 515 Firewall located in the IDF) (**server related functions** to maintain the conduit of information) with a hardware and software combination that sits at the boundary between Holy Cross Jr-Sr High School's network and the outside world and protects the network against unauthorized access or intrusions.
- A router (Cisco PIX 3725 Router located in the IDF) and the core router operating system (**server related functions** to maintain the conduit of information) that connect different segments in the buildings, selects the routing path for traffic, provide features such as load balancing, and trouble shooting capabilities.
- Sixteen UPS with surge protection for existing sets of switches and servers, and mounting racks (1) for existing servers and switches, router, firewall, and Nortel phone equipment.

2) **Contract to provide network maintenance and support services for the network infrastructure that delivers Internet and related services to the students**

Basic maintenance for 120 service hours is requested for the upkeep of eligible hardware such as switches including wireless access points and attached antennas, router, firewall, wire and cable maintenance (CAT5/5E/6/6E/7 and fiber), basic technical support, and configuration changes. Basic maintenance services are necessary if the connection would not function and serve its intended purpose with the degree of reliability ordinarily provided in the marketplace to entities receiving such services without E-Rate discounts. Basic maintenance services do not include services that maintain equipment that is not supported or that enhance the utility of equipment beyond the transport of information, or diagnostic services in excess of those necessary to maintain the equipment's ability to transport information. Services on eligible E-rate items are to include 8am to 5 pm 5days/week for basic service to keep the basic system functional. These services include the configuration, documentation and monitoring of all network switches (with CAT5/5E/6/6E/7 and fiber modules) and routers for 15 HP switches, diagnostic services to enable connectivity of all workstations to the Internet, Internet server connectivity maintenance including DNS, Proxy and Exchange services related to Internet connectivity and diagnosis. This basic maintenance service for the upkeep of eligible hardware for the network infrastructure such as switches including wireless access points and attached antennas, wire and cable maintenance (CAT5/5E/6/6E/7 and fiber), basic technical support, and configuration changes. Access to the servers firewall and router may be necessary achieve functionally for delivery of services to the desktop.

These services essential to maintain network related infrastructure functions to enable the conduit of information *through* the following eligible components:

- The integrity of fifteen switches (10-HP/J4813A 3-HP/J4899B) with fiber modules and CAT5/6/6E ports located in Buildings B (IDF), C (MDF), D, E, F, G, H, P, T, and R are maintained. One fiber switch HP 6200YL ProCurve and 1 HP 5406 ZL ProCurve core switch (6-copper and 1 fiber) located in Building C (MDF) are maintained through the use of continuity and quality of transmission functions for network related functions to allow the conduit of information to the end users.
- Thirty-one HP Pro Curve Radio Port 210 wireless access points located in Buildings A, B (IDF), C (MDF), D, E, F, G, H, P, T, and R to maintain wireless access points and server related functions to allow the conduit of information to the end users. Array patterns may be adjusted for signal strength and extent and are to be adjusted to allow for maximum use within the campus buildings.

- These services include the configuration and documentation of all network switches and routers, diagnostic services to enable connectivity of all workstations to the Internet and Internet server connectivity. Provide all necessary labor to maintain data communication and voice drops and patch panel support and support Layer 3 technology and gigabit backbone, with associated 100SX/1000SX uplinks, stacking module, fiber modules, patch panel connectors, and mounting hardware and enclosures.
- Support interbuilding trunk cabling connecting to the installed network.

The contractor will have the flexibility to achieve maximum use of existing equipment. All work under the supervision of on staff personnel with proper RCDD certification. The duration of these services are for one year and will not exceed 120 hours for that year. Only basic services are to be provided, any materials shall be purchased separately.

3) Contracts for Eligible Hardware Equipment:

Hardware maintenance contracts for CISCO (Smartnet), 3com, and HP (Hewlett Packard/Compaq) equipment is sought for the following:

- A firewall (Cisco PIX 515 Firewall) which is a hardware/software combination that sits at the boundary between Holy Cross Jr-Sr High School's network and the outside world and protects the network against unauthorized access or intrusions.
- A router (Cisco PIX 3725 Router) supporting Internet access, layer 3 technology, video conferencing, and gigabit backbone
- One tape backup unit (HP StoraGeworksSSL 1016 Ultrium tape autoloader460) is used to backup the data on the E-Rate eligible equipment.

APPLIES TO ALL OF THE ABOVE CONTRACTS

The contract period begins July 1, 2010, and terminates on June 30, 2011. All contracts will be valid only if approved for funding by E-Rate (School and Libraries Division of USAC) and only if the service provider is not currently, or will be "Red Lighted" during the contract period by the School and Libraries Division of USAC. We must consider penalty fees for early termination of any existing contracts when considering the cost of a replacement contract. Please note that after completion of the work or when services begin, service providers must bill the school (non-discounted portion) and the School and Libraries Division of USAC (discounted portion) at the same time to insure that the non-discounted portion is paid by the school within the same timeframe. The school's non-discounted portion will be paid within 30 days of the billing. Contracts for Maintenance of Internal Connections, Telecommunications, and Internet Access can be MTM, multi-year with or without voluntary extensions and extend beyond June 30, 2011.