

EXHIBIT A – SCOPE OF WORK

Turquoise Trail Charter School is soliciting proposals for Lit services for the locations identified in the Scope of Services below.

SCOPE OF SERVICES

Turquoise Trail Charter School wishes to compare Lit Services. The current lit service for the specific locations listed provides 100 Mpbs existing service.

Location Name	Latitude	Longitude	Address
Turquoise Trail Charter School	35.535958	-106.052899	13A San Marcos Loop

In each building, offeror must propose a solution and pricing to run infrastructure or service to an existing MDF network closet.

The new service is planned to begin as early as July 1, 2020.

Turquoise Trail Charter School is seeking a lit service bid.

All options can include special construction or one-time E-rate eligible non-recurring costs as well as E-rate eligible recurring circuit costs. Based on the bids and both a short term and long term cost effectiveness analysis, District will determine which, if any, of the services is the most cost effective, long term solution that meets the current and expected future needs of the school. The specifications related to each solution option are as follows.

The provider will make all reasonable efforts to ensure 99.99% network availability of each circuit.

Lit and Operations proposals only: Frame/packet loss .25% commitment

Lit and Operations proposals only: 25 ms Network Latency Commitment

Lit and Operations proposals only: 10 ms Network Jitter Commitment

There is no right of provider to limit or throttle the capacity of the circuit at any time for *any reason*.

Additional Description

Each response must also include description of proposal, SLA, timeline, network diagram, demarcation, references, as-builts, in a .kmz file, and Connect America Fund status as described in later sections.

1. Leased Lit Fiber (with or without internet access):

The District must have dedicated Lit Transport Bandwidth throughput (upload and download) of 500 MGBS upgradable to 5 GBPS, with Service Level Agreement (SLA) guarantees between the designated endpoints. The solution must be scalable from 500 MGBS to 5 GBPS. Cost increments should be: in 500 MGBS increments from 500 MGBS to 5 GBPS, and in 500 MGBS increments from 500 MGBS to 5 GBPS. **All offerors must be capable of providing telecommunication services under the Universal Service Support Mechanism.**

Lit Service Price Proposal

The "Lit Pricing Sheet" worksheet in the attached spreadsheet includes columns for offerors to provide 500 MGBS to 5 GGBS pricing between the hub and the various endpoints. Price quotes are requested for 12 month, 24 month, and 36 month terms of service. Prices should be all inclusive. All-inclusive in this case means, including all **special construction or non-recurring costs (NRC)** (see description in later section) required by the vendor to commence service and all **monthly recurring costs (MRC)** should be included in the requisite columns of the pricing sheets. No increased pricing will be allowed during the term of the quoted special construction/NRC and MRC rate in each pricing cell of the spreadsheet.

Description of Proposal

Offeror will provide a description of their proposal for all lit services, leased dark, IRU, or self-provisioned fiber construction projects. Description will include an overview of the proposal, any deviations from the requested architecture, design or requirements, assumptions made, other detail District may find useful or necessary (or could differentiate the solution from a competing proposal).

Service Level Agreement

Offeror will provide a description of the proposed services and service levels provided with the lit fiber or dark fiber maintenance and management responses. The offeror will provide a proposed Service Level Agreement (SLA) with the RFP response. The proposal may include, but not be limited to, the following services.

- Lit Fiber Network Availability: the provider will make all reasonable efforts to ensure 99.99% network availability of the applicable fiber.
- Network Operations Center: Solution will provide customer support functions including problem tracking, resolution and escalation support management on a 24x7x365 basis. Customer has the right and is encouraged to call concerning any problems that may arise relative to its connection with Vendor provided services.
- Trouble Reporting and Response: Upon interruption, degradation or loss of service, Customer may contact Vendor by defined method with a response based on trouble level. Upon contact from the Customer, the Vendor support team will initiate an immediate response to resolve any Customer issue. Customer will receive rapid feedback on trouble resolution, including potential resolution time.
- Escalation: In the event that service has not been restored in a timely manner, or the Customer does not feel that adequate attention has been allocated, the Customer can escalate the trouble resolution by request. A list of escalation contacts will be provided when implementation schedule is completed.
- Resolution: The Customer will be notified immediately once the problem is resolved and will be asked for verbal closure of the incident.
- Trouble Reporting, Escalation and Resolution: A detail trouble reporting, escalation and resolution plan will be provided to the consortium.
- Measurement: Vendor stated commitment is to respond to any outage within two (2)

hours and four (4) hour restoration of service. Time starts from the time the Customer contacts Vendor and identifies the problem. Credits for Outages of shortage will be identified.

- Reports: Upon request, an incident report will be made available to the Customer within five (5) working days of resolution of the trouble.
- Link Performance per segment: The service will maintain the proposed Link Performance throughout the term of the contract.

Timeline

For each response, offerors must include a construction roadmap timeline for all sites. Preference is given to responses with a service start for all sites on July 1, 2020. A secondary preference will be given to responses with a service start for all sites August 1, 2020. All timelines will be considered and evaluated based on these preferences. Include how the timeline changes per site given an earlier or later start date. Actual start date on a construction project is dependent on the timing of the E-rate funding commitment decision letter.

Demarcation

All solutions whether lit fiber, leased dark fiber, dark fiber IRU or self-provisioned fiber construction must terminate service or infrastructure to an existing network closet inside of the designated demarc address specified during the site walk-throughs provided in the timeline above. Solutions bringing service to the property line but not inside of the demarc address are not acceptable.

All solutions whether lit fiber, leased dark fiber, dark fiber IRU or self-provisioned fiber construction must have a connection, or point of entry, into the existing district fiber optic WAN as indicated previously, alternatives are available through discussions with the district.

Offeror must specify your expected demarc setup included in base fees, e.g. fiber shelf with set-top box CPE and fiber or Cat6a handoff.

Network Diagram

For each response, offerors must include a network diagram displaying the paths to be used to serve each endpoint. For self-provisioned fiber responses, offerors must include identification of aerial vs. buried fiber segments, detailed drawings showing fiber and equipment locations, and any other pertinent details.

References

Please submit a minimum of three (3) references relevant to the option(s) proposed.

Connect America Fund Consideration

For each school site, the offeror must note whether the address is included in a region where the offeror has already received (or is pending receipt of) funding via the Connect America Fund. In these cases, mention how the NRC or special construction charges have been adjusted considering the other source of funding.

Special Construction and Non-recurring Cost

Offerors providing lit fiber proposals which require an upfront payment may include a special construction cost or non-recurring cost. This upfront payment is considered **special construction** if any new fiber is being installed. If new fiber installation is not necessary, the

payment is considered a **non-recurring cost** and must be entered into the pricing sheet accordingly.

New fiber special construction charges for lit service, leased dark, IRU, or self-provisioned fiber projects as defined by the order include construction, design, engineering and project management. The applicant requests that the offerors consider allowing District to pay the non-discount share (share of special construction costs that are the responsibility of the applicant) to be paid in equal annual installments over the four years from Funding Year 2020 to Funding Year 2024 inclusive. Responses must include agreement or non-agreement of this request.

Required Notice to Proceed and Funding Availability

District will follow the purchasing policies of the State of New Mexico and requirements and procedures of the FCC's E-rate program as administered by the Universal Service Administrative Company to be eligible for all available funding. The implementation of any associated contracts resulting from this competitive bid process will be dependent on the consortium's' issuance of a written Notice to Proceed. E-rate funding notification alone will not signify Notice to Proceed. The consortium will have the right to allow the contract to expire without implementation if appropriate funding does not come available.

E-rate Modernization Order Note

Special construction and service eligibility for reimbursement have changed starting funding year 2016. See the Federal Communications Commission E-rate modernization order 2 (WC Docket No. 13-184) (<https://www.fcc.gov/document/fcc-releases-order-modernizing-e-rate-21st-century-connectivity>) for more information.