

2019 West Ada Internet Access Supplemental Questions (Part 1 and Part 2)

Part One: Access Service

West Ada school district utilizes Adobe, Microsoft and Google cloud services. Please describe your connection to these services and how you limit hops and latency to these cloud providers. The district prefers a provider that has optimal/direct access to these cloud providers. Please specify the following:

- Exactly how the vendor proposes carrying traffic to the internet
- How the ISP is connected (Any peering agreements, load balancing used, etc.)
- Backup network access, power, etc.
- If dedicated or shared bandwidth is used
- Description of devices used to handoff Ethernet to each site
- Description of services included with the proposal
- UPS power provided by the vendor for their equipment at all site locations. UPS monitoring indicating when a UPS is and is not on battery will be provided by the vendor and notification will be sent to the district.
- Website access for the district to monitor up/down conditions as well as bandwidth utilization reports, current and historical.
- Any connection to both Microsoft and Google cloud services.
- Any special connections to other cloud providers such as AWS

Part Two: Project Specific Questions

- Provide a diagram of the vendor's equipment and how they propose to connect to the West Ada internal network in Visio format.
- Provide a description of the remote management and monitoring capabilities that will be put in place for this service. Provide information on how district technicians may gain access to this system.

- Describe any guaranteed level of bandwidth for the proposed data service.
- Provide a summary of the process that would be used to cut over from the District's existing internet access to the proposed internet access.
- Provide estimated timeline for the transition process for the District leaving its existing Internet access and joining the new provider's Internet access.
- Provide an estimate of Internet Network downtime incurred by the transition process.
- The District requires a timely resolution for service outages. Provide the procedure used in the event of a service outage and any notification service that the vendor can provide to the District.
- Provide the procedures for delivering problem resolution information and problem resolution time frames to the customer.
- Provide escalation procedures for trouble tickets.
- Provide an escalation list for the account team with names, telephone numbers, and email addresses.
- Name of the specific individual who will act as the primary contact for the vendor during proposal evaluation. Must identify the contact's position in the organization, telephone number, fax number, and e-mail address.