

BRIGHT HOUSE NETWORKS
business solutions



Proposal in Response to USAC 470 Posting for:

Telecommunications/Internet Services

Prepared for

Delano Joint Union High School District

1720 Norwalk Street

Bakersfield, CA 93215-1501

Attention: Linda Jackson

Bid Response due: December 7, 2012

Tony Rivas
Business Solutions
Enterprise Account Executive
Office: 661-395-3376
Cell: 661-978-5103
Fax: 661-873-4050
email: tony.rivas@mybriighthouse.com

Itemized Bid Price Sheet

Quote for 470 Application No. 238660001053900

Location	Solution	Install Fee	Monthly Recurring Price	Term In Years
Delano High School 1331 Cecil Ave.	1 Gb Dedicated Internet Access (upgrade from 100Mb DIA)	\$0	\$10,500	Five (5)

Current Solution Under Contract with Bright House Networks through 2017

Delano High School 1331 Cecil Ave.	10 Gb Metro Ethernet	N/A	\$8,499	Five (5)
Robert F. Kennedy High School 1401 Hielt Avenue	10 Gb Metro Ethernet	N/A	\$8,499	Five (5)
Cesar E. Chavez High School 800 Browning Road	10 Gb Metro Ethernet	N/A	\$8,499	Five (5)
Delano High School 1331 Cecil Ave.	100 Mb Dedicated Internet Access	N/A	\$1,850.00	Five (5)

Quote for 470 Application No. 826800001053866

Location	Solution	Install Fee	**Monthly Recurring Price	Term In Years
Delano High School 1331 Cecil Ave.	3 PRI w/ 72 Voice Trunks	\$0	\$975	Five (5)
Robert F. Kennedy High School 1401 Hielt Avenue	1 PRI w/ 24 Voice Trunks	\$0	\$325	Five (5)
Cesar E. Chavez High School 800 Browning Road	1 PRI w/ 24 Voice Trunks	\$0	\$325	Five (5)

**Each PRI includes 3,000 domestic long distance minutes each month, for a total of 15,000 LD minutes each month for all sites combined. LD usage above the allotted minutes would be billed at 2.4 cents per minute. Alternatively, additional buckets of long distance minutes could be added to the District's service order prior to submitting E-Rate Form 471.

Note: Pricing does not include State and Federal-imposed taxes and fees. All Bright House Networks installed and owned equipment will be provided and maintained at no cost within the confines of Bright House Networks Terms and Conditions located at <http://business.brighthouse.com/legal/>.

BILLING INFORMATION

Business Name DELANO JOINT UNION HIGH SCHOOL DISTRICT		Master Account Number 0000000000	Customer Purchase Order Number	
Contact ROSALINDA RIVERA	Phone (661) 725-4000	Ext.	Alternate	
Billing Address 1720 NORWALK STREET	Suite	City DELANO	State CA	Zip 93215
Account Executive ANTHONY RIVAS	Phone (661) 395-3378	Ext.	Alternate (661) 873-4050	
Federal Tax ID 95600991	Tax Exempt Certificate	Tax Exempt Status Federal <input type="checkbox"/> State <input type="checkbox"/> Local <input type="checkbox"/> Other <input type="checkbox"/>		

LOCATION INFORMATION

SA ID 1	Service Address 1331 CECIL AVE. DELANO CA 93215	Rate Center DELANO	Hub/Node	Main BTN (661) 725-4000	Customer is Premise Owner? YES
------------	--	-----------------------	----------	----------------------------	-----------------------------------

CONTACT INFORMATION

Type	Name	Title	Primary TN	Ext.	Alternate TN	Email
BILLING	ERLINDA JACKSON	CONTRACT ADMIN.	(661) 725-4000		(661) 720-4541	EJACKSON@DJUHSO.ORG
AUTHORIZED AGENT	ROSALINDA RIVERA	SUPERINTENDENT	(661) 725-4000			MRIVERA@DJUHSD.ORG
TECHNICAL POINT OF CONTACT	CESAR RAMIREZ	IT NETWORK SPECIALIST	(661) 725-4000		(661) 720-4543	CRAMIREZ@DJUHSD.ORG

ORDER INFORMATION

Order Type CHANGE	Change / Transfer Description BANDWIDTH UPGRADE	Market BAK
Current LEC	Porting NO	Partial / Full Port
Account Authorization	LEC BTN	
Additional Order Comments DJUHSD WILL UPGRADE EXISTING 100MBPS DEDICATED INTERNET ACCESS TO 1 GIG DEDICATED INTERNET ACCESS.		

SERVICES FEES and TERMS

Service	Qty	Unit Price	Total Price	Term
DEDICATED INTERNET ACCESS 100MBPS INTERNET ACCESS	1	1	\$0.00	60 Month
DEDICATED INTERNET ACCESS 1000MBPS INTERNET ACCESS	1	1	\$10,500.00	60 Month
Total	2		\$0.00	
Total Domestic Toll Minutes			0	
			\$10,500.00	

*Prices do not include applicable taxes and governmental fees that must be paid by Customer in addition to the specified fees.



The services products, prices and terms identified on this Service Order constitute Bright House Networks Business Solutions' offer to provide such services on such terms. Until Customer has accepted this offer by signing as appropriate below, Bright House Networks Business Solutions reserves the right to rescind this offer at any time, at its sole discretion. Service Order terms and corresponding monthly billing will commence on actual service installation date.

I have received and agreed to the terms of Bright House Networks Business Solutions Service Agreement, as applicable and separately provided to me by BHN. Terms and conditions are available at business.brighthouse.com/legal/services_agreement_terms_and_conditions. Business TV is delivered on a month to month basis and subject to increases.

For Voice Service Orders Only

By signing below, I choose Bright House Networks, LLC ("BHN") as my preferred provider for local, long distance and international long distance telephone service(s) for the above service address and the telephone number(s). I authorize BHN to serve as my agent to effectuate the change of my telephone service for each such service. I understand that only one preferred provider may be designated for each telephone service associated with the telephone number(s) listed above. I am at least 18 years of age and legally authorized to change telephone service providers for service providers for services associated with such telephone number(s).

E911 Notification - The Business Solutions voice-enabled equipment is electrically powered and, in the event of a power outage or Bright House Networks Business Solutions network failure, Enhanced 9-1-1 services may not be available. The Bright House Networks Business Solutions Services Agreement prohibits moving the voice-enabled premise equipment to a new address. If you do so, Enhanced 9-1-1 services may not operate properly and emergency operators will be unable to accurately identify the caller's address in an emergency. If you would like to move your service you must call Bright House Networks.

The Services shall continue under the terms and conditions of the Service Order after expiration of the Service Period for successive renewal terms, each for a period of time equal to the original Service Period or such lesser amount as required by law, unless either Party serves the other Party with written notice of such Party's intent not to renew the Service Order at least thirty (30) days prior to expiration of the then current Service Period.

Authorized Signature for Bright House Networks
Business Solutions

CRAIG COWDEN SVP, NETWORK AND ENTERPRISE SERVICES

Printed Name and Title

3/1/13

Date Signed

Authorized Signature for
DELANO JOINT UNION HIGH SCHOOL DISTRICT

Rosalina Rivera, Superintendent

Printed Name and Title

2/26/13

Date Signed



BILLING INFORMATION

Business Name DELANO JOINT UNION HIGH SCHOOL DISTRICT		Master Account Number 0000000000		Customer Purchase Order Number	
Contact ROSALINDA RIVERA		Phone (661) 725-4000		Ext. Alternate	
Billing Address 1720 NORWALK STREET		City DELANO		State CA	
Account Executive ANTHONY RIVAS		Phone (661) 395-3376		Ext. Alternate (661) 873-4050	
Federal Tax ID 956000991		Tax Exempt Certificate		Tax Exempt Status Federal <input type="checkbox"/> State <input type="checkbox"/> Local <input type="checkbox"/> Other <input type="checkbox"/>	

LOCATION INFORMATION

SA ID	Service Address	Rate Center	Hub/Node	Main BTN	Customer is Premise Owner?
1	133 CECIL AVE. DELANO CA 93215	DELANO		(661) 725-4000	YES
2	140 HEITT AVE. DELANO CA 93215	DELANO		(661) 725-4000	YES
3	800 BROWNING ROAD DELANO CA 93215	DELANO		(661) 725-4000	YES

CONTACT INFORMATION

Type	Name	Title	Primary TN	Ext.	Alternate TN	Email
BILLING	ERLINDA JACKSON	CONTRACT ADMIN.	(661) 725-4000		(661) 720-4541	EJACKSON@DJUHSD.ORG
AUTHORIZED AGENT	ROSALINDA RIVERA	SUPERINTENDENT	(661) 725-4000			MRIVERA@DJUHSD.ORG
TECHNICAL POINT OF CONTACT	CESAR RAMIREZ	IT NETWORK SPECIALIST	(661) 725-4000		(661) 720-4543	CRAMIREZ@DJUHSD.ORG

ORDER INFORMATION

Order Type ADD	Change / Transfer Description	Market BAK
Current LEC	Porting NO	Partial / Full Port
Account Authorization	LEC BTN	

Additional Order Comments

CUSTOMER WAN IS AS FOLLOWS 10GIG METRO E (\$8499) AT 1331 CECIL AVE . 10GIG METRO E (\$8499) AT 1401 HEITT AVE. AND 10GIG METRO E (\$8499) AT 800 BROWNING ROAD .

SERVICES, FEES, and TERMS

Services Selected	Action	SA ID	Total QTY	One Time Charge (MRC)	Monthly Recurring Charge (MRC)	Total MRC	Service Period
METRO ETHERNET ICB - 10000MBPS METRO ETHERNET	EXISTING	1	1	\$0.00	\$8,499.00	\$8,499.00	60 Month
METRO ETHERNET ICB - 10000MBPS METRO ETHERNET	EXISTING	2	1	\$0.00	\$8,499.00	\$8,499.00	60 Month
METRO ETHERNET ICB - 10000MBPS METRO ETHERNET	EXISTING	3	1	\$0.00	\$8,499.00	\$8,499.00	60 Month

Total*	3	\$0.00	\$25,497.00
Total Domestic Toll Minutes			

*Prices do not include applicable taxes and governmental fees that must be paid by Customer in addition to the specified fees.

The services products, prices and terms identified on this Service Order constitute Bright House Networks Business Solutions' offer to provide such services on such terms. Until Customer has accepted this offer by signing as appropriate below, Bright House Networks Business Solutions reserves the right to rescind this offer at any time, at its sole discretion. Service Order terms and corresponding monthly billing will commence on actual service installation date.

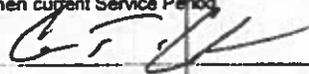
I have received and agreed to the terms of Bright House Networks Business Solutions Service Agreement, as applicable and separately provided to me by BHN. Terms and conditions are available at business.brighthouse.com/legal/services_agreement_terms_and_conditions. Business TV is delivered on a month to month basis and subject to increases.

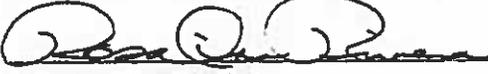
For Voice Service Orders Only

By signing below, I choose Bright House Networks, LLC ("BHN") as my preferred provider for local, long distance and international long distance telephone service(s) for the above service address and the telephone number(s). I authorize BHN to serve as my agent to effectuate the change of my telephone service for each such service. I understand that only one preferred provider may be designated for each telephone service associated with the telephone number(s) listed above. I am at least 18 years of age and legally authorized to change telephone service providers for services associated with such telephone number(s).

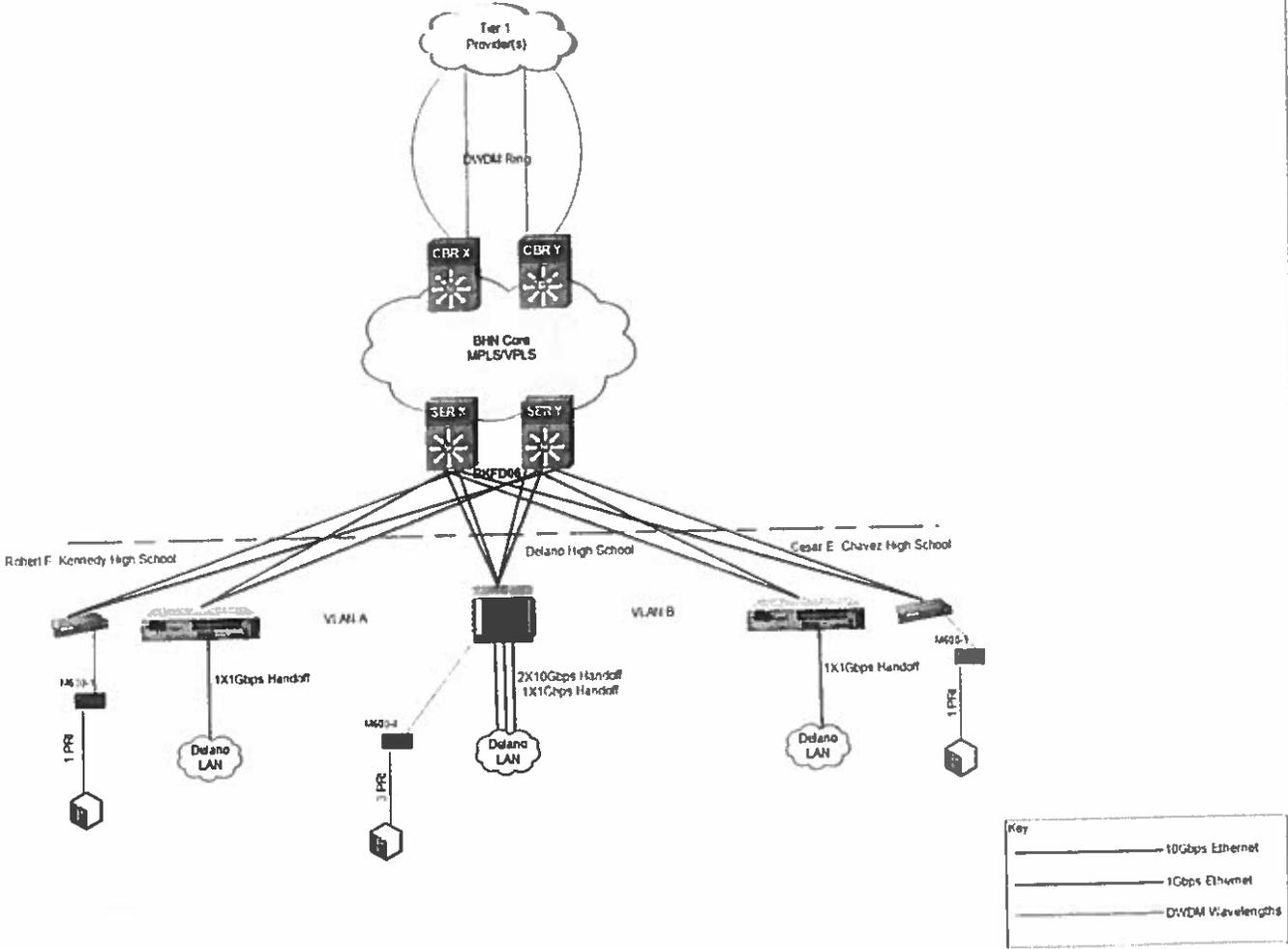
E911 Notification - The Business Solutions voice-enabled equipment is electrically powered and, in the event of a power outage or Bright House Networks Business Solutions network failure, Enhanced 9-1-1 services may not be available. The Bright House Networks Business Solutions Services Agreement prohibits moving the voice-enabled premise equipment to a new address. If you do so, Enhanced 9-1-1 services may not operate properly and emergency operators will be unable to accurately identify the caller's address in an emergency. If you would like to move your service you must call Bright House Networks.

The Services shall continue under the terms and conditions of the Service Order after expiration of the Service Period for successive renewal terms, each for a period of time equal to the original Service Period or such lesser amount as required by law, unless either Party serves the other Party with written notice of such Party's intent not to renew the Service Order at least thirty (30) days prior to expiration of the then current Service Period.


 Authorized Signature for Bright House Networks Business Solutions
 CRAIG COWDEN SVP, NETWORK AND ENTERPRISE SERVICES
 Printed Name and Title
 3/1/13
 Date Signed


 Authorized Signature for DELANO JOINT UNION HIGH SCHOOL DISTRICT
 Rosalba Rivera, Superintendent
 Printed Name and Title
 2/26/13
 Date Signed

Network diagram





3701 N. Sillect Avenue
Bakersfield, CA 93308

December 7, 2012

Linda Jackson
Delano Joint Union High School
1720 Norwalk Street
Bakersfield, CA 93215-1501

RE: Delano Joint Union High School District Form DJUSHD Y16-1

Dear Ms. Jackson:

Bright House Networks is pleased to provide a proposal in response to Delano Joint Union High School District's Form 470 posting for Telecommunications/Data Services. After carefully reviewing The District's requirements, we have developed a cost-effective offering that will address both their current requirements as well as one that is flexible and scalable for future growth.

Bright House Networks is proposing a complete solution to meet their specified requirements and demonstrates the benefits of a relationship with Bright House Networks as a service provider. As a technology partner, Bright House Networks is dedicated to providing unsurpassed technological capabilities, reliability and performance to its customers. Bright House Networks offers a facilities-based network infrastructure designed for the delivery of Data, Voice and Video Communications directly to customers' premises – meeting the increasing demands of businesses at the local, national and international levels.

As one of Bakersfield's largest communications companies, and a true long-time service provider with the strongest local presence and community involvement, Bright House Networks is uniquely positioned to offer a Telecommunications/Data solution to Delano Joint Union High School District. The Company's organization is comprised of an extensive team of engineers and support professionals that are engaged on a full-time basis in developing, providing and supporting the latest technologies for our customers. This team is fully qualified to support the needs of the infrastructure that is described in this response document.

If you have any questions regarding this proposal, please do not hesitate to contact me.

Sincerely,

Tony Rivas
Enterprise Account Executive



Table of Contents

Executive Summary.....	4
Bright House Networks Profile.....	6
Network diagram	7
Implementation Plan.....	8
Bright House Networks Customer Support.....	11
Itemized Bid Price Sheet	12
References	13
Vendor Qualifications	15
Vendor Information	16
Contact Information.....	16
E-Rate Service Provider Information.....	16
Bright House Networks Agreements	17
Service Level Agreement.....	17
Service Order Sample.....	19
Service Agreement Sample	21



Executive Summary

Bright House Networks appreciates the opportunity to provide the Delano Joint Union High School District with our response to its posting for 1 Gbps Dedicated Internet Access and district-wide PRI's with long distance service. The local Bright House Networks Account Team has prepared a very competitive response to their specifications outlined in the response query. We're confident that our solutions exceed the requirements, offering increased efficiencies, stability and cost-savings to the Delano Joint Union High School District.

Bright House Networks Business Solutions delivers advanced Voice and Data services on our own facilities-based network, providing Delano Joint Union High School District the highest level of quality and the one of the most reliable network infrastructures available. The Company's core network consists of thousands of miles of fiber optic cable with redundant path architecture. The Bright House Networks backbone incorporates multiple 10 Gbps Ethernet connections to accommodate even the heaviest bandwidth requirements. Delano Joint Union High School District can be assured that our network is not only the largest in Bakersfield, but one of the most reliable.

Bright House Networks is comprised of an extensive team of engineers and support professionals that are engaged on a full-time basis in developing, providing and supporting the latest technologies for our customers. Bright House Networks currently employs over 8,000 support personnel across all markets, with over 350 being local employees in Bakersfield, with roles dedicated to every aspect of customer service and infrastructure maintenance and support. With a local fleet of over 150 vehicles and trained support staff in call centers operating 7x24x365, Bright House Networks clearly has ample resources to provide the type of service and support Delano Joint Union High School District requires. This team is fully qualified to support the Telecommunications/Data Services described in this Response Document.

Proposed Solution

Delano Joint Union High School District's stated requirements are for Dedicated Internet Access and PRI's with long distance service. Our response demonstrates Bright House Networks ability to provide network solutions that will enable Delano Joint Union High School District to achieve its objectives now, and lay the groundwork for a flexible and scalable solution that will ensure future growth. For Delano Joint Union High School District, Bright House Networks is proposing providing 1 Gbps Dedicated Internet Access and five (5) PRI's via our existing fiber network to replace the District's current telephone services. This solution is in addition to the current three-site 10Gbps Metro Ethernet WAN provided today by Bright House Networks under a five year term. Bright House Networks will deploy a managed ASR9006 to account for current bandwidth as well as scale for future growth. For the PRI voice solution, Bright House Networks will deploy Audio Codes MP124 IAD at each location requiring this service. Each PRI can provide up to 24 FXS analog no-feature lines, unlimited local calling and 3,000 domestic long distance minutes each month. Please see network diagram below.



With each PRI providing 3,000 domestic long distance minutes each month, Delano Joint Union High School District will receive a total of 15,000 domestic long distance minutes each month for all five PRIs combined. Should a dramatic increase of long distance calling occur at the PRI locations during the term of the agreement, additional long distance minutes would be billed at 2.4 cents per minute. Alternatively, additional buckets of long distance minutes could be added to the District's service order prior to submitting E-Rate Form 471.

Bright House Networks understands that service delivery is no longer a luxury, but a critical component of business, education, healthcare and government. The equipment we choose to deploy is based on proven track record of reliability and we undergo significant in-lab testing before any component is even considered to carry our customer's data and voice traffic. As such, all of our deployed equipment exceeds the 99.95% reliability requirement and we maintain active service contracts with all of our vendors.

Bright House Networks owns and operates its own fiber infrastructure and does not lease fiber to other providers or lease fiber from any other provider. By maintaining our own private network infrastructure, we are not susceptible to outside input or influence.

Bright House Networks looks forward to growing our existing relationship with Delano Joint Union High School District. Bright House is a registered E-Rate service provider.



Bright House Networks Profile

Bright House Networks is a privately-held, limited liability company by Advance Newhouse Communications, with corporate offices in Syracuse, NY and Orlando, Florida. Bright House Networks was established in 2003 and is the seventh largest multiple cable system operator (MSO) in the US, serving over 2.4 million customers in Tampa and Orlando, FL; Birmingham, AL; Detroit, MI; Indianapolis, IN; and Bakersfield, CA, employing over 8,100 employees to support its customers. Bright House Networks provides voice, video and data services to residential, commercial and carrier customers.

The Bakersfield Division of Bright House Networks provides voice, data and video service to customers in 10 local communities. The Division operates a local call and service center and has 2,200 miles of fiber-rich hybrid coaxial plant over a redundant network. In total, Bright House Networks operates a large network infrastructure, including over 100,000 miles of hybrid fiber-coax (HFC) and self-healing DWDM IP backbone networks. The Bright House Networks team has been providing communication services for over 30 years, including television, High Speed Internet Access and Metro Ethernet Data Services and Voice services including Business Phone, PRI and SIP.

Though Bright House Networks is a company with a sizeable national footprint, each Division is proud of its unique local presence. As responsible corporate citizens, the Bakersfield Division invests in the city of Bakersfield and the surrounding communities through a variety of partnerships. We provide wireless High Speed Internet Access at the William M. Thomas Terminal at Meadows Field, Mill Creek Park and the Park at River Walk. The outdoor amphitheater at the Park at River Walk proudly bears the Bright House Networks name as a part of our exclusive naming rights partnership and is one of the crown jewels of Bakersfield. Our investment in youth includes providing complimentary video and High Speed Internet service to several local area schools, including within Delano, as well as county libraries and fire stations.

Bright House Networks Business Solutions is a division within Bright House Networks which concentrates on selling and servicing commercial customers with a full array of communication services, including voice, data and video. The organization has been actively developing relationships with businesses, both small and larger customers since 1998 and has over 100,000 unique customer relationships today. The customers are served entirely off of Bright House Networks 100% owned fiber and coaxial networks and are serviced with a unique call center that is distinct from the call centers that exist for Bright House Networks residential services. This allows business customers to get the attention to their needs that they expect from a commercial communications provider. The Company will continue to enhance its product portfolio and is committed to building more fiber deeper into its footprint, deploying more leading edge technologies.



Implementation Plan

Project approach

Project management processes and techniques are used to coordinate resources to achieve predictable results. The Project Life cycle to be followed on typical projects is performed by members of the Network Operations Center (NOC). The project life cycle serves to define the beginning and the end of a project. The phase sequence serves to identify the technical work to be done in each phase and who should be involved in each phase. Every project aspires to be within scope, on time, within budget – this “triple constraint” that must be managed effectively to ensure success. In addition, a successful project strives for the highest quality and effective control throughout the process to avoid surprises and ensure customer satisfaction. It takes considerable communication and reiteration of the agreed upon requirements to achieve the goal.

The NOC has defined 7 phases in its systems integration project life cycle model:

1. Acceptance – Project concept is examined and processed via a Project Request.
2. Definition – Project definition is captured in Requirements and Scope documents.
3. Design – Preliminary and Final Design is performed and approved.
4. Planning – The final Project Plan including activities for procurement, implementation, testing, training and deployment is developed.
5. Deployment – Activities to integrate and test the specified technology in the NOC architecture
6. Implementation – Rollout and backup plans and activities.
7. Close – project close out activities.

Methodology

Project Management Methodology used by Bright House Networks project leads is derived from Project Management Institute (PMI) Project Management Book of Knowledge (PMBOK). As members of the Network Operations Center (NOC), Management utilizes Project Managers (PM) for tracking assigned responsibilities and project coordination. The PM is applicable to all types of projects – implementation, systems integration, software engineering, proof of concept, and construction. Bright House Networks project management methodology provides all individuals assigned project management responsibilities with a suite of standard methods and guides to ensure that projects are conducted in a disciplined, well-managed, and consistent manner. The PM provides a set of repeatable processes that can be tailored and applied to a specific situation. It promotes the delivery of quality products that meet customer needs while maintaining control over scope, cost, schedule and quality. The core elements of this methodology are simplicity, flexibility, and consistency.



The components of Bright House Networks project management methodology consists of:

- An agreed upon process by which projects are managed
- Well-understood rules of engagement for specific practices
- A standardized vernacular with common definitions
- Standardized tools, forms, and templates

Testing Procedures

Testing procedures begin with a test plan template. The template is composed of the following sections to be filled in and reported on prior to activation:

1. Scope – this section will describe the purpose of the test.
2. Device Under Test (DUT) setup – section containing the overall design diagram of all the network elements participating in the test, including the DUT.
3. Types of Testing – this section lists and defines the type(s) of testing to be conducted. IE protocol, throughput, etc.
 - a. Test Case # - this is a test case scenario for specific test functions.
 - b. Test Characteristics – Should there be more than one characteristic, each of its sections will include a short explanation accompanied by their respective diagrams.
4. Test Cycle – this section presents an explanation on how the test will run while concentrating on port by port transmission scenarios along with trials and statistics used.
5. Test Setup – describes the test run parameters.
6. Test Response – states pass or fail. States exceptions and notes.
7. Test Results – results are documented based on the test #'s.

Acceptance Procedures

This falls within Bright House Networks Implementation phase of the project. The purpose of the Implementation Phase is to ensure a smooth transition of the product of the project into production. Deliverables from the Implementation Phase include:

1. Readiness Review
2. Go Live Assessment
3. Updated Documentation



Major steps in this phase include:

1. **Perform the Operational Readiness Review.** This is a formal event in which stakeholders and those responsible for inserting the product into the production environment. The Team meets to review the plans for the release including back-out and fallback strategies as necessary. Operations verify all training and support documentation has been accepted.
2. **Identify and correct any outstanding Operational issues.** These are final actions typically generated as a result of the Operational Readiness Review.
3. **Update All Pertinent Documentation.** These are changes to plans and documentation that require updates or changes prior to deploying the product in production.
4. **Final Notification.** Final communication to all team members and stakeholders prior to the release.
5. **Go Live.** This is where the product or service is activated into a live production environment
6. **Perform Go-Live Assessment.** Once in production, an immediate impact assessment occurs as appropriate. Variances from expectations must be reported and escalated as appropriate.



Bright House Networks Customer Support

Bright House Networks prides itself on providing locally-based customer service and support that ensures priority to its Enterprise customers. In order to provide the most effective service support, Bright House Networks employs specialists in the area of outside plant, fiber construction, facilities, applications, network hardware and Customer Care. The resources are assigned to specialized departments such as Construction, Head-end, Network Services Operations (NSO), Network Engineering, Sustainment Engineering, Strategic Engineering, Operations Support Service (OSS) and Technical Services Operations (TSO). Each team follows Event Handling procedures with assigned 24/7/365 on-call resources.

To proactively streamline support, Bright House Networks operates a 24/7/365 Network Operations Center (NOC) where applications and personnel monitor everything from customer premise equipment, transport, network and capacity. The NOC provides support for Enterprise customers like Delano Union Elementary School District to call into for support services. This department is known as Technical Services Operations (TSO). TSO has the ability to track, assign fix agents on demand and escalate tier level support from Tier I – IV, including management escalation as high as the Vice President level if required. From Delano Union Elementary School District’s perspective, the TSO is the one-stop shop for event repair and maintenance notifications.

As an added measure Bright House Networks maintains a replacement inventory for event repair and high-touch service support contracts with various vendors such as Cisco, Juniper and Hitachi to ensure the highest level of service assurance is achieved.

Escalation Level	Notification Intervals	Bright House Networks Escalation Points Name / Title / Email	Contact Numbers
Level 1	Event Start	NOC centraloperations@mybrighthouse.com	855-413-0860 option 1
Level 2	1 Hour	NOC Primary Duty Manager 24/7 contact via NOC outreach	855-413-0860 option 1
Level 3	2 Hours	Michael Johnson Sr. Manager, Managed Network Services Michael.Johnson@mybrighthouse.com	813-387-3632 (desk) 813-418-2268 (cell)
Level 4	4 Hours	Brad Freathy Sr. Director, Wireless & Business Solutions Brad.Freathy@mybrighthouse.com	813-387-3690 (desk) 813-498-7048 (cell)
Level 5	6 hours	Craig Cowden Sr. Vice President, Network Eng/Ops Craig.Cowden@mybrighthouse.com	813-387-3600 (desk) 425-269-5949 (cell)



References

Listed below are three (3) customer references, including name, address and telephone number of contact person.

Kern County Superintendent of Schools

Bright House Networks has been providing data connectivity to KCSOS since February, 2009. Agreements currently still in place.

Bandwidth is provided as follows:

- Aggregate Metro Ethernet connection at headquarters: 1 Gb
- 19 Schools District or KCSOS-related offices: 100 Mb each
- 1 School District office on Metro E: 50 Mb
- Dedicated Internet Access at headquarters: 100 Mb

Key contact:

Roy Marchetti
Chief Technology Officer
Kern County Superintendent of Schools
1300 17th Street – City Centre
Bakersfield, CA 93301
Phone: 661.636.4347
Email address: romarchetti@kern.org

Taft Elementary City School District

Bright House Networks has been providing data connectivity to Taft Elementary City School District since September 21, 2009. Agreements currently in place for five years.

Bandwidth is provided as follows:

- Aggregate Metro Ethernet connection at District Office: 1000Mbps
- 7 School's within Taft Elementary City School District: 100Mbps

Key Contact:

Ron Bryant
Superintendent
Taft Elementary City School District
810 6th Street
Taft, CA 93268
Phone: 661.763-1521
Email address: rbryant@taft.org



School District Pinellas County

Bright House Networks has been providing data connectivity to SBPC since July 2001. Agreements currently still in place.

Bandwidth is provided as follows:

Aggregate Metro Ethernet connection at headquarters: 4 Gb

155 Schools District or SBPC-related offices: 20-35 Mb each

Dedicated Internet Access at headquarters: 500 Mb

Key contact:

Norm Kelton, Director of Network & Telecommunications

The School Board of Pinellas County, Florida

301 Fourth Street S.W.

Largo, Florida 33779-2942

Phone: 727-588-6363

Email address: KeltonN@pcsb.org



Vendor Qualifications

Bright House Networks Business Solutions is a division within Bright House Networks which concentrates on selling and servicing commercial customers with a full array of communication services, including voice, data and video. The organization has been actively developing relationships with businesses, both small and larger customers since 1998 and has over 100,000 unique customer relationships today. The customers are served entirely off of Bright House Networks 100% owned fiber and coaxial networks and are serviced with a unique call center that is distinct from the call centers that exist for Bright House Networks residential services. This allows business customers to get the attention to their needs that they expect from a commercial communications provider. The Company will continue to enhance its product portfolio and is committed to building more fiber deeper into its footprint, deploying more leading edge technologies.

Bright House Networks currently provides fiber services to the following school and government organizations:

	<u># Schools/Locations</u>
Taft Elementary School District, CA	8
Delano Elementary Unified School District, CA	9
Fruitvale School District	6
McFarland School District	3
Standard School District	3
Tehachapi School District	3
Taft Union High School District, CA	1
City of Delano, CA	1
City of Shafter, CA	1
Housing Authority of Kern County, CA	1
School District of Pinellas County, FL	160
School District of Hillsborough County, FL	260
Manatee County Schools, FL	20+
District School Board of Pasco County, FL	90
Flagler County School Board, FL	13
Hillsborough County Government, FL	110
Hillsborough County Libraries, FL	45
Hillsborough 13 th Judicial Circuit, FL	6
City of Tampa, FL	110
Hernando County Government, FL	1
Pasco County Government, FL	9
Hillsborough Community College, FL	6
The City of Orlando, FL	24
University of South Florida, FL	1
Volusia County Libraries, FL	15
Bessemer City Schools, AL	12
South Redford Schools, MI	5



Vendor Information

Contact Information

Below is the company information requested, including primary contacts.

Tony Rivas

Enterprise Account Executive
3701 N. Sillect Avenue
Bakersfield, CA 93308
Office: 661-395-3376
Mobile: 661-978-5103
Fax: 661-873-4050
email: tony.rivas@mybighthouse.com

Keven Clifton

Business Solutions Manager
3701 N. Sillect Avenue
Bakersfield, CA 93308
Direct: 661.634.2213
Mobile: 661.978.0491
Fax: 661.873.4050
email: keven.clifton@mybighthouse.com

E-Rate Service Provider Information

Below is Bright House Network's E-Rate Service Provider number and contact information.

E-Rate Spin Number: 143020747

E-Rate Contact: Troy Quincy

Email Address: troy.quincy@mybighthouse.com

E- Rate Telephone Number 661-634-2273

E-Rate Fax Number: 661-395-3378



Bright House Networks Agreements

Service Level Agreement

Bright House Networks (herein referred to as BHN) offers a full SLA as defined on the following pages. A full copy of the Agreement, and Terms and Conditions can be found at [http://business.brighthouse.com/Legal/Services Agreement Terms and Conditions/](http://business.brighthouse.com/Legal/Services%20Agreement%20Terms%20and%20Conditions/).

Service levels:

- **Network Availability.** The BHN Backbone Network shall be available 99.95% of the time. The BHN Backbone Network shall mean core routers and transmission equipment in BHN facilities. Network availability is calculated as follows:

(Total number of minutes in the applicable calendar month) - (Total Outage minutes for the applicable calendar month)

Total number of minutes in the applicable calendar month

If this service level is not satisfied during a calendar month, Customer will be entitled to, as its sole and exclusive remedy, a credit of one thirtieth (1/30th) of the MRC for each full hour that the Service is unavailable.

- **Mean Time to Restore.** Mean Time to Restore is the monthly average time over any calendar month it takes for BHN to resolve an Outage. Mean Time to Restore is calculated as follows:

Mean Time to Restore = Total outage minutes / Total outage occurrences

BHN will restore service at a Customer Site affected by an Outage, on average, within four (4) hours after a trouble ticket is opened. If BHN does not meet this service level, Customer will be entitled to, as its sole and exclusive remedy, a credit equal to one thirtieth (1/30th) of the MRC for the affected Customer Site.

The BHN NOC shall deem that an Outage has occurred whenever the BHN NOC is informed by the Customer and verifies that the customer does not have the ability to transmit or receive packets by means of the Service(s), and "Total Outage Minutes" shall be deemed to be the length of time during which the Service(s) is unavailable to the Customer, as reflected on such trouble tickets. Service is considered restored when service has been restored when the trouble ticket is closed. During an Outage, Latency and Packet Loss calculations are suspended and not included in the monthly totals.

The foregoing service levels (including for latency and packet loss, as defined below) shall only apply to the throughput rates as set forth on Customer's Order.

Limitations on service levels. Each of these service levels is subject to the following performance and measurement limitations: (1) Customer must contact BHN Customer Care at (866) 477-1386 to open a ticket and to request a service level remedy (credit); (2) the total amount credited may not exceed the applicable monthly recurring charge (MRC) for the affected Service and is the sole remedy for the



Outage; (3) Bright House Network's service levels are provided for on-net services only; and (4) service level measurements will not include:

- I1 Outages planned by BHN to carry out emergency maintenance with as much notice as possible given.
- I2 Outages planned by the Customer for the purpose of allowing BHN to carry out planned or routine maintenance at times to be agreed with Customer.
- I3 Outages due to the non-release of the affected service element by Customer to BHN for the purpose of fault verification and/or restoration of availability.
- I4 Outages due to the malfunction of Customer equipment and wiring beyond the service demarcation point including LAN and voice equipment and outages due to or extended as a result of denial of access to any site.
- I5 Outages due to changes made to services at Customer's request where BHN has informed Customer about the Outage in advance and in writing.
- I6 Outages due to Customer requested test-assists, provided that the testing is not required as a result of failure of a BHN provided service.
- I7 Outages due to defined Force Majeure events as provided for in the agreement.
- I8 Outages cause by delinquent payment.
- I9 Outages resulting from failures of access circuits or Outages caused by Customer provided access facilities.

For Dedicated Internet Access and Metro Ethernet Services, the following shall apply:

- **Latency.** The BHN Backbone Network shall have an average roundtrip packet transit time within the BHN Backbone Network of no more than 25ms. (This average latency is measured as the average of 15 minute samples across the BHN Backbone Network as taken throughout a calendar month.) If this service level is not satisfied during a calendar month, Customer will be entitled to, as its sole and exclusive remedy, a credit of one thirtieth (1/30th) of the MRC for each full millisecond exceeding the 25ms average.
- **Packet Loss.** The BHN Backbone Network shall have an average packet loss of less than one-half percent (0.5%) during any calendar month. Packet Loss is the difference between the number of packets transmitted by a device and the total number of packets received by the intended recipient. If this service level is not satisfied during a calendar month, Customer will be entitled to, as its sole and exclusive remedy, a credit of one thirtieth (1/30th) of the MRC for each percentage point above the one-half percent (0.5%) average maximum.



Service Agreement Sample



**Service Agreement
 Terms and Conditions**

This Bright House Networks Business Solutions Services Agreement ("Services Agreement") is between customer identified below ("Customer") and Bright House Networks ("Operator").

Bright House Networks Business Solutions Information

Bright House Networks Business Solutions

Contact:
 Telephone:
 Facsimile:

Customer Information

Customer Name		Account Number	Federal Tax ID	
<input type="text"/>		<input type="text"/>	<input type="text"/>	
Customer Address				
<input type="text"/>				
Customer Contact		Phone	Fax	
<input type="text"/>		<input type="text"/>	<input type="text"/>	
Billing Address	State	City	State	Zip
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Billing Contact		Phone	Fax	
<input type="text"/>		<input type="text"/>	<input type="text"/>	

Service Agreement

The terms and conditions of the Services Agreement are available at www.brightbiz.com/legal.aspx, a copy of which has been provided to customer. Such terms and conditions are incorporated herein by this reference. By executing this Bright House Networks Business Solutions Services Agreement where indicated below, Customer acknowledges that (1) customer accepts and agrees to be bound by all terms of the Services Agreement, including section 21 thereof, which provides that the parties desire to resolve disputes relating to the Bright House Networks Business Solutions services agreement through arbitration; (2) by agreeing to arbitration, customer is giving up various rights, including the right to trial by jury, and (3) all applicable Service Orders.

 Authorized Signature for Bright House
 Networks Business Solutions

 Authorized Signature for

 Printed Name and Title

 Printed Name and Title

 Date Signed

 Date Signed

INTENTION:

It is the intention of the **Delano Joint Union High School District** to purchase the installation of Internet Access egress service commencing with E-rate funding year 2013 as indicated below.

WORK INCLUDED:

The project must include termination of Internet (fiber optics) circuit at a switch owned and maintained by the vendor at each termination location (School District location).

GENERAL REQUIREMENTS

1. The provider must quote a turn-key solution that will be installed, tested, fully operational, and accepted by **Delano Joint Union High School District** by July 1, 2013. All services and invoices associated with this contract must start July 1, 2013 or earlier.
2. The **Delano Joint Union High School District** requires basic maintenance, an efficient routing configuration (Layer 3), and oversight/support of the WAN from egress point, throughout ingress connections, to edge equipment of all locations necessary to enable the continued operation and upkeep of the network.
3. The provider must include an explanation of the capabilities of their centralized network testing, trouble correction system, provide 5 x 9 uptime at all times, provide network physical layout, provide network logical layout for these services being requested, and procedures utilized during the service outage.
 - a. The Service Provider will be responsible for notifying the **DELANO JOINT UNION HIGH SCHOOL DISTRICT** Network Administrator or contact point of the School District of any problems affecting service within 15 minutes of occurrence by phone or e-mail on a 24x7x365 basis.
 - b. Provide a contact list consisting of a toll-free help desk and escalation list of responsible personnel.
 - c. Notify **DELANO JOINT UNION HIGH SCHOOL DISTRICT** Network Administrator immediately if any lines are causing harmful activity (denial of service attack, malware, etc.). If **DELANO JOINT UNION HIGH SCHOOL DISTRICT** contact cannot be made within 15 minutes, the Service Provider may close the specific connection.

- d. **DELANO JOINT UNION HIGH SCHOOL DISTRICT** Network Administrator or school contact will alert the Provider for any planned service outages; including date, time down, and expected time up in the district.
 - e. **DELANO JOINT UNION HIGH SCHOOL DISTRICT** Network Administrator will alert the Provider of any planned activities that may impact overall network resources, including the date/time of this activity.
 - f. In case of service interruption, the provider must include in their quoted service price a four-hour “*back in service*” response time for both transport and Internet Access egress.
4. The provider must allow **Delano Joint Union High School District** Technology Department to monitor the utilization of bandwidth and traffic flow at all switch ports at the NOC through a web interface.
 5. All circuits in the RFP response will transport full quoted bandwidth for **Delano Joint Union High School District** ’s use only.
 6. Providers must include a copy of their service agreement with their proposal.
 7. The **Delano Joint Union High School District** is public school and utilizes California State law as pertains to the public entities.

WAGE RATES:

CALIFORNIA prevailing wage rates have been requested and of this award.

DURATION OF EXECUTION OF CONTRACT:

The duration of this contract shall be five (5) years with an optional renewal for another five (5) years.

PROPOSAL PRICING REQUIREMENTS:

1. The Service Provider’s proposal price for **TRANSPORT** shall include pricing for a three (3) year term with optional renewal for another three (3) year term, and a five (5) year term with optional renewal for another five (5) year term.
2. The Service Provider’s proposal price for **INTERNET ACCESS EGRESS** shall include pricing for a one (1) year term, and a three (3) year term, with optional renewal for another three (3) year term.

OTHER REQUIREMENTS

1. Both the transport and the Internet Access egress

vendors must be willing to file a SPIF on behalf of **Delano Joint Union High School District** and comply with all applicable E-rate rules and regulations.

2. **Delano Joint Union High School District** requires that any construction costs (cabling) be provided by the vendor and provide a cost break down for e-rate submittal, and bid documents package be turned in with bid proposal.
3. The vendor shall provide a physical and logical Network Drawing of proposed network in a Visio and PDF format.
4. Vendor will provide Internet Access to District during any and all construction period to achieve 1Gbps Internet Access. Costs to provide Internet access must be included.

METHOD OF AWARD:

Awards will be made to the lowest responsive and responsible bidder(s) for the contract, by group.

TERMINATION:

The **Delano Joint Union High School District** reserves the right to terminate this contract, or any part of this with thirty (30) days written notice by the School Districts Superintendent, to the contractor of the Vendor's intent to do so.

BUDGETARY FUNDING:

It is understood by and between the parties hereto that this contract shall be deemed executable only to the extent of the monies appropriated and available for the purpose of this contract and no liability on account thereof shall be incurred by the **Delano Joint Union High School District** beyond monies appropriated and available for the purpose thereof. For any year, beyond the initial contract year this contract is contingent upon the appropriation of sufficient funds.

ADDITIONAL INFORMATION:

Should a bidder require any additional information about the items being bid on this proposal please contact:

Erlinda Jackson,
Delano Joint Union High School District
1720 Norwalk Street
Delano, CA 93215
Telephone: (661) 720-4541

BIDDER NOTE:

ALTERNATE BIDS MUST BE SUBMITTED SEPARATELY.

Bidders are required to provide one (1) paper copies and one (1) electronic (CD) copy of their bid.

Please use separate bid sheets and separate Manila envelope. Mark Envelope – ALTERNATE BID with bid Reference Number, Bid Name and Date on the envelope.

The Disclosure Statement and Bid Signature Pages (last two (2) pages of this bid) MUST BE FILLED IN AND SIGNED at the time of the bid. Failure to fill in and sign these pages may result in disqualification of your bid.

School District DEMARC Locations:
1747 Princeton Street Delano, CA 93215
800 Browning Road Delano, CA 93215
1441 Hiett Street Delano, CA 93215

DETAILED SPECIFICATIONS

CIRCUIT SPECIFICATIONS

Internet Access egress provider shall provide 1 Gigabyte bandwidth. Also include pricing for 10 GigaByte fiber leased lines to each school site (DHS, CCHS, RFK) for inner District connectivity. Last provide any cable construction costs needed to provide connectivity for Internet and sites. Please provide separate pricing for all options for one (1) and three (5) year terms. Also, please separately identify all additional taxes, fees, and charges associated with this service. Internet Access must continue to be accessible while vendor installs necessary circuits, fiber, etc. This is a production network and as such requires Internet access availability at all times. Please bid accordingly.

Delano Joint Union High School District reserves the right to change any circuit to an alternate speed or change the Internet Access egress bandwidth with a 30 day notice to the vendor. In addition, **Delano Joint Union High School District** may discontinue any circuit (if any of the District locations are closed) with a 30 day notice to the vendor. All quoted transfer rates will be available for the life of the contract.

School District Demarc Locations

1747 Princeton Street Delano, CA 93215
800 Browning Road Delano, CA 93215
1441 Hiatt Street Delano, CA 93215

PER SCHOOL DISTRICT DETAILED SPECIFICATIONS:

Group One: Total cost for Cable Plant Construction installation

Item 1

_____ **Price in words**

_____ **\$ figures**

Group Two: Transport cost – 10 Gigabytes to each school site 1 year term

Item 2a

Transport cost 10 Gigabytes to each school site 1 year term

_____ **Price in words**

_____ **\$ figures**

Item 2b

Transport optional 10 Gigabytes to each school site 1 year renewal

_____ **Price in words**

_____ **\$ figures**

Group Three: Transport cost –10 Gigabytes to each school site 5 year term

Item 3a

Transport cost 10 Gigabytes to each school site 5 year term

_____ **Price in words**

_____ **\$ figures**

Item 3b

Transport optional 10 Gigabytes to each school site 5 year renewal

_____ **Price in words**

_____ **\$ figures**

Group Four: Internet Access Egress Cost 1 Gigabyte

Item 4a **Internet Access Egress cost 1 GigaByte 1 year term**

_____ **Price in words**

_____ **\$ figures**

Item 4b **Internet Access Egress cost 1 GigaByte 5 year term**

_____ **Price in words**

_____ **\$ figures**

Item 4c **Internet Access Egress cost 1 GigaByte optional 5 year renewal at District's**
option

_____ **Price in words**

_____ **\$ figures**