

RFP / 27-09-07 – Dedicated Internet Services (E-Rate Eligible)

 Hattie Mae White Educational Support Center 4400 West 18th Street • Houston, Texas 77092-8501 www.HoustonISD.org 	REQUEST FOR PROPOSALS RFP # 27-09-07 RFP / Dedicated Internet Services (E-Rate Eligible)
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PART I

The Houston Independent School District (“HISD” or the “District”) is soliciting proposals for **Dedicated Internet Services (E-Rate Eligible)** as more fully set out in this Request for Proposals (“RFP” or “Solicitation”).

Solicitation Timeline: The following schedule and timelines apply to this RFP and may be strictly enforced by the District. The District, however, maintains sole discretion to adjust any deadline or timeline to suit the best interests of the District. As such, the following timelines are subject to change at the District’s discretion:

Timeline	
Release RFP	Friday, October 2, 2026
Pre-Proposal Conference	Vendors interested in participating in the Pre-Proposal Conference must RSVP by registering with the link provided in the Event Details tab in IonWave Wednesday, October 7, 2026, at 2:30 p.m. (CST)
Last date for questions:	Wednesday, October 14, 2026, at 10:00 a.m. (CST) subject to change
Proposals Due	Thursday, November 5, 2026, at 10:00 a.m. (CST) subject to change
Evaluation Period	November 10, 2026 – November 17, 2026, subject to change
Board Meeting Date	January 14, 2027, subject to change

Solicitation Documents: HISD solicitation documents are made available online via HISD’s electronic bidding portal. It is the responsibility of the vendor submitting a proposal to register in the eBid portal and create a company profile to ensure that the HISD Purchasing Services Office has the appropriate company name, authorized representatives, and contact information on file for the purpose of receiving notices, changes, addenda or other critical information. The HISD electronic bidding portal’s website is <https://houstonisd.ionwave.net/Login.aspx>.

Proposals Submission Method: Proposals must be submitted electronically using HISD’s electronic bidding portal by the established deadline. Faxed or emailed proposals will not be accepted.

Proposals must be submitted in sufficient time to be received and time stamped by HISD’s electronic bidding portal on or before the proposal due date and time. HISD’s electronic bidding portal does not accept responses/submissions after the published due date and time. Note that if a vendor begins responding to the bid request but does not click “submit” by the time the RFP is scheduled to close, the proposal/submission will not have been submitted. In addition, the eBid portal will not allow the submission of proposals missing information or attachments marked as required within the eBid portal. Therefore, bidders are encouraged to allow for sufficient time in the electronic bid submission process

to work through any system related errors. HISD will not be responsible for proposals submitted late for any reason. **All proposals must remain open until the anticipated Board of Education meeting date referenced on the Timeline above.**

Pre-Proposal Conference: A pre-proposal conference will be held in conjunction with this Solicitation via Microsoft Teams on the date and time referenced in the Timeline above. Vendors are strongly encouraged to attend the pre-proposal conference. The conference will start promptly at the stated time and be moderated by the Coordinator/Manager. General rules of business meeting protocol will be observed during the meeting. Admittance for individuals arriving late is at the discretion of the Coordinator/Manager. In the event that an individual is admitted late, questions already discussed will not be revisited during the remaining portion of the conference.

Vendors interested in participating in the pre-proposal conference must RSVP by registering via the link provided in the “Event Details” tab within the District’s electronic bidding (“eBid”) system (IonWave). Individuals attending the pre-proposal conference may be required to sign an attendance roster. In addition to their name and company name, each person may be asked to supply an email address, telephone number, and other relevant information, as applicable. The attendance roster will be posted as an Addendum to this solicitation in the eBid system.

Proposals will be received via HISD’s electronic bidding portal until Thursday, November 5, 2026, at 10:00 a.m. (CST) Central Standard Time. HISD’s electronic bidding portal does not accept responses/submissions after the published due date and time. Note that if a vendor begins responding to the bid request but does not click “submit” by the time the RFP is scheduled to close, the proposal/submission will not have been submitted. In addition, the eBid portal will not allow the submission of proposals missing information or attachments marked as required within the eBid portal. Therefore, bidders are encouraged to allow for sufficient time in the electronic bid submission process to work through any system related errors. HISD will not be responsible for proposals submitted late for any reason. **All proposals must remain open until the anticipated Board of Education meeting date referenced on the Timeline above.**

Submitting proposals prior to the pre-proposal conference is not recommended. "Vendors who submit before the conference may withdraw and resubmit before the due date." Proposals may be opened and reviewed as received but will be done in a manner that avoids disclosure to competitors. Contents of proposals will remain confidential during the negotiation period. A formal public opening will not be held unless required by applicable law.

Retracting Proposals: Once submitted, HISD will not return proposals to vendors. A proposal that has been submitted via HISD’s electronic bidding portal may be withdrawn prior to the deadline for submission of proposals.

Late Proposals: Responses submitted after the due date and time noted in this solicitation shall not be considered. The time and date stamp clock in HISD’s electronic bidding portal shall be the official date and time of receipt. It shall be the sole responsibility of the vendor to ensure that the proposal is received by HISD’s electronic bidding portal by the specified deadline. There shall be no exceptions to these requirements.

HISD Purchasing Services Representative: David Teer shall serve as the designated Coordinator during the solicitation process and is available via email at dteer@houstonisd.org. All communications pertaining to the RFP shall be addressed in writing to the Coordinator.

Questions: Questions concerning this Solicitation will be answered only if sent in writing through the electronic bidding portal under the “Questions” tab before the due date referenced. All answers to questions will be issued as Addenda to this solicitation and will be posted on the electronic bidding portal under the “Questions” tab periodically. Vendors must refer to the electronic bidding portal to obtain responses to specific questions related to this solicitation.

Demonstrations/Interviews: At the District’s discretion, one or more Vendors may be invited to demonstrate their solution(s) and/or system(s) and interview, based on a District pre-defined agenda and timeline. Said Vendors will be notified by e-mail if the District determines that such demonstrations and interviews are desired. Vendors shall demonstrate their competence, qualifications, and ability to satisfy the District’s solicitation requirements.

Discussions/Negotiations; Best and Final Offers: Discussions/negotiations may be conducted with Vendors who are deemed to be within the final competitive range; however, HISD reserves the right to make one or more contract awards without discussions/negotiations. The competitive range, if any, will be determined by HISD and will include only those proposals that HISD determines have a reasonable chance of being awarded a contract. If discussions/negotiations are conducted, Vendors may be required to submit a best and final offer. The best and final offer may be required as early as 24 hours after completion of negotiations/discussions. Best and final offers must be received by the date/time provided during discussions/negotiations or the originally submitted proposal will be used for further evaluation and recommendation for contract award.

Contract Term: The tentative term of the contract (“Contract” or “Project”) resulting from this solicitation is from March 1, 2027, through June 30, 2030, with two (2) optional (automatic) annual renewals at the districts sole discretion, not to extend beyond June 30, 2032. *The term for E-Rate eligible service will begin on July 1 through June 30 of each billing year/cycle throughout the contract term.* HISD, at its sole discretion, may elect to extend the Project for a term not to exceed ninety (90) days for business continuity purposes, if needed.

Retention of Proposals: All proposals submitted in response to this solicitation are the property of HISD.

Appeal/Protest Process: Any vendor who submitted a proposal may appeal the District’s award of a contract, if the appeal is based on deviations from laws, rules, regulations, or Board of Education policies. Board of Education Policy [GF \(LOCAL\)](#) applies to vendors wishing to appeal an award of a contract. Any such vendor shall submit appeals via U.S. mail or electronic-mail (e-mail), utilizing the District Dispute Resolution Form, to the Officer, Business Logistics and Purchasing, and appeals must be received no later than 4:00 p.m. Central Standard Time on or before the fifteenth (15th) business day after the award of a contract by the Board of Education. In the event that a vendor is unsure about the Board Award, it is the vendor’s responsibility to contact Purchasing Services on the next business day after the Board Award is announced to verify the specifics concerning the award. Vendors must conduct whatever research is necessary to verify the award, and, in the event that an appeal is filed, must meet all requirements, including all deadlines, stated in Policy GF (LOCAL). The 15 days begins to run on the first business day after Board Award is announced.

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Payment of HISD Taxes: HISD’s Board of Education has approved a resolution establishing policy requiring Vendor(s) to have paid all assessed taxes and be free of any indebtedness to the District before a project is awarded. Vendors (whether Corporate, Partnership, or Sole Owner) must indicate whether they are current on HISD Property Taxes and are free of any indebtedness to HISD in the Bid Attributes section of HISD’s electronic bidding portal. Vendors shall detail any indebtedness, including personal and real property taxes, in the Bid Attributes section of HISD’s electronic bidding portal.

Exceptions: Any exceptions to the terms and conditions in the RFP or the Agreement must be clearly indicated in the vendor’s “Deviations” attribute located under “Attributes” tab section of the vendor’s proposal submitted via HISD’s electronic bidding portal. In the absence of any entry on the “Deviations” attribute, vendor assures HISD of its full agreement and compliance with all specifications, terms and conditions, requirements, and obligations of the RFP and the Agreement. All exceptions must detail the section number, paragraph number, page number, and the specific language excepted.

Award: The District may award one or more contracts as a result of this RFP, in its discretion, to one or more vendor(s) based upon the evaluation of proposals. Each Market Basket (service location) will be evaluated and awarded separately. Proposals will be scored independently for each Market Basket, and price will be evaluated separately for each location. Vendors may submit proposals for one, several, or all Market Baskets. The District may award each Market Basket to a different vendor. Pricing for one Market Basket shall not be contingent on the award of any other Market Basket. Any multi-location discount must be shown as optional pricing and will not replace the stand-alone price used to evaluate each Market Basket. Interested vendors should obtain additional information concerning the District’s location of schools and offices and consider submitting their proposals for one, several, or all Market Baskets.

Part II Agreement Terms and Conditions governs this RFP and any contract(s) awarded under this RFP, which can be found under the “Attachments” tab in the electronic bidding portal

Wanda
Pleasant

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Pleasant
Date: 2026.10.02 09:55:22
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Wanda Pleasant, Director I
Purchasing Services

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SECTION I:

INSTRUCTIONS FOR PROPOSALS; PROPOSAL RESPONSE REQUIREMENTS

1. Read the solicitation document(s) provided under the “Attachments” tab to learn about the services requested by Houston ISD and the associated terms, conditions, and specifications of this solicitation and any resulting award recommendation;
2. Read all the information listed under the “Attributes” tab to familiarize yourself with the information being provided or requested by the District;
3. Read all the information listed under the “Attributes”/ “Line Items” tabs to understand the pricing information requested by the District;
4. Gather the information you will need to prepare your proposal;
5. Provide all the required information (Bid Attributes), completed forms, and/or other documents (Response Attachments), as requested per the instructions in this Solicitation; and finally,
6. Submit your proposal prior to the bid submission deadline.

Compliance with Specifications: Vendors are required to respond to all requests identified in this RFP and indicate their acceptance or objection to the terms of the RFP and the terms of the Agreement (Part II). Any exceptions to the terms and conditions in the RFP or the Agreement must be clearly indicated in the vendor’s “Deviations” attribute of the vendor’s electronic bidding portal submitted proposal. Each vendor, by submitting its proposal, represents that the vendor has read and understands the RFP and the Agreement and agrees to abide by their terms and conditions.

Proposal Submission Requirements: All vendors are encouraged to respond to this RFP using the HISD electronic bidding portal. The forms and questionnaire(s) must be completed, signed, scanned, and attached under “Response Attachments” tab in the electronic bidding portal as applicable. Please ensure that you respond to all Bid Attributes and Line Items in this Request for Proposals. Vendors must complete all attributes and any line items specific to this solicitation to ensure compliance with all local, state, and federal laws, policies and regulations required by the District.

The following Vendor forms, questionnaires, and documents provided under the “Attachments” tab must be reviewed, completed, and/or uploaded under the “Response Attachments” tab as applicable in HISD’s electronic bidding portal:

- **RFP Part I Scope of Work**
- **HISD STANDARD TERMS & CONDITIONS**
- **E-RATE Supplemental Terms and Conditions**
- **VENDOR FORM:** Execution of Offer (EOO)
- **VENDOR FORM:** Form A - HUB Participation Plan
- **VENDOR FORM:** Reference Survey
- **VENDOR FORM:** Certificate of Liability Insurance (ACORD Form) and Insurance Verification Form
- **VENDOR FORM:** HB 1295 – Certificate of Interested Parties
- **VENDOR FORM:** IRS FORM W-9 (Rev. 2024)
- **VENDOR FORM:** Conflict of Interest Questionnaire (Form CIQ)
- **VENDOR FORM:** Contractor Criminal History Background Check Certification
- **VENDOR FORM:** Pre-Employment or Pre-Service Affidavit for Educational Entities
- **VENDOR FORM:** Data Privacy Agreement (TX-SDPA)

SPECIFIC INSTRUCTIONS: VENDOR DOCUMENTS, QUESTIONNAIRES & FORMS

1. **RFP - AGREEMENT PART I - Scope of Work (SOW) and Specific Conditions:** Vendors must review thoroughly the attached SOW and specific conditions associated with this RFP and upload an official proposal in response to this solicitation under the "Response Attachments" tab.
2. **HISD Standard Terms & Conditions:** These Standard Terms & Conditions are requirements that are binding upon award of a HISD Contract to the selected vendor(s). These terms communicate the District's expectations in regard to the vendor's performance in connection with the District's purchases.
3. **E-RATE Supplemental Terms and Conditions:** Vendor must download this form, complete it, and upload completed and signed form under "Response Attachments" tab.
4. **Execution of Offer:** Vendor must download this form, complete it, and upload completed and signed form under the "Response Attachments" tab.
5. **Form A: HUB Participation Plan:** Vendor must download this form, complete it, and upload completed and signed form under "Response Attachments" tab.
 - a. **IMPORTANT:** HUB documents are a part of Proposer's evaluation. This documentation is required for your proposal to be evaluated by the district. HISD will determine whether the Proposer's efforts meet the minimum standards of "Good Faith Effort" consistent with the district's policy on the participation of HUB. Failure to provide the required HUB documentation will be considered non-compliant. If a company is deemed non-compliant, it can lead to disqualification from the provision of goods and services to the district for current and/or future projects.
6. **Reference Survey:** The Evaluation Committee considers Vendor's reputation and quality of Vendor's goods or services in the evaluation of this Proposal. To aid in this process, the District requests that Proposer send the attached **Vendor Form, Performance Evaluation Survey** ("Survey") to three (3) valid references. It is Proposer's sole responsibility to ensure that Surveys are sent to Vendor's desired references. Recipients must return the completed survey to HISD by the method(s) outlined on the Survey. The District will not accept a Survey returned by Vendor or a Survey returned after the assigned deadline.
7. **Certificate of Liability Insurance (ACORD Form) and Insurance Verification Form:** All prospective vendors must provide both a Certificate of Liability Insurance (ACORD form) and an Insurance Verification Form signed by the insurance agent/broker. The sample ACORD form provided herein displays the types of coverage and limits required of all vendors by the HISD Risk Management department. Both forms must be uploaded under the "Response Attachments" tab.

8. **HB 1295 Certificate of Interested Parties:** Vendor must complete the form online at <https://www.ethics.state.tx.us/filinginfo/1295/> and upload the completed and signed form under the "Response Attachments" tab. Ensure to name "Houston ISD" as the Governmental Entity and the RFP Number referenced in this solicitation as the Contract ID Number.
9. **IRS FORM W-9 (Rev. 3-2024):** Vendor must download this form, complete it, and upload the completed and signed form under the "Response Attachments" tab. Vendors must ensure that the Legal Name and the Taxpayer Identification Number (TIN) entered on this form matches exactly with the information referenced in their IRS income tax return.
10. **Conflict of Interest Questionnaire (Form CIQ):** Vendors must download this form, complete it, and upload completed and signed form under the "Response Attachments" tab. If the prospective vendor doesn't have any conflict of interest to disclose, then enter your individual or company name on line 1, enter "Not Applicable" or "N/A" on line 3, and then sign and date on line 7.
11. **Contractor Criminal History Background Check Certification:** Pursuant to sections 22.085 and 22.0834 of the Texas Education Code and HISD Policy CJA (Legal), Vendor must complete the requirements related to Contractor and Subcontractor Certification regarding the criminal history of employees, including providing certification of compliance with the criminal history background check requirements for contractor's and subcontractor's covered employees under the "Attributes" tab on HISD's electronic bidding portal and completing the "Contractor Criminal History Background Check Certification" form, and Vendor must download this form, complete it, and upload the completed and signed form under the "Attachments" tab.
12. **Pre-Employment or Pre-Service Affidavit Form for Educational Entities:** Pursuant to Texas Education Code §22A.001(8), a "Service Provider" is defined as a person who provides services to an educational entity, including a contractor or subcontractor of an educational entity; a provider of tutoring services; an entity that contracts to operate a district campus under §11.174; a staffing provider for an educational entity; and person employed by or under the control of any of the aforementioned contractors, subcontractors, providers, and entities ("Service Provider"). Vendor acknowledges that all Service Providers must complete and return the Pre-Employment/Pre-Service Affidavit in the form adopted by the Texas Education Agency ("Affidavit") prior to delivering services. Vendor must download this Affidavit form for each applicable employee who will be a Service Provider, and upload the completed and signed affidavit forms under the "Attachments" tab.
13. **VENDOR FORM - Data Privacy Agreement (TX-SDPA):** Vendors who will collect Personally Identifiable Information (PII) and/or student data as a requirement to fulfill their services in connection with this agreement must complete and sign this form and upload it under the 'Response Attachments' tab as part of their proposal.

SECTION II:

1. SCOPE OF WORK:

- A.** HISD is looking to obtain proposals from qualified, responsible vendors that can provide **Dedicated Internet Services (E-Rate Eligible)**.
- B.** All potential vendors looking to submit a proposal must be an E-Rate-approved vendor. Vendors must have a valid SPIN (FCC Form 498 ID) and be in FCC Green Light status before contract award. Vendors without a SPIN must show they have applied for one. See section 3, subsection B. All proposals must comply with the E-Rate Lowest Corresponding Price rule (47 C.F.R. 54.511(b)) and gift rules (47 C.F.R. 54.503(d)).
- C.** At minimum, the district is seeking the following goods and/or services to be provided by the Supplier(s):

HISD will evaluate proposals for Dedicated Internet Access services for a 40 Gbps CIR on a 100 Gigabit Ethernet Internet port with burstable capability of an increment of 5 Gbps for a three (3) year contract with two optional one (1) year extensions. However, HISD would like to see 20 Gbps CIR pricing as option also. The service will be located at the physical locations listed below:

- 1. Market Basket 1: HMW - 4400 W 18th St, Houston, TX 77092 -
 - 2. Market Basket 2: Braxton - 3960 Braxton Dr, Houston, TX 77063 -
 - 3. Market Basket 3: Databank - 4201 Southwest Freeway, Houston, TX 77027 -
 - 4. Market Basket 4: Element Critical (Skybox) - 22000 Franz Rd, Katy, TX 77449 -
- D.** Houston ISD will engage the contractor(s) based on Houston ISD's needs. Houston ISD may make multiple awards and engage in contract(s) as needed with multiple vendors to meet client and division needs.
- E.** Houston ISD reserves the right to open supplemental RFPs to this RFP during the term of this contract to allow for additional vendors not included in the initial award to be evaluated at a later date if the need so arises. Vendors participating in the supplemental RFP's will have to comply with all requirements, scope and conditions as noted in the original RFP.
- F.** The District reserves the right to determine if a specialized service is acceptable. If the services are deemed unacceptable, no award will be made to the respondent. This RFP expressly excludes professional services, as defined by statute, including, but not limited to, Texas Education Code Section 44.031(f) and/or Texas Government Code Section 2254.002(2), including, without limitation, architecture and professional engineering services.

2. Background:

- A.** The Houston Independent School District Information Technology (IT) Department is committed to providing a high-quality education for every child in the district, regardless

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of where they live or the school they choose to attend. HISD has 264 facilities, approximately 30,000 staff, and more than 168,000 students, making it the largest district in Texas and the eighth largest in the United States. Serving the needs of our growing community of students, teachers, administration, and staff requires a secure, robust infrastructure, state-of-the-art equipment, and innovative software. These tools support both learning in the schools and the rigorous assessment and analysis necessary to meet the district's educational and operational goals.

- B.** HISD will follow the purchasing policies of the HISD Board and requirements and procedures of the Schools and Libraries Universal Service to be eligible for all available E-rate funding.
- C.** The implementation of any associated contracts resulting from this competitive bid process will be dependent on the District's Board of Education's approval. E-rate funding notification alone will not signify Notice to Proceed. The District will have the right to allow the contract to expire without implementation if appropriate funding does not come available.

HISD will evaluate responses from this RFP with the intent to contract for the following services and associated pricing:

Internet Access: See Sections 4 Technical Specifications, for detailed specifications for each market basket. Dedicated Internet Access (including transport) Service for symmetrical 20 Gbps scalable to 40 Gbps at the HISD locations listed below:

- 1. Market Basket 1: HMW - 4400 W 18th St, Houston, TX 77092 -
- 2. Market Basket 2: Braxton - 3960 Braxton Dr, Houston, TX 77063 -
- 3. Market Basket 3: Databank - 4201 Southwest Freeway, Houston, TX 77027 -
- 4. Market Basket 4: Element Critical (Skybox) - 22000 Franz Rd, Katy, TX 77449 –

Section III:

1. SPECIFIC CONDITIONS:

Vendor Response: The responding vendor must provide a response to each Internet service requirement.

A. Profile of the Proposer:

Briefly state the qualifications and experience possessed by your organization as they relate to this RFP. Include the following information in your response:

B. E-Rate Qualifications and Experience:

- 1. Vendors must have a valid SPIN (FCC Form 498 ID) and be in FCC Green Light status before contract award. Vendors without a SPIN must show they have applied for one. See section 3, subsection B. All proposals must comply with the E-Rate Lowest Corresponding Price rule (47 C.F.R. 54.511(b)) and gift rules (47 C.F.R. 54.503(d)). Vendors must briefly describe your organization's experience in complying with E-Rate requirements as they relate to this RFP. HISD reserves the right to verify an organization's E-Rate participation over the last five years.

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Bidder's extent of E-Rate participation will be scored and evaluated, per the Evaluation Criteria referenced in this solicitation.

2. Service Providers are responsible for providing evidence of FCC Green Light Status before contract award. Any potential bidder found to be in Red Light Status will not be eligible for award. More information about FCC Red and Green Light Status may be found at this website:

http://www.fcc.gov/debt_collection/welcome.html

- C. The District will not consider and will **disqualify vendors that fail to sign and return** Attachment A "E-RATE SUPPLEMENTAL TERMS AND CONDITIONS."
- D. Organizational and Staff Qualifications and Experience:
Briefly describe the primary qualifications possessed by your organization and staff as it relates to being able to meet the needs of the District as it relates to this RFP. Include product manufacturer specifications and/or certifications attained by your organization and/or staff as it relates to the goods and services required under this RFP.
- E. Educational Experience:
Name at least five (5), but no more than ten (10) public school districts (nationwide) that your organization has supported with a similar scope to this RFP. Include the name of the school district and a brief statement describing the size and scope of services provided by your organization.
- F. Quality of Proposed Internet Service
A qualified provider must be a Tier 1 or Tier 2 Internet Service Provider with the ability to provide the capacity, reliability, and services required to meet the HISD Education Internet Service Requirements. A Tier 1 network is defined as a network that can reach every other network on the Internet without purchasing IP transit or paying for peering. A Tier 2 network is defined as a network that peers for free with some networks but still purchases IP transit or pays for peering to reach at least some portion of the Internet.
- G. The proposal's response must include technical details regarding the Internet Services' infrastructure, including transport and the upstream Internet Point of Presence. (Vendor response required.)
- H. The proposal must provide Service Levels and associated Service Level Agreements available with the service. Refer to Section 4 Technical Specifications for details of Service Level Agreements. (Vendor response required.)
- I. The proposal's response must include details regarding the local loop, last-mile, or physical transport of the service and whether the proposer is the owner of or purchasing from a third party. If local loop, last-mile, or physical transport is leased from a third party, then the company's name and SLA must be included. (Vendor response required.)
- J. The Vendor's Past Relationship with the District
The provider may have a service, support and business model to work with HISD which can be represented by past successful contracts with the District.
- K. Option for the proposal is to include a list of any past projects or contracts that the service provider has had with the District. (Optional vendor response required.)

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- L.** The Vendor's Knowledge and Experience with the Proposed Solution
The provider must have knowledge and experience working with organizations of comparable size and scope of HISD for implementation, support and services
- M.** The proposal must list the personnel and qualifications of the personnel that will be assigned to the project. (Vendor response required.)
- N.** The vendor must provide a project manager for the project(s) during implementation, an ongoing service and support model, and a single point of contact for HISD. (Vendor response required.)
- O.** Probability of Continuous Availability
HISD plans to enter into a long-term contract for services (up to five years). The probability of continuous availability of the services and support is an important qualification of the provider. The District will evaluate the provider's ability to provide the solution through the term of the contract.
- P.** The respondent must provide the number of years in business, providing comparable services to customers of similar size and scope. (Vendor response required.)

SECTION IV:

1. Technical Specifications:

A. Market Basket 1: HMW - 4400 W 18th St, Houston, TX 77092

1. DIA Project Specifications- Market Basket 1

- a. Base Contracted Service:** The contracted service will be for a 100 Gbps Ethernet Internet port with an initial Committed Data Rate (CIR) of 20 and 40 Gbps.
- b. Service Location:** The Dedicated Internet Service will be provided for HISD at the locations listed:
 - i. 4400 W 18th St, Houston, TX 77092**
- c. Project Timeline:** The respondent must provide a project timeline and implementation plan. (1) whether the respondent's facilities are currently in place at this location; (2) any construction, building entry, or cross-connect work required; (3) the estimated lead time from contract execution to service acceptance; and (4) the respondent's ability to deliver accepted service by July 1, 2027. *(Vendor response required.)*
- d. Bandwidth Increase Increments and Burstable Service:** Respondents must provide separate pricing and technical responses for 20 Gbps and 40 Gbps Dedicated Internet Access service tiers delivered on a 100 Gbps Ethernet Internet port. Each service tier must support burst capability up to 100 Gbps, subject to the proposed committed data rate and provider network capacity. Respondents must separately disclose the Committed Information Rate (CIR), Peak Information Rate (PIR),

measurement interval, billing methodology, 95th-percentile calculation if used, burst duration limits, per-Gbps or usage-based charges, traffic-policing and shaping behavior, packet-discard behavior above the committed rate, and any automatic billing triggers. Bandwidth increases and service-tier changes must be available during the contract period without a physical port upgrade and, where commercially permitted, without amendment to the master contract. The respondent must state the process, commercial terms, and estimated lead time for each increase or service-tier change. (Vendor response required.)

- e. Technical Support: The response must provide a 24/7 enterprise technical support desk and service. (Vendor response required.)
- f. Service Level Agreements: The response must provide the Service Level Objectives on the service as proposed. (Vendor response required.)
- g. Customer Portal: The response must provide a Customer Portal that allows secure access to view and manage the service with 24/7 access. (Vendor response required.)
- h. Monitor Usage and Billing: The response must provide a solution that can monitor and report usage online associated with electronic format for billing review and program assessment. (Vendor response required.)

2. HISD WILL PROVIDE THE FOLLOWING SERVICES FOR INTERNET ACCESS:

- a. The District is responsible for all HISD Internet service delivery from the demarcation point of the service provider to the end-user device.
- b. The District will route traffic to the service provider demarcation point at the discretion of the District.
- c. The District is responsible for all internal firewalls and security infrastructure to protect the District Enterprise network from the Internet.
- d. The HISD Autonomous System Number (ASN) is AS4604.
- e. The HISD Direct Assigned IPv4 Address Space is 166.127.0.0 – 166.127.255.255.
- f. The District will provide the internal equipment and services to accept and deliver the service within the District.
- g. HISD will provide a Point of Contact (POC) for installation, service activation and any activities.

3. DIA Technical Specifications and Additional Requirements

- a. Dedicated Internet Access Port: The service must provide a high performance, non-blocking 100 Gbps Ethernet Internet port with scalable internet services starting at 20 Gbps.
- b. Physical handoff: The physical handoff must consist of single-mode fiber with a duplex LC connector compatible with 100 GBASE-LR, 100 GBASE-LR4, 100 GBASE-ER, or 100 GBASE-ZR.

- c. **Internet Bandwidth with Burstable Bandwidth:** Respondents shall provide separate pricing and technical responses for 20 Gbps DIA service and 40 Gbps DIA service. Both offerings shall be provisioned on a dedicated, non-oversubscribed 100 Gbps Ethernet Internet port and support burst capability up to 100 Gbps PIR. The vendor shall identify whether bursting is included in the monthly recurring charge or billed separately, and shall define the calculation method, sampling interval, billing percentile, sustained-burst limit, notification thresholds, and traffic treatment when utilization exceeds the contracted rate. No burst-related charge may be imposed unless it is expressly included in the pricing worksheet and approved by HISD. (Vendor response required.)
- d. Ethernet User-to-Network Interface: The service must provide bidirectional, full duplex transmission of Ethernet frames using a standard IEEE 802.3 Ethernet interface (UNI).
- e. **Maximum Frame Size and MTU:** The service must support a minimum 1500-byte IP MTU without fragmentation and standard Ethernet frames of at least 1518 bytes. The respondent must state the maximum supported Ethernet frame size and whether jumbo frames up to at least 9000 bytes are supported across the provider transport path. The service must not introduce an MTU restriction that interferes with BGP, IPv4, IPv6, or HISD security and transport functions. (Vendor response required.)
- f. Address Allocation: HISD will utilize the ARIN Direct Assigned IPv4 Address space for HISD for the service.
- g. Committed Bandwidth and Services: The contracted Internet bandwidth capacity will provide a Committed Information Rate (CIR) as a committed, non-oversubscribed service.
- h. **IPv4 and IPv6 Dual Stack:** The service must support native IPv4 and IPv6 dual-stack operation over the same physical handoff. The provider must support external BGP for both address families, including advertisement of HISD-owned prefixes, provider-assigned point-to-point peering addresses, IPv6 routing policy, BGP communities, DDoS mitigation, monitoring, and equivalent SLA treatment. HISD intends to use its existing directly assigned IPv4 addresses and may advertise HISD-owned IPv6 address space when available. The respondent must describe full-route, partial-route, and default-route options for both IPv4 and IPv6. (Vendor response required.)

- i. **Domain Name Service:** The provider must support reverse DNS delegation for HISD-owned address space. Optional recursive DNS, authoritative DNS hosting, secondary DNS, and DNS security services must be identified separately as included, optional, or separately priced. Provider DNS services shall not be mandatory for HISD operation unless specifically selected by the District. The respondent must describe availability, security, logging, IPv6 support, and service-level commitments for any proposed DNS service. (Vendor response required.)
- j. Online Reporting: The service provider must provide a password-protected web portal to access online reports containing historical network traffic information. (Vendor response required.)
- k. Monitoring, Technical Support and Maintenance:
 - i. Network Monitoring: The response must provide verification that services are monitored on a 24x7x365 basis. (Vendor response required.)
 - ii. Technical Support: The response must provide verification of technical support on a 24x7x365 basis and must also provide technical support for service-related inquiries. (Vendor response required.)
 - iii. **Escalation and Severity 1 Support:** The response must provide a documented escalation process, timeline, and responsible role at each interval until final resolution. For a Severity 1 incident, including complete outage, loss of BGP reachability, severe packet loss, loss of contracted capacity at any awarded location , or districtwide service impact, the provider must acknowledge the incident within fifteen (15) minutes, engage qualified Tier 2/Tier 3 engineering within thirty (30) minutes, open a live incident bridge within thirty (30) minutes upon HISD request, provide status updates at least every thirty (30) minutes, and provide management escalation within sixty (60) minutes. A preliminary root-cause summary is required within two (2) business days and a final root-cause analysis and corrective-action plan within five (5) business days unless HISD approves an extension. (Vendor response required.)
 - iv. Maintenance: The response must provide verification that scheduled maintenance will be performed during a defined maintenance window. A minimum of forty-eight (48) hours' notice is required for non-service impacting scheduled maintenance. A minimum of seven (7) days' notice is required for service impacting planned maintenance and the service will

not be performed during regular business hours. Emergency maintenance will provide an estimate service disruption time notice and communicate hourly updates until service restoration. *(Vendor response required.)*

- I. **Service Level Agreement:** The service proposal must define enforceable Service Level Agreements for each circuit and service location, including network availability of at least 99.999%, mean time to respond, mean time to restore, packet loss, round-trip latency, jitter, BGP session availability, BGP route availability, and incident communication. The respondent must state measurement points, calculation periods, exclusions, credit formulas, and whether service credits are automatic. BGP session loss, provider-caused route suppression, total loss of signal, and service degradation beyond the agreed packet-loss or latency threshold shall count as service unavailability. *(Vendor response required.)*
 - i. **Availability:** Availability is measured for each circuit over a thirty (30) day period from the provider demarcation point through the provider Internet backbone. Service is considered inoperative when there is total loss of signal, loss of BGP reachability, inability to advertise or receive agreed routes, provider-caused suppression of the HISD BGP session, or performance outside the contracted packet-loss, latency, or jitter thresholds for the defined measurement interval. The respondent must identify all exclusions, including planned maintenance, and describe how partial degradation is measured. *(Vendor response required.)*
 - ii. **Mean Time to Respond:** Mean Time to Respond is the average time required to begin troubleshooting a reported fault. The Mean Time to Respond objective is fifteen (15) minutes upon receipt of a fault notification or from the time a trouble ticket is opened.
 - iii. **Mean Time to Restore:** Mean Time to Restore is the average time required to restore service to an operational condition as defined by the technical specifications in Section 3.2 and 3.3 of this document. The Mean Time to Restore objective is four (4) hours for electronic equipment failure or six (6) hours for fiber optic facilities failure from the time a trouble ticket is opened.
 - iv. **The response must provide a comprehensive summary** of your company's service continuity or disaster recovery plan and explain, if any, the role of your sub-contractors in the disaster recovery process. *(Vendor response required.)*

- v. The response must provide a non-performance policy with monthly credit calculations based on an outage window where such faults, outages or anomalies are due to the oversight, neglect, or unreliability of the provider. (Vendor response required.)
- m. **Internet Transport Network from HISD Locations to Internet POP:** The carrier must provide all components of the Internet service, including dedicated transport from each HISD demarcation point to the upstream Internet POP. The provider must describe the end-to-end transport design, capacity, ownership, and all third-party dependencies. Transport capacity committed to HISD must not be oversubscribed. The vendor must identify the serving central office, carrier hotel, Internet POP, underlying carrier, and any shared transport segment for each location.
- n. **eBGP and Internet Routing Requirements:** The provider must establish external BGP peering with HISD ASN 4604 at each awarded service location and must support advertisement of HISD-owned IPv4 and IPv6 prefixes. The response must describe provider-assigned peering addresses, supported BGP timers, MD5 or equivalent session authentication, maximum-prefix controls, graceful-restart behavior, BFD support, route-policy change procedures, and available full-route, partial-route, and default-route options. The provider must support standard BGP communities for local preference, AS-path prepending, selective advertisement, regional routing, and remote-triggered blackholing. HISD shall retain control of its route advertisements and traffic-engineering policy. The provider must support RPKI Route Origin Validation and Internet Routing Registry filtering and must disclose any restrictions on HISD prefix advertisements. (Vendor response required.)
- o. **Physical Fiber, Conduit, POP, and Carrier Diversity:** For each proposed location, the respondent must document the physical route from the HISD building demarcation point to the provider POP, including building entrance, conduit, manhole path, serving central office, carrier hotel, fiber route, optical transport equipment, regeneration sites, and provider POP. The respondent must identify all common points of failure among the four locations. Logical separation, separate VLANs, or separate router ports shall not be represented as physical diversity. Where diverse service is proposed, routes must use separate building entrances, conduits, fiber paths, transport equipment, and POP infrastructure to the greatest extent commercially available. Any exception must be clearly identified. (Vendor response required.)
- p. **Split Awards and Provider-Wide Diversity:** HISD reserves the right to make a single award or split awards by location. The District may award each Market Basket to a different vendor. A respondent seeking an award for multiple or all locations must demonstrate that a single provider failure, backbone event, control-plane event, route-policy error, DDoS platform failure, maintenance activity, or regional POP

failure will not simultaneously affect all awarded HISD services. The district may require independent upstream paths, separate POPs, separate network elements, and operational separation as a condition of award. (Vendor response required.)

- q. **BGP Flap, Dampening, and Session-Suppression Policy:** The respondent must disclose all BGP flap-detection, route-dampening, session-suppression, prefix-quarantine, automated abuse-protection, and control-plane protection policies that may affect HISD. The response must state the triggering thresholds, suppression duration, automatic recovery behavior, manual-clear process, notification method, and escalation procedure. The provider shall not administratively suppress an HISD BGP session or prefix without immediate notification to HISD, except where necessary to protect the provider network from an active security threat. Provider-caused suppression or failure to restore routing promptly shall be treated as service unavailability under the SLA. (Vendor response required.)
- r. **DDoS Mitigation and Routing Security:** The respondent must provide included or optional pricing for DDoS detection and mitigation and must describe always-on and on-demand options, detection thresholds, scrubbing-center locations, mitigation capacity, activation time, clean-traffic return method, IPv4/IPv6 coverage, volumetric and protocol attack coverage, customer portal visibility, and incident reporting. Routing-security controls must include RPKI validation, IRR-based prefix filtering, bogon filtering, anti-spoofing controls consistent with BCP 38/84, route-leak protection, prefix and ASN validation, and a documented response process for route hijacks. Any E-Rate-ineligible security feature must be separately identified and priced. (Vendor response required.)
- s. **Performance and BGP SLA Metrics:** In addition to availability, the provider must propose measurable monthly service objectives for packet loss, round-trip latency, jitter, BGP session availability, and BGP route availability. The response must identify measurement points and methods. As a baseline, packet loss should not exceed 0.1 percent across the provider backbone, and the provider must propose latency and jitter objectives appropriate to its Houston, regional, and national backbone. The provider must describe service credits for failure to meet each metric and must provide historical performance reporting through the customer portal. (Vendor response required.)
- t. **Formal Circuit and BGP Acceptance Testing:** Before service acceptance and billing commencement, the provider must participate in a documented acceptance test for each circuit. Testing shall include optical light-level verification, interface and error-counter validation, 100 Gbps port verification, throughput at the contracted rate, burst testing where applicable, packet-loss, latency and jitter testing, IPv4 and IPv6 reachability, eBGP session establishment, route advertisement and reception, BFD operation if selected, failover and convergence testing,

DDoS-service validation if purchased, portal access, ticket creation, and escalation testing. HISD may require a minimum seventy-two (72) hour stability period. Service shall not be deemed accepted, and recurring billing shall not begin, until HISD provides written acceptance. (Vendor response required.)

- u. **Route Diagrams and Underlying-Carrier Disclosure:** The respondent must submit logical and physical diagrams for each proposed service. Diagrams must identify the HISD demarcation, provider router, local-loop owner, fiber path, serving central office, transport ring, carrier hotel, upstream Internet POP, BGP peering point, redundant components, and all known shared-risk link groups. All subcontractors, local-loop carriers, and underlying transport providers must be disclosed along with their responsibilities and applicable SLAs. The provider may not materially change the underlying carrier, POP, or physical route without prior written notice to and approval by HISD, except for emergency restoration. (Vendor response required.)
- 4. **Billing Commencement and Service Changes:** Vendor must support both SPI (discounted) and BEAR invoicing at the District's election. Pricing must be shown before any E-Rate discount. Each Market Basket will be billed on a separate invoice/account to match separate FRNs. Non-recurring and monthly recurring charges must be clearly separated by location and service tier. Monthly recurring billing may begin only after successful acceptance testing and written acceptance by HISD. The respondent must describe billing for partial months, installation delays, service-tier changes, burst usage, service credits, taxes and surcharges, and early termination or relocation. No unlisted usage charge or automatic service-tier increase will be permitted.

B. Market Basket 2: Braxton - 3960 Braxton Dr, Houston, TX 77063

- 1. DIA Project Specifications - Market Basket 2
 - a. Base Contracted Service: The contracted service will be for a 100 Gbps Ethernet Internet port with an initial Committed Data Rate (CIR) of 20 and 40 Gbps.
 - b. Service Location: The Dedicated Internet Service will be provided for HISD at the locations listed:
 - i. 3960 Braxton Dr, Houston, TX 77063
 - c. Project Timeline: The respondent must provide a project timeline and implementation plan. (1) whether the respondent's facilities are currently in place at this location; (2) any construction, building entry, or cross-connect work required; (3) the estimated lead time from contract execution to service acceptance; and (4) the respondent's ability to deliver accepted service by July 1, 2027. *(Vendor response required.)*
 - d. **Bandwidth Increase Increments and Burstable Service:** Respondents must provide separate pricing and technical responses for 20 Gbps and 40 Gbps Dedicated Internet Access service tiers delivered on a 100 Gbps

Ethernet Internet port. Each service tier must support burst capability up to 100 Gbps, subject to the proposed committed data rate and provider network capacity. Respondents must separately disclose the Committed Information Rate (CIR), Peak Information Rate (PIR), measurement interval, billing methodology, 95th-percentile calculation if used, burst duration limits, per-Gbps or usage-based charges, traffic-policing and shaping behavior, packet-discard behavior above the committed rate, and any automatic billing triggers. Bandwidth increases and service-tier changes must be available during the contract period without a physical port upgrade and, where commercially permitted, without amendment to the master contract. The respondent must state the process, commercial terms, and estimated lead time for each increase or service-tier change. (Vendor response required.)

- e. Technical Support: The response must provide a 24/7 enterprise technical support desk and service. (Vendor response required.)
- f. Service Level Agreements: The response must provide the Service Level Objectives on the service as proposed. (Vendor response required.)
- g. Customer Portal: The response must provide a Customer Portal that allows secure access to view and manage the service with 24/7 access. (Vendor response required.)
- h. Monitor Usage and Billing: The response must provide a solution that can monitor and report usage online associated with electronic format for billing review and program assessment. (Vendor response required.)

2. HISD WILL PROVIDE THE FOLLOWING SERVICES FOR INTERNET ACCESS:

- a. The District is responsible for all HISD Internet service delivery from the demarcation point of the service provider to the end-user device.
- b. The District will route traffic to the service provider demarcation point at the discretion of the District.
- c. The District is responsible for all internal firewalls and security infrastructure to protect the District Enterprise network from the Internet.
- d. The HISD Autonomous System Number (ASN) is AS4604.
- e. The HISD Direct Assigned IPv4 Address Space is 166.127.0.0 – 166.127.255.255.
- f. The District will provide the internal equipment and services to accept and deliver the service within the District.
- g. HISD will provide a Point of Contact (POC) for installation, service activation and any activities.

3. **DIA Technical Specifications and Additional Requirements**

- a. **Dedicated Internet Access Port:** The service must provide a high performance, non-blocking 100 Gbps Ethernet Internet port with scalable internet services starting at 20 Gbps.
- b. **Physical handoff:** The physical handoff must consist of single-mode fiber with a duplex LC connector compatible with 100 GBASE-LR, 100 GBASE-LR4, 100 GBASE-ER, or 100 GBASE-ZR.
- c. **Internet Bandwidth with Burstable Bandwidth:** Respondents shall provide separate pricing and technical responses for 20 Gbps DIA service and 40 Gbps DIA service. Both offerings shall be provisioned on a dedicated, non-oversubscribed 100 Gbps Ethernet Internet port and support burst capability up to 100 Gbps PIR. The vendor shall identify whether bursting is included in the monthly recurring charge or billed separately, and shall define the calculation method, sampling interval, billing percentile, sustained-burst limit, notification thresholds, and traffic treatment when utilization exceeds the contracted rate. No burst-related charge may be imposed unless it is expressly included in the pricing worksheet and approved by HISD. (Vendor response required.)
- d. **Ethernet User-to-Network Interface:** The service must provide bidirectional, full duplex transmission of Ethernet frames using a standard IEEE 802.3 Ethernet interface (UNI).
- e. **Maximum Frame Size and MTU:** The service must support a minimum 1500-byte IP MTU without fragmentation and standard Ethernet frames of at least 1518 bytes. The respondent must state the maximum supported Ethernet frame size and whether jumbo frames up to at least 9000 bytes are supported across the provider transport path. The service must not introduce an MTU restriction that interferes with BGP, IPv4, IPv6, or HISD security and transport functions. (Vendor response required.)
- f. **Address Allocation:** HISD will utilize the ARIN Direct Assigned IPv4 Address space for HISD for the service.
- g. **Committed Bandwidth and Services:** The contracted Internet bandwidth capacity will provide a Committed Information Rate (CIR) as a committed, non-oversubscribed service.
- h. **IPv4 and IPv6 Dual Stack:** The service must support native IPv4 and IPv6 dual-stack operation over the same physical handoff. The provider must support external BGP for both address families, including advertisement of HISD-owned prefixes, provider-assigned point-to-point peering addresses, IPv6 routing policy, BGP communities, DDoS mitigation, monitoring, and equivalent SLA treatment. HISD intends to use its

existing directly assigned IPv4 addresses and may advertise HISD-owned IPv6 address space when available. The respondent must describe full-route, partial-route, and default-route options for both IPv4 and IPv6. (Vendor response required.)

- i. **Domain Name Service:** The provider must support reverse DNS delegation for HISD-owned address space. Optional recursive DNS, authoritative DNS hosting, secondary DNS, and DNS security services must be identified separately as included, optional, or separately priced. Provider DNS services shall not be mandatory for HISD operation unless specifically selected by the District. The respondent must describe availability, security, logging, IPv6 support, and service-level commitments for any proposed DNS service. (Vendor response required.)
- j. Online Reporting: The service provider must provide a password-protected web portal to access online reports containing historical network traffic information. (Vendor response required.)
- k. Monitoring, Technical Support and Maintenance:
 - i. Network Monitoring: The response must provide verification that services are monitored on a 24x7x365 basis. (Vendor response required.)
 - ii. Technical Support: The response must provide verification of technical support on a 24x7x365 basis and must also provide technical support for service-related inquiries. (Vendor response required.)
 - iii. **Escalation and Severity 1 Support:** The response must provide a documented escalation process, timeline, and responsible role at each interval until final resolution. For a Severity 1 incident, including complete outage, loss of BGP reachability, severe packet loss, loss of contracted capacity at any awarded location , or districtwide service impact, the provider must acknowledge the incident within fifteen (15) minutes, engage qualified Tier 2/Tier 3 engineering within thirty (30) minutes, open a live incident bridge within thirty (30) minutes upon HISD request, provide status updates at least every thirty (30) minutes, and provide management escalation within sixty (60) minutes. A preliminary root-cause summary is required within two (2) business days and a final root-cause analysis and corrective-action plan within five (5) business days unless HISD approves an extension. (Vendor response required.)
 - iv. Maintenance: The response must provide verification that scheduled maintenance will be performed during a defined maintenance window. A minimum of forty-eight (48) hours' notice is required for non-service impacting scheduled

maintenance. A minimum of seven (7) days' notice is required for service impacting planned maintenance and the service will not be performed during regular business hours. Emergency maintenance will provide an estimate service disruption time notice and communicate hourly updates until service restoration. *(Vendor response required.)*

- I. **Service Level Agreement:** The service proposal must define enforceable Service Level Agreements for each circuit and service location, including network availability of at least 99.999%, mean time to respond, mean time to restore, packet loss, round-trip latency, jitter, BGP session availability, BGP route availability, and incident communication. The respondent must state measurement points, calculation periods, exclusions, credit formulas, and whether service credits are automatic. BGP session loss, provider-caused route suppression, total loss of signal, and service degradation beyond the agreed packet-loss or latency threshold shall count as service unavailability. *(Vendor response required.)*
 - i. **Availability:** Availability is measured for each circuit over a thirty (30) day period from the provider demarcation point through the provider Internet backbone. Service is considered inoperative when there is total loss of signal, loss of BGP reachability, inability to advertise or receive agreed routes, provider-caused suppression of the HISD BGP session, or performance outside the contracted packet-loss, latency, or jitter thresholds for the defined measurement interval. The respondent must identify all exclusions, including planned maintenance, and describe how partial degradation is measured. *(Vendor response required.)*
 - ii. **Mean Time to Respond:** Mean Time to Respond is the average time required to begin troubleshooting a reported fault. The Mean Time to Respond objective is fifteen (15) minutes upon receipt of a fault notification or from the time a trouble ticket is opened.
 - iii. **Mean Time to Restore:** Mean Time to Restore is the average time required to restore service to an operational condition as defined by the technical specifications in Section 3.2 and 3.3 of this document. The Mean Time to Restore objective is four (4) hours for electronic equipment failure or six (6) hours for fiber optic facilities failure from the time a trouble ticket is opened.
 - iv. **The response must provide a comprehensive summary of your company's service continuity or disaster recovery plan and explain, if any, the role of your sub-contractors in the disaster recovery process.** *(Vendor response required.)*
 - v. **The response must provide a non-performance policy with monthly credit calculations based on an outage window where**

such faults, outages or anomalies are due to the oversight, neglect, or unreliability of the provider. *(Vendor response required.)*

- m. **Internet Transport Network from HISD Locations to Internet POP:** The carrier must provide all components of the Internet service, including dedicated transport from each HISD demarcation point to the upstream Internet POP. The provider must describe the end-to-end transport design, capacity, ownership, and all third-party dependencies. Transport capacity committed to HISD must not be oversubscribed. The vendor must identify the serving central office, carrier hotel, Internet POP, underlying carrier, and any shared transport segment for each location.
- n. **eBGP and Internet Routing Requirements:** The provider must establish external BGP peering with HISD ASN 4604 at each awarded service location and must support advertisement of HISD-owned IPv4 and IPv6 prefixes. The response must describe provider-assigned peering addresses, supported BGP timers, MD5 or equivalent session authentication, maximum-prefix controls, graceful-restart behavior, BFD support, route-policy change procedures, and available full-route, partial-route, and default-route options. The provider must support standard BGP communities for local preference, AS-path prepending, selective advertisement, regional routing, and remote-triggered blackholing. HISD shall retain control of its route advertisements and traffic-engineering policy. The provider must support RPKI Route Origin Validation and Internet Routing Registry filtering and must disclose any restrictions on HISD prefix advertisements. *(Vendor response required.)*
- o. **Physical Fiber, Conduit, POP, and Carrier Diversity:** For each proposed location, the respondent must document the physical route from the HISD building demarcation point to the provider POP, including building entrance, conduit, manhole path, serving central office, carrier hotel, fiber route, optical transport equipment, regeneration sites, and provider POP. The respondent must identify all common points of failure among the four locations. Logical separation, separate VLANs, or separate router ports shall not be represented as physical diversity. Where diverse service is proposed, routes must use separate building entrances, conduits, fiber paths, transport equipment, and POP infrastructure to the greatest extent commercially available. Any exception must be clearly identified. *(Vendor response required.)*
- p. **Split Awards and Provider-Wide Diversity:** HISD reserves the right to make a single award or split awards by location. The District may award each Market Basket to a different vendor. A respondent seeking an award for multiple or all locations must demonstrate that a single provider failure, backbone event, control-plane event, route-policy error, DDoS platform failure, maintenance activity, or regional POP failure will not simultaneously affect all awarded HISD services. The district may require independent upstream paths, separate POPs,

separate network elements, and operational separation as a condition of award. (Vendor response required.)

- q. **BGP Flap, Dampening, and Session-Suppression Policy:** The respondent must disclose all BGP flap-detection, route-dampening, session-suppression, prefix-quarantine, automated abuse-protection, and control-plane protection policies that may affect HISD. The response must state the triggering thresholds, suppression duration, automatic recovery behavior, manual-clear process, notification method, and escalation procedure. The provider shall not administratively suppress an HISD BGP session or prefix without immediate notification to HISD, except where necessary to protect the provider network from an active security threat. Provider-caused suppression or failure to restore routing promptly shall be treated as service unavailability under the SLA. (Vendor response required.)
- r. **DDoS Mitigation and Routing Security:** The respondent must provide included or optional pricing for DDoS detection and mitigation and must describe always-on and on-demand options, detection thresholds, scrubbing-center locations, mitigation capacity, activation time, clean-traffic return method, IPv4/IPv6 coverage, volumetric and protocol attack coverage, customer portal visibility, and incident reporting. Routing-security controls must include RPKI validation, IRR-based prefix filtering, bogon filtering, anti-spoofing controls consistent with BCP 38/84, route-leak protection, prefix and ASN validation, and a documented response process for route hijacks. Any E-Rate-ineligible security feature must be separately identified and priced. (Vendor response required.)
- s. **Performance and BGP SLA Metrics:** In addition to availability, the provider must propose measurable monthly service objectives for packet loss, round-trip latency, jitter, BGP session availability, and BGP route availability. The response must identify measurement points and methods. As a baseline, packet loss should not exceed 0.1 percent across the provider backbone, and the provider must propose latency and jitter objectives appropriate to its Houston, regional, and national backbone. The provider must describe service credits for failure to meet each metric and must provide historical performance reporting through the customer portal. (Vendor response required.)
- t. **Formal Circuit and BGP Acceptance Testing:** Before service acceptance and billing commencement, the provider must participate in a documented acceptance test for each circuit. Testing shall include optical light-level verification, interface and error-counter validation, 100 Gbps port verification, throughput at the contracted rate, burst testing where applicable, packet-loss, latency and jitter testing, IPv4 and IPv6 reachability, eBGP session establishment, route advertisement and reception, BFD operation if selected, failover and convergence testing, DDoS-service validation if purchased, portal access, ticket creation, and escalation testing. HISD may require a minimum seventy-two (72) hour

stability period. Service shall not be deemed accepted, and recurring billing shall not begin, until HISD provides written acceptance. (Vendor response required.)

- u. **Route Diagrams and Underlying-Carrier Disclosure:** The respondent must submit logical and physical diagrams for each proposed service. Diagrams must identify the HISD demarcation, provider router, local-loop owner, fiber path, serving central office, transport ring, carrier hotel, upstream Internet POP, BGP peering point, redundant components, and all known shared-risk link groups. All subcontractors, local-loop carriers, and underlying transport providers must be disclosed along with their responsibilities and applicable SLAs. The provider may not materially change the underlying carrier, POP, or physical route without prior written notice to and approval by HISD, except for emergency restoration. (Vendor response required.)
- 4. **Billing Commencement and Service Changes:** Vendor must support both SPI (discounted) and BEAR invoicing at the District's election. Pricing must be shown before any E-Rate discount. Each Market Basket will be billed on a separate invoice/account to match separate FRNs. Non-recurring and monthly recurring charges must be clearly separated by location and service tier. Monthly recurring billing may begin only after successful acceptance testing and written acceptance by HISD. The respondent must describe billing for partial months, installation delays, service-tier changes, burst usage, service credits, taxes and surcharges, and early termination or relocation. No unlisted usage charge or automatic service-tier increase will be permitted.

C. Market Basket 3: Databank - 4201 Southwest Freeway, Houston, TX 77027

- 1. DIA Project Specifications - Market Basket 3
 - a. Base Contracted Service: The contracted service will be for a 100 Gbps Ethernet Internet port with an initial Committed Data Rate (CIR) of 20 and 40 Gbps.
 - b. Service Location: The Dedicated Internet Service will be provided for HISD at the locations listed:
 - i. 4201 Southwest Freeway, Houston, TX 77027
 - c. Project Timeline: The respondent must provide a project timeline and implementation plan. (1) whether the respondent's facilities are currently in place at this location; (2) any construction, building entry, or cross-connect work required; (3) the estimated lead time from contract execution to service acceptance; and (4) the respondent's ability to deliver accepted service by July 1, 2027. (Vendor response required.)
 - d. **Bandwidth Increase Increments and Burstable Service:** Respondents must provide separate pricing and technical responses for 20 Gbps and 40 Gbps Dedicated Internet Access service tiers delivered on a 100 Gbps Ethernet Internet port. Each service tier must support burst capability up to 100 Gbps, subject to the proposed committed data rate and

provider network capacity. Respondents must separately disclose the Committed Information Rate (CIR), Peak Information Rate (PIR), measurement interval, billing methodology, 95th-percentile calculation if used, burst duration limits, per-Gbps or usage-based charges, traffic-policing and shaping behavior, packet-discard behavior above the committed rate, and any automatic billing triggers. Bandwidth increases and service-tier changes must be available during the contract period without a physical port upgrade and, where commercially permitted, without amendment to the master contract. The respondent must state the process, commercial terms, and estimated lead time for each increase or service-tier change. (Vendor response required.)

- e. Technical Support: The response must provide a 24/7 enterprise technical support desk and service. (Vendor response required.)
- f. Service Level Agreements: The response must provide the Service Level Objectives on the service as proposed. (Vendor response required.)
- g. Customer Portal: The response must provide a Customer Portal that allows secure access to view and manage the service with 24/7 access. (Vendor response required.)
- h. Monitor Usage and Billing: The response must provide a solution that can monitor and report usage online associated with electronic format for billing review and program assessment. (Vendor response required.)

2. HISD WILL PROVIDE THE FOLLOWING SERVICES FOR INTERNET ACCESS:

- a. The District is responsible for all HISD Internet service delivery from the demarcation point of the service provider to the end-user device.
- b. The District will route traffic to the service provider demarcation point at the discretion of the District.
- c. The District is responsible for all internal firewalls and security infrastructure to protect the District Enterprise network from the Internet.
- d. The HISD Autonomous System Number (ASN) is AS4604.
- e. The HISD Direct Assigned IPv4 Address Space is 166.127.0.0 – 166.127.255.255.
- f. The District will provide the internal equipment and services to accept and deliver the service within the District.
- g. HISD will provide a Point of Contact (POC) for installation, service activation and any activities.

3. DIA Technical Specifications and Additional Requirements

- a. Dedicated Internet Access Port: The service must provide a high performance, non-blocking 100 Gbps Ethernet Internet port with scalable internet services starting at 20 Gbps.
- b. Physical handoff: The physical handoff must consist of single-mode fiber

with a duplex LC connector compatible with 100 GBASE-LR, 100 GBASE-LR4, 100 GBASE-ER, or 100 GBASE-ZR.

- c. **Internet Bandwidth with Burstable Bandwidth:** Respondents shall provide separate pricing and technical responses for 20 Gbps DIA service and 40 Gbps DIA service. Both offerings shall be provisioned on a dedicated, non-oversubscribed 100 Gbps Ethernet Internet port and support burst capability up to 100 Gbps PIR. The vendor shall identify whether bursting is included in the monthly recurring charge or billed separately, and shall define the calculation method, sampling interval, billing percentile, sustained-burst limit, notification thresholds, and traffic treatment when utilization exceeds the contracted rate. No burst-related charge may be imposed unless it is expressly included in the pricing worksheet and approved by HISD. (Vendor response required.)
- d. Ethernet User-to-Network Interface: The service must provide bidirectional, full duplex transmission of Ethernet frames using a standard IEEE 802.3 Ethernet interface (UNI).
- e. **Maximum Frame Size and MTU:** The service must support a minimum 1500-byte IP MTU without fragmentation and standard Ethernet frames of at least 1518 bytes. The respondent must state the maximum supported Ethernet frame size and whether jumbo frames up to at least 9000 bytes are supported across the provider transport path. The service must not introduce an MTU restriction that interferes with BGP, IPv4, IPv6, or HISD security and transport functions. (Vendor response required.)
- f. Address Allocation: HISD will utilize the ARIN Direct Assigned IPv4 Address space for HISD for the service.
- g. Committed Bandwidth and Services: The contracted Internet bandwidth capacity will provide a Committed Information Rate (CIR) as a committed, non-oversubscribed service.
- h. **IPv4 and IPv6 Dual Stack:** The service must support native IPv4 and IPv6 dual-stack operation over the same physical handoff. The provider must support external BGP for both address families, including advertisement of HISD-owned prefixes, provider-assigned point-to-point peering addresses, IPv6 routing policy, BGP communities, DDoS mitigation, monitoring, and equivalent SLA treatment. HISD intends to use its existing directly assigned IPv4 addresses and may advertise HISD-owned IPv6 address space when available. The respondent must describe full-route, partial-route, and default-route options for both IPv4 and IPv6. (Vendor response required.)
- i. **Domain Name Service:** The provider must support reverse DNS delegation for HISD-owned address space. Optional recursive DNS, authoritative DNS hosting, secondary DNS, and DNS security services must be identified separately as included, optional, or separately priced.

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Provider DNS services shall not be mandatory for HISD operation unless specifically selected by the District. The respondent must describe availability, security, logging, IPv6 support, and service-level commitments for any proposed DNS service. (Vendor response required.)

- j. Online Reporting: The service provider must provide a password-protected web portal to access online reports containing historical network traffic information. (Vendor response required.)
- k. Monitoring, Technical Support and Maintenance:
 - i. Network Monitoring: The response must provide verification that services are monitored on a 24x7x365 basis. (Vendor response required.)
 - ii. Technical Support: The response must provide verification of technical support on a 24x7x365 basis and must also provide technical support for service-related inquiries. (Vendor response required.)
 - iii. **Escalation and Severity 1 Support**: The response must provide a documented escalation process, timeline, and responsible role at each interval until final resolution. For a Severity 1 incident, including complete outage, loss of BGP reachability, severe packet loss, loss of contracted capacity at any awarded location, or districtwide service impact, the provider must acknowledge the incident within fifteen (15) minutes, engage qualified Tier 2/Tier 3 engineering within thirty (30) minutes, open a live incident bridge within thirty (30) minutes upon HISD request, provide status updates at least every thirty (30) minutes, and provide management escalation within sixty (60) minutes. A preliminary root-cause summary is required within two (2) business days and a final root-cause analysis and corrective-action plan within five (5) business days unless HISD approves an extension. (Vendor response required.)
 - iv. Maintenance: The response must provide verification that scheduled maintenance will be performed during a defined maintenance window. A minimum of forty-eight (48) hours' notice is required for non-service impacting scheduled maintenance. A minimum of seven (7) days' notice is required for service impacting planned maintenance and the service will not be performed during regular business hours. Emergency maintenance will provide an estimate service disruption time notice and communicate hourly updates until service restoration. (Vendor response required.)

- I. **Service Level Agreement:** The service proposal must define enforceable Service Level Agreements for each circuit and service location, including network availability of at least 99.999%, mean time to respond, mean time to restore, packet loss, round-trip latency, jitter, BGP session availability, BGP route availability, and incident communication. The respondent must state measurement points, calculation periods, exclusions, credit formulas, and whether service credits are automatic. BGP session loss, provider-caused route suppression, total loss of signal, and service degradation beyond the agreed packet-loss or latency threshold shall count as service unavailability. (Vendor response required.)
 - i. **Availability:** Availability is measured for each circuit over a thirty (30) day period from the provider demarcation point through the provider Internet backbone. Service is considered inoperative when there is total loss of signal, loss of BGP reachability, inability to advertise or receive agreed routes, provider-caused suppression of the HISD BGP session, or performance outside the contracted packet-loss, latency, or jitter thresholds for the defined measurement interval. The respondent must identify all exclusions, including planned maintenance, and describe how partial degradation is measured. (Vendor response required.)
 - ii. **Mean Time to Respond:** Mean Time to Respond is the average time required to begin troubleshooting a reported fault. The Mean Time to Respond objective is fifteen (15) minutes upon receipt of a fault notification or from the time a trouble ticket is opened.
 - iii. **Mean Time to Restore:** Mean Time to Restore is the average time required to restore service to an operational condition as defined by the technical specifications in Section 3.2 and 3.3 of this document. The Mean Time to Restore objective is four (4) hours for electronic equipment failure or six (6) hours for fiber optic facilities failure from the time a trouble ticket is opened.
 - iv. **The response must provide a comprehensive summary** of your company's service continuity or disaster recovery plan and explain, if any, the role of your sub-contractors in the disaster recovery process. (Vendor response required.)
 - v. **The response must provide a non-performance policy** with monthly credit calculations based on an outage window where such faults, outages or anomalies are due to the oversight, neglect, or unreliability of the provider. (Vendor response required.)
- m. **Internet Transport Network from HISD Locations to Internet POP:** The carrier must provide all components of the Internet service, including dedicated transport from each HISD demarcation point to the upstream

Internet POP. The provider must describe the end-to-end transport design, capacity, ownership, and all third-party dependencies. Transport capacity committed to HISD must not be oversubscribed. The vendor must identify the serving central office, carrier hotel, Internet POP, underlying carrier, and any shared transport segment for each location.

- n. **eBGP and Internet Routing Requirements:** The provider must establish external BGP peering with HISD ASN 4604 at each awarded service location and must support advertisement of HISD-owned IPv4 and IPv6 prefixes. The response must describe provider-assigned peering addresses, supported BGP timers, MD5 or equivalent session authentication, maximum-prefix controls, graceful-restart behavior, BFD support, route-policy change procedures, and available full-route, partial-route, and default-route options. The provider must support standard BGP communities for local preference, AS-path prepending, selective advertisement, regional routing, and remote-triggered blackholing. HISD shall retain control of its route advertisements and traffic-engineering policy. The provider must support RPKI Route Origin Validation and Internet Routing Registry filtering and must disclose any restrictions on HISD prefix advertisements. (Vendor response required.)
- o. **Physical Fiber, Conduit, POP, and Carrier Diversity:** For each proposed location, the respondent must document the physical route from the HISD building demarcation point to the provider POP, including building entrance, conduit, manhole path, serving central office, carrier hotel, fiber route, optical transport equipment, regeneration sites, and provider POP. The respondent must identify all common points of failure among the four locations. Logical separation, separate VLANs, or separate router ports shall not be represented as physical diversity. Where diverse service is proposed, routes must use separate building entrances, conduits, fiber paths, transport equipment, and POP infrastructure to the greatest extent commercially available. Any exception must be clearly identified. (Vendor response required.)
- p. **Split Awards and Provider-Wide Diversity:** HISD reserves the right to make a single award or split awards by location. The District may award each Market Basket to a different vendor. A respondent seeking an award for multiple or all locations must demonstrate that a single provider failure, backbone event, control-plane event, route-policy error, DDoS platform failure, maintenance activity, or regional POP failure will not simultaneously affect all awarded HISD services. The district may require independent upstream paths, separate POPs, separate network elements, and operational separation as a condition of award. (Vendor response required.)
- q. **BGP Flap, Dampening, and Session-Suppression Policy:** The respondent must disclose all BGP flap-detection, route-dampening, session-suppression, prefix-quarantine, automated abuse-protection, and control-plane protection policies that may affect HISD. The response must state the triggering thresholds, suppression duration, automatic

recovery behavior, manual-clear process, notification method, and escalation procedure. The provider shall not administratively suppress an HISD BGP session or prefix without immediate notification to HISD, except where necessary to protect the provider network from an active security threat. Provider-caused suppression or failure to restore routing promptly shall be treated as service unavailability under the SLA. (Vendor response required.)

- r. **DDoS Mitigation and Routing Security:** The respondent must provide included or optional pricing for DDoS detection and mitigation and must describe always-on and on-demand options, detection thresholds, scrubbing-center locations, mitigation capacity, activation time, clean-traffic return method, IPv4/IPv6 coverage, volumetric and protocol attack coverage, customer portal visibility, and incident reporting. Routing-security controls must include RPKI validation, IRR-based prefix filtering, bogon filtering, anti-spoofing controls consistent with BCP 38/84, route-leak protection, prefix and ASN validation, and a documented response process for route hijacks. Any E-Rate-ineligible security feature must be separately identified and priced. (Vendor response required.)
- s. **Performance and BGP SLA Metrics:** In addition to availability, the provider must propose measurable monthly service objectives for packet loss, round-trip latency, jitter, BGP session availability, and BGP route availability. The response must identify measurement points and methods. As a baseline, packet loss should not exceed 0.1 percent across the provider backbone, and the provider must propose latency and jitter objectives appropriate to its Houston, regional, and national backbone. The provider must describe service credits for failure to meet each metric and must provide historical performance reporting through the customer portal. (Vendor response required.)
- t. **Formal Circuit and BGP Acceptance Testing:** Before service acceptance and billing commencement, the provider must participate in a documented acceptance test for each circuit. Testing shall include optical light-level verification, interface and error-counter validation, 100 Gbps port verification, throughput at the contracted rate, burst testing where applicable, packet-loss, latency and jitter testing, IPv4 and IPv6 reachability, eBGP session establishment, route advertisement and reception, BFD operation if selected, failover and convergence testing, DDoS-service validation if purchased, portal access, ticket creation, and escalation testing. HISD may require a minimum seventy-two (72) hour stability period. Service shall not be deemed accepted, and recurring billing shall not begin, until HISD provides written acceptance. (Vendor response required.)
- u. **Route Diagrams and Underlying-Carrier Disclosure:** The respondent must submit logical and physical diagrams for each proposed service. Diagrams must identify the HISD demarcation, provider router, local-loop owner, fiber path, serving central office, transport ring, carrier

hotel, upstream Internet POP, BGP peering point, redundant components, and all known shared-risk link groups. All subcontractors, local-loop carriers, and underlying transport providers must be disclosed along with their responsibilities and applicable SLAs. The provider may not materially change the underlying carrier, POP, or physical route without prior written notice to and approval by HISD, except for emergency restoration. (Vendor response required.)

4. **Billing Commencement and Service Changes:** Vendor must support both SPI (discounted) and BEAR invoicing at the District's election. Pricing must be shown before any E-Rate discount. Each Market Basket will be billed on a separate invoice/account to match separate FRNs. Non-recurring and monthly recurring charges must be clearly separated by location and service tier. Monthly recurring billing may begin only after successful acceptance testing and written acceptance by HISD. The respondent must describe billing for partial months, installation delays, service-tier changes, burst usage, service credits, taxes and surcharges, and early termination or relocation. No unlisted usage charge or automatic service-tier increase will be permitted.

D. Market Basket 4: Element Critical (Skybox) - 22000 Franz Rd, Katy, TX 77449

1. DIA Project Specifications - Market Basket 4
 - a. Base Contracted Service: The contracted service will be for a 100 Gbps Ethernet Internet port with an initial Committed Data Rate (CIR) of 20 and 40 Gbps.
 - b. Service Location: The Dedicated Internet Service will be provided for HISD at the locations listed:
 - i. 22000 Franz Rd, Katy, TX 77449
 - c. Project Timeline: The respondent must provide a project timeline and implementation plan. (1) whether the respondent's facilities are currently in place at this location; (2) any construction, building entry, or cross-connect work required; (3) the estimated lead time from contract execution to service acceptance; and (4) the respondent's ability to deliver accepted service by July 1, 2027. *(Vendor response required.)*
 - d. **Bandwidth Increase Increments and Burstable Service:** Respondents must provide separate pricing and technical responses for 20 Gbps and 40 Gbps Dedicated Internet Access service tiers delivered on a 100 Gbps Ethernet Internet port. Each service tier must support burst capability up to 100 Gbps, subject to the proposed committed data rate and provider network capacity. Respondents must separately disclose the Committed Information Rate (CIR), Peak Information Rate (PIR), measurement interval, billing methodology, 95th-percentile calculation if used, burst duration limits, per-Gbps or usage-based charges, traffic-policing and shaping behavior, packet-discard behavior above the committed rate, and any automatic billing triggers. Bandwidth increases

and service-tier changes must be available during the contract period without a physical port upgrade and, where commercially permitted, without amendment to the master contract. The respondent must state the process, commercial terms, and estimated lead time for each increase or service-tier change. (Vendor response required.)

- e. Technical Support: The response must provide a 24/7 enterprise technical support desk and service. (Vendor response required.)
- f. Service Level Agreements: The response must provide the Service Level Objectives on the service as proposed. (Vendor response required.)
- g. Customer Portal: The response must provide a Customer Portal that allows secure access to view and manage the service with 24/7 access. (Vendor response required.)
- h. Monitor Usage and Billing: The response must provide a solution that can monitor and report usage online associated with electronic format for billing review and program assessment. (Vendor response required.)

2. HISD WILL PROVIDE THE FOLLOWING SERVICES FOR INTERNET ACCESS:

- a. The District is responsible for all HISD Internet service delivery from the demarcation point of the service provider to the end-user device.
- b. The District will route traffic to the service provider demarcation point at the discretion of the District.
- c. The District is responsible for all internal firewalls and security infrastructure to protect the District Enterprise network from the Internet.
- d. The HISD Autonomous System Number (ASN) is AS4604.
- e. The HISD Direct Assigned IPv4 Address Space is 166.127.0.0 – 166.127.255.255.
- f. The District will provide the internal equipment and services to accept and deliver the service within the District.
- g. HISD will provide a Point of Contact (POC) for installation, service activation and any activities.

3. DIA Technical Specifications and Additional Requirements

- a. Dedicated Internet Access Port: The service must provide a high performance, non-blocking 100 Gbps Ethernet Internet port with scalable internet services starting at 20 Gbps.
- b. Physical handoff: The physical handoff must consist of single-mode fiber with a duplex LC connector compatible with 100 GBASE-LR, 100 GBASE-LR4, 100 GBASE-ER, or 100 GBASE-ZR.
- c. **Internet Bandwidth with Burstable Bandwidth**: Respondents shall provide separate pricing and technical responses for 20 Gbps DIA service and 40 Gbps DIA service. Both offerings shall be provisioned on a dedicated, non-oversubscribed 100 Gbps Ethernet Internet port and

support burst capability up to 100 Gbps PIR. The vendor shall identify whether bursting is included in the monthly recurring charge or billed separately, and shall define the calculation method, sampling interval, billing percentile, sustained-burst limit, notification thresholds, and traffic treatment when utilization exceeds the contracted rate. No burst-related charge may be imposed unless it is expressly included in the pricing worksheet and approved by HISD. (Vendor response required.)

- d. Ethernet User-to-Network Interface: The service must provide bidirectional, full duplex transmission of Ethernet frames using a standard IEEE 802.3 Ethernet interface (UNI).
- e. **Maximum Frame Size and MTU**: The service must support a minimum 1500-byte IP MTU without fragmentation and standard Ethernet frames of at least 1518 bytes. The respondent must state the maximum supported Ethernet frame size and whether jumbo frames up to at least 9000 bytes are supported across the provider transport path. The service must not introduce an MTU restriction that interferes with BGP, IPv4, IPv6, or HISD security and transport functions. (Vendor response required.)
- f. Address Allocation: HISD will utilize the ARIN Direct Assigned IPv4 Address space for HISD for the service.
- g. Committed Bandwidth and Services: The contracted Internet bandwidth capacity will provide a Committed Information Rate (CIR) as a committed, non-oversubscribed service.
- h. **IPv4 and IPv6 Dual Stack**: The service must support native IPv4 and IPv6 dual-stack operation over the same physical handoff. The provider must support external BGP for both address families, including advertisement of HISD-owned prefixes, provider-assigned point-to-point peering addresses, IPv6 routing policy, BGP communities, DDoS mitigation, monitoring, and equivalent SLA treatment. HISD intends to use its existing directly assigned IPv4 addresses and may advertise HISD-owned IPv6 address space when available. The respondent must describe full-route, partial-route, and default-route options for both IPv4 and IPv6. (Vendor response required.)
- i. **Domain Name Service**: The provider must support reverse DNS delegation for HISD-owned address space. Optional recursive DNS, authoritative DNS hosting, secondary DNS, and DNS security services must be identified separately as included, optional, or separately priced. Provider DNS services shall not be mandatory for HISD operation unless specifically selected by the District. The respondent must describe availability, security, logging, IPv6 support, and service-level commitments for any proposed DNS service. (Vendor response required.)

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- j. Online Reporting: The service provider must provide a password-protected web portal to access online reports containing historical network traffic information. *(Vendor response required.)*
- k. Monitoring, Technical Support and Maintenance:
 - i. Network Monitoring: The response must provide verification that services are monitored on a 24x7x365 basis. *(Vendor response required.)*
 - ii. Technical Support: The response must provide verification of technical support on a 24x7x365 basis and must also provide technical support for service-related inquiries. *(Vendor response required.)*
 - iii. **Escalation and Severity 1 Support**: The response must provide a documented escalation process, timeline, and responsible role at each interval until final resolution. For a Severity 1 incident, including complete outage, loss of BGP reachability, severe packet loss, loss of contracted capacity at any awarded location , or districtwide service impact, the provider must acknowledge the incident within fifteen (15) minutes, engage qualified Tier 2/Tier 3 engineering within thirty (30) minutes, open a live incident bridge within thirty (30) minutes upon HISD request, provide status updates at least every thirty (30) minutes, and provide management escalation within sixty (60) minutes. A preliminary root-cause summary is required within two (2) business days and a final root-cause analysis and corrective-action plan within five (5) business days unless HISD approves an extension. *(Vendor response required.)*
 - iv. Maintenance: The response must provide verification that scheduled maintenance will be performed during a defined maintenance window. A minimum of forty-eight (48) hours' notice is required for non-service impacting scheduled maintenance. A minimum of seven (7) days' notice is required for service impacting planned maintenance and the service will not be performed during regular business hours. Emergency maintenance will provide an estimate service disruption time notice and communicate hourly updates until service restoration. *(Vendor response required.)*
- l. **Service Level Agreement**: The service proposal must define enforceable Service Level Agreements for each circuit and service location, including network availability of at least 99.999%, mean time to respond, mean time to restore, packet loss, round-trip latency, jitter, BGP session availability, BGP route availability, and incident communication. The respondent must state measurement points, calculation periods, exclusions, credit formulas, and whether service credits are automatic.

BGP session loss, provider-caused route suppression, total loss of signal, and service degradation beyond the agreed packet-loss or latency threshold shall count as service unavailability. (Vendor response required.)

- i. **Availability:** Availability is measured for each circuit over a thirty (30) day period from the provider demarcation point through the provider Internet backbone. Service is considered inoperative when there is total loss of signal, loss of BGP reachability, inability to advertise or receive agreed routes, provider-caused suppression of the HISD BGP session, or performance outside the contracted packet-loss, latency, or jitter thresholds for the defined measurement interval. The respondent must identify all exclusions, including planned maintenance, and describe how partial degradation is measured. (Vendor response required.)
- ii. Mean Time to Respond: Mean Time to Respond is the average time required to begin troubleshooting a reported fault. The Mean Time to Respond objective is fifteen (15) minutes upon receipt of a fault notification or from the time a trouble ticket is opened.
- iii. Mean Time to Restore: Mean Time to Restore is the average time required to restore service to an operational condition as defined by the technical specifications in Section 3.2 and 3.3 of this document. The Mean Time to Restore objective is four (4) hours for electronic equipment failure or six (6) hours for fiber optic facilities failure from the time a trouble ticket is opened.
- iv. The response must provide a comprehensive summary of your company's service continuity or disaster recovery plan and explain, if any, the role of your sub-contractors in the disaster recovery process. (Vendor response required.)
- v. The response must provide a non-performance policy with monthly credit calculations based on an outage window where such faults, outages or anomalies are due to the oversight, neglect, or unreliability of the provider. (Vendor response required.)
- m. **Internet Transport Network from HISD Locations to Internet POP:** The carrier must provide all components of the Internet service, including dedicated transport from each HISD demarcation point to the upstream Internet POP. The provider must describe the end-to-end transport design, capacity, ownership, and all third-party dependencies. Transport capacity committed to HISD must not be oversubscribed. The vendor must identify the serving central office, carrier hotel, Internet POP, underlying carrier, and any shared transport segment for each location.

- n. **eBGP and Internet Routing Requirements:** The provider must establish external BGP peering with HISD ASN 4604 at each awarded service location and must support advertisement of HISD-owned IPv4 and IPv6 prefixes. The response must describe provider-assigned peering addresses, supported BGP timers, MD5 or equivalent session authentication, maximum-prefix controls, graceful-restart behavior, BFD support, route-policy change procedures, and available full-route, partial-route, and default-route options. The provider must support standard BGP communities for local preference, AS-path prepending, selective advertisement, regional routing, and remote-triggered blackholing. HISD shall retain control of its route advertisements and traffic-engineering policy. The provider must support RPKI Route Origin Validation and Internet Routing Registry filtering and must disclose any restrictions on HISD prefix advertisements. (Vendor response required.)
- o. **Physical Fiber, Conduit, POP, and Carrier Diversity:** For each proposed location, the respondent must document the physical route from the HISD building demarcation point to the provider POP, including building entrance, conduit, manhole path, serving central office, carrier hotel, fiber route, optical transport equipment, regeneration sites, and provider POP. The respondent must identify all common points of failure among the four locations. Logical separation, separate VLANs, or separate router ports shall not be represented as physical diversity. Where diverse service is proposed, routes must use separate building entrances, conduits, fiber paths, transport equipment, and POP infrastructure to the greatest extent commercially available. Any exception must be clearly identified. (Vendor response required.)
- p. **Split Awards and Provider-Wide Diversity:** HISD reserves the right to make a single award or split awards by location. The District may award each Market Basket to a different vendor. A respondent seeking an award for multiple or all locations must demonstrate that a single provider failure, backbone event, control-plane event, route-policy error, DDoS platform failure, maintenance activity, or regional POP failure will not simultaneously affect all awarded HISD services. The district may require independent upstream paths, separate POPs, separate network elements, and operational separation as a condition of award. (Vendor response required.)
- q. **BGP Flap, Dampening, and Session-Suppression Policy:** The respondent must disclose all BGP flap-detection, route-dampening, session-suppression, prefix-quarantine, automated abuse-protection, and control-plane protection policies that may affect HISD. The response must state the triggering thresholds, suppression duration, automatic recovery behavior, manual-clear process, notification method, and escalation procedure. The provider shall not administratively suppress an HISD BGP session or prefix without immediate notification to HISD, except where necessary to protect the provider network from an active

security threat. Provider-caused suppression or failure to restore routing promptly shall be treated as service unavailability under the SLA. (Vendor response required.)

- r. **DDoS Mitigation and Routing Security:** The respondent must provide included or optional pricing for DDoS detection and mitigation and must describe always-on and on-demand options, detection thresholds, scrubbing-center locations, mitigation capacity, activation time, clean-traffic return method, IPv4/IPv6 coverage, volumetric and protocol attack coverage, customer portal visibility, and incident reporting. Routing-security controls must include RPKI validation, IRR-based prefix filtering, bogon filtering, anti-spoofing controls consistent with BCP 38/84, route-leak protection, prefix and ASN validation, and a documented response process for route hijacks. Any E-Rate-ineligible security feature must be separately identified and priced. (Vendor response required.)
- s. **Performance and BGP SLA Metrics:** In addition to availability, the provider must propose measurable monthly service objectives for packet loss, round-trip latency, jitter, BGP session availability, and BGP route availability. The response must identify measurement points and methods. As a baseline, packet loss should not exceed 0.1 percent across the provider backbone, and the provider must propose latency and jitter objectives appropriate to its Houston, regional, and national backbone. The provider must describe service credits for failure to meet each metric and must provide historical performance reporting through the customer portal. (Vendor response required.)
- t. **Formal Circuit and BGP Acceptance Testing:** Before service acceptance and billing commencement, the provider must participate in a documented acceptance test for each circuit. Testing shall include optical light-level verification, interface and error-counter validation, 100 Gbps port verification, throughput at the contracted rate, burst testing where applicable, packet-loss, latency and jitter testing, IPv4 and IPv6 reachability, eBGP session establishment, route advertisement and reception, BFD operation if selected, failover and convergence testing, DDoS-service validation if purchased, portal access, ticket creation, and escalation testing. HISD may require a minimum seventy-two (72) hour stability period. Service shall not be deemed accepted, and recurring billing shall not begin, until HISD provides written acceptance. (Vendor response required.)
- u. **Route Diagrams and Underlying-Carrier Disclosure:** The respondent must submit logical and physical diagrams for each proposed service. Diagrams must identify the HISD demarcation, provider router, local-loop owner, fiber path, serving central office, transport ring, carrier hotel, upstream Internet POP, BGP peering point, redundant components, and all known shared-risk link groups. All subcontractors, local-loop carriers, and underlying transport providers must be disclosed along with their responsibilities and applicable SLAs. The

provider may not materially change the underlying carrier, POP, or physical route without prior written notice to and approval by HISD, except for emergency restoration. (Vendor response required.)

4. **Billing Commencement and Service Changes:** Vendor must support both SPI (discounted) and BEAR invoicing at the District's election. Pricing must be shown before any E-Rate discount. Each Market Basket will be billed on a separate invoice/account to match separate FRNs. Non-recurring and monthly recurring charges must be clearly separated by location and service tier. Monthly recurring billing may begin only after successful acceptance testing and written acceptance by HISD. The respondent must describe billing for partial months, installation delays, service-tier changes, burst usage, service credits, taxes and surcharges, and early termination or relocation. No unlisted usage charge or automatic service-tier increase will be permitted.

SECTION V:

1. EVALUATION OF PROPOSALS

- A. **Vendor Proposal Evaluations:** Each Market Basket (service location) will be evaluated and awarded separately. An evaluation committee will conduct a comprehensive, fair, and impartial evaluation of responsive proposals received. Each proposal timely submitted will be analyzed to determine overall responsiveness and completeness as defined in the RFP, including its scope section and in the instructions on submitting a proposal section. Failure to comply with the requirements of the RFP or submission of an incomplete proposal may deem a proposal non-responsive and may, at the discretion of the Evaluation Committee, be eliminated from further evaluation.
- B. **Right to Disqualify Vendor Proposal(s):** If the evaluation committee has reasonable grounds to believe that a vendor is unable to perform the required services or deliver the required goods to the satisfaction of HISD, HISD reserves the right to disqualify a proposal. Some indicators (but not a complete list) of vendor performance concerns are: past vendor performance; the vendor's financial resources and ability to perform; the vendor's experience or demonstrated capability and responsibility; and the vendor's ability to provide a reliable on-going business relationship and the maintenance of on-going agreements and support.
- C. **Recommendation for Contract Award:** Following the review and scoring of responsive proposals, the evaluation committee will make a recommendation to the HISD Board of Education for contract award. By including each of the criteria in Texas Education Code § 44.031(b), below, HISD has fulfilled Section 44.031(b)'s requirement that it "shall consider" the criteria listed in 44.031(b); in accordance with Module 5 of the TEA FASRG, HISD has determined which criteria should be considered most important and has assigned weights/points to each criterion based on how important it is. HISD will base a recommendation for contract award on the following factors, in accordance with Texas Education Code § 44.031:

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- D. Award:** The District may award one or more contracts as a result of this RFP, in its discretion, to one or more vendor(s) based upon the evaluation of proposals. Each Market Basket (service location) will be evaluated and awarded separately. Proposals will be scored independently for each Market Basket, and price will be evaluated separately for each location. Vendors may submit proposals for one, several, or all Market Baskets. The District may award each Market Basket to a different vendor. Pricing for one Market Basket shall not be contingent on the award of any other Market Basket. Any multi-location discount must be shown as optional pricing and will not replace the stand-alone price used to evaluate each Market Basket.

EVALUATION FACTORS	WEIGHT
1. The purchase price (E-Rate Eligible only)	40%
2. The reputation of the Vendor and of the Vendor's goods and/or services	5%
3. The quality of the Vendor's goods and/or services	5%
4. The extent to which the goods and/or services meet the District's needs	15%
5. The Vendor's past relationship with the District	5%
6. The impact on the ability of the District to comply with laws and rules relating to historically underutilized businesses	10%
7. The total long-term cost to the District to acquire the Vendor's goods and/or services	20%
8. For a contract for goods and services, other than goods and services related to telecommunications and information services, building construction and maintenance, or instructional materials, whether the vendor or the vendor's ultimate parent company or majority owner: (A) has its principal place of business in this state; or (B) employs at least 500 persons in this state	0%
9. Any other relevant factor specifically listed in the request for bids or proposals.	0%
TOTAL	100%

1. PRICING, INCLUDING ELECTRONIC SUBMITTAL REQUIREMENTS.

Vendor must submit pricing under "Line Items" tab or alternatively provide a price structure response under "Response Attachments" tab to indicate any/all commodities your company can provide to the District related to the Scope of Work encompassed in this solicitation. Vendors are encouraged to submit pricing for all the applicable pricing structures available to HISD for the vendor's services.

Price proposal offering shall be inclusive of all travel related expenses including mileage, airfare, lodging, accommodations, transportation, per diem, and other related expense.

Line-Item Bidding Instructions

Vendor must submit pricing under "Line Items" tab in IonWave. Pricing that is not submitted in the "Line Items" tab may not be considered for evaluation purposes.

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Vendors are encouraged to submit pricing for all the applicable pricing structures available to HISD for the vendors services.

NOTE:

1. Failure to provide a price structure respond along with your proposal response will constitute a non-responsive bid.
2. “No Bid” the line if your company does not provide the commodity.
3. Vendor must review and consider the length of proposal and provide an adequate price/discount response to the solicitation.

2. VENDOR PERFORMANCE EVALUATION:

1. Vendor Performance Evaluation Criteria: The following areas may be evaluated quarterly, annually, or as needed by requesting department and/or other departments and schools:
 - a. Quality of Product/Service
 - b. Delivery of Product/Service
 - c. Customer Service
 - d. Accuracy of Price
 - e. Comments and/or Concerns
 - f. Quarterly Meetings (as needed)
 - g. Response Time
 - h. Other Areas as per the Scope of Work and Questionnaire

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