

ACADEMY CONSORTIA  
900 AGNEW ROAD  
PITTSBURGH, PA 15227  
BID #: AC2020-01

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The undersigned, as authorized representatives of the identified company listed below, hereby propose and agree to provide the originators of this Bid process any/all of the items/services to which a cost has been submitted. This proposal is subject to all terms of the specifications, bid conditions and instructions outlined herein, where we hereby agree to provide such item/s as awarded to us. This bid is only valid when completed with an original signature of a properly authorized representative of the submitting company.

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3. **HIGH-SPEED INTERNET ACCESS/SERVICE:** REQUESTING PRICING FOR UNBUNDLED ACCESS (“UNBUNDLED” DEFINED AS AVAILABLE INDIVIDUALLY AND ARE NOT A PART OF A PACKAGE OF SERVICES) TO THE INTERNET TO BE LOCATED AT A CENTRAL POINT (DEFINED ON PAGE 8) FOR DISTRIBUTION OF ACCESS CAPABILITIES FOR ALL SITES MAKING UP THE LEASED DISTRIBUTION NETWORK (WAN) AT THE BANDWIDTH CONNECTION SPEEDS AND LENGTH OF TIME SPECIFIED BELOW:

A.) 400 MB FOR A PERIOD OF 3 YEARS  
(ETHERNET HANDOFF)  
(MINIMUM 16

COST/MO. \_\_\_\_\_  
INSTALLATION COST \_\_\_\_\_

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A. SUMMIT ACADEMY  
839 HERMAN ROAD  
P.O. BOX 13  
HERMAN, PA 16039  
724-282-1995

B. THE ACADEMY (CENTRAL SITE)  
900 AGNEW ROAD  
PITTSBURGH, PA 15227  
412-885-5200

C. NEW ACADEMY CHARTER SCHOOL  
2500 JONQUIL WAY  
PITTSBURGH, PA 15210  
412-515-2280

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**SERVICE LEVEL CONDITIONS:**

1. SERVICE LEVEL EXPECTATIONS AND CORRESPONDING REIMBURSTMENT OF INCURRED OPERATIONAL COSTS IN ADDITION TO SERVICE CREDITS:
  - A. SERVICES MUST BE REMOTELY MONITORED BY THE PROVIDER TO ADDRESS REAL-TIME CORRECTIVE ACTIONS IN REGARDS TO ISSUES AFFECTING SERVICE AVAILABILITY OR LEVELS
  - B. A SUPPORT NUMBER AND/OR ASSIGNED SUPPORT REPRESENTATIVE MUST BE PROVIDED FOR USE IN CONTACTING THE PROVIDER FOR SUPPORT
  - C. REQUIRED RESPONSE TIME FOR SUPPORT CALLS IS AS FOLLOWS:
    - i. 1 HOUR CALLBACK FOR ANY REPORTED ISSUES
    - ii. 2 HOUR PROBLEM RESOLUTION
  - D. NETWORK AND/OR SERVICES MUST BE FULLY OPERATIONAL AT A LEVEL NOT LESS THAN 99.9 % DURING THE SCHOOLS' STANDARD BUSINESS HOURS OF 5:30 A.M. TO 8:00 P.M.
2. LIABILITY FOR TERMINATION OF SERVICES AND CORRESPONDING REIMBURSTMENT OF INCURRED OPERATIONAL COSTS IN ADDITION TO SERVICE CREDITS:
  - A. SERVICE CREDITS MUST BE LEVERAGED FOR SERVICE OUTAGES AND APPLIED (AND IDENTIFIED AS SUCH) TO THE MONTHLY INVOICES
  - B. THE VENDOR MUST APPLY THE CREDITS TO BOTH E-RATE AND THE ACADEMY CONSORTIA FAIR-SHARE PORTIONS OF ANY AFFECTED INVOICING
  - C. ADDITIONALLY, ACADEMY CONSORTIA RESERVES THE RIGHT TO LEVY ANY BUSINESS EXPENSES OCCURRED DURING ANY EXTENDED OUTAGE/S (EXTENDED BEING DEFINED AS ANY OUTAGE THAT EXCEEDS 4 HOURS...OR, A COLLECTION OF OUTAGES WITHIN A 24 HOUR PERIOD ACCUMULATING TO 4 HOURS). THESE REIMBURSTMENT CHARGES ARE TO BE DIRECTLY PAID TO ACADEMY CONSORTIA AND NOT ADDRESSED AS SERVICE CREDITS. IT SHOULD BE NOTED THAT THERE ARE NO E-RATE RAMIFICATIONS TO THIS REQUIREMENT SINCE ITS INTENT IS TO ADDRESS BUSINESS COSTS ACCUMULATED DURING A GIVEN INCIDENT. E-RATE ISSUES RELEVANT TO LOST SERVICES IS TO BE ADDRESSED AS A SERVICE CREDIT/REDUCTION OF CHARGES WHICH MUST ALSO INCLUDE ACADEMY CONSORTIA.

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