

# Arlington Classics Academy ref. 470 BID # 170075370

**Prepared For**

Russell Neal

Arlington Classics Academy

**Created By**

Katy Keenie

NextLink

kkeenie@team.nxlink.com

<http://nextlinkinternet.com>

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## Introduction

April 23, 2017

Arlington Classics Academy

Attention: Russell Neal

2800 W Arkansas Ln

Arlington, TX 76016

Reference: Request for Quote

Dear : Russell

In response to Arlington Classics Academy's posted 470 E-Rate application number 170075370, NEXTLINK Broadband with SPIN 143036566 submits this bid. The monthly pricing structure included in this bid is based on a three year contract and is designed to provide Arlington Classics Academy with bandwidth to meet instructional and administrative demands at a price within your budget.

NextLink Internet's foundation is centered around unparalleled customer support and network infrastructure. With former educators on staff, we understand that when connectivity is lost, not only do business operations come to a stop but valuable instructional time for your students is lost. We will provide your district with on-going monitoring of your connectivity so that if a problem arises, our experienced team of engineers is working to resolve the issue – even if this happens outside of normal business hours.

Our current educational customer base includes but is not limited to over 62 Texas ISDs, numerous private/charter schools and multiple Regional ESCs.

Many in the community surrounding your ISD believe DSL ~3MB speeds are as good as it gets. In addition to providing the ISD service, we will be proud to offer the community speeds ranging from 5MB up to 50MB for residential use and much higher packages up to 1GB+ for commercial and enterprise business usage. Our service will also include the option to provide voice services for residential and business customers often saving businesses anywhere from 25 - 45% on their current monthly billing with advanced features and providing them with a current phone system.

Municipalities and independent school districts are core customer verticals for NextLink. We serve over 62 Texas school districts and over 35 different city or county governments across Texas. These types of accounts, especially School Districts and City's First Responders demand very fast internet with no data limitations and very little tolerance for down-time. Unlike most service providers, NextLink's network is architected with these large enterprise customers in mind relative to stability and delivery of fast and reliable service that they require. Other providers often mix and mingle their large enterprise business along with their residential customers with no distinguishable differentiation in the network. NextLink realizes there is a difference and we are committed to deliver dedicated services, proactive monitoring and support to our critical ISD, Government and Commercial customers 24x7x365.

Bringing this type of service to the ISD is not only a benefit to the schools but very important for your community and the residential customers who were previously attending or teaching class, running a local business or working for the local city governments we serve. We want those users to go home and experience the same level of service they receive during the day. This is more important now than ever because schools deliver a significant portion of their curriculum ONLINE. When the staff and students go home they need to have a similar experience and available access to the same online resources as they have in the classroom.

If awarded this bid, NextLink will deliver "Best in class" service and customer support designed for our ISD vertical practice and we will commit to delivering the same experience to your community.

Sincerely,

Katy Keenie

Commercial Account Manger

[kkeenie@team.nxlink.com](mailto:kkeenie@team.nxlink.com)

[www.nextlinkinternet.com](http://www.nextlinkinternet.com)

## About NextLink

Nextlink is an internet service provider delivering High Speed Internet and Voice Services throughout North Texas and Central Texas to residential, business and government customers. An Internet Service Provider using fixed wireless technology to deliver voice and data services to the under-served enterprise, commercial and residential markets of rural suburban Texas. Through integrity, accountability, passion, and a focus on success, NextLink is a company that honors commitments, provides solutions, and strives for the highest quality of customer satisfaction.

### Our Values

Committed to providing exceptional service by listening carefully and responding quickly to the needs and expectations of our customers.

Committed to professionalism and honesty in all of our working relationships, holding ourselves accountable to the highest ethical and performance standards.

Committed to contributing to the prosperity in the communities in which we serve.

Committed to purchasing quality products and services with proven results.

Committed to excellence and efficiency across our operations resulting in a cost-effective solution for our customers.

### NextLink is committed to providing:

- Dedicated Internet Access or Data Transport Only
- SIP Trunking
- Managed and Hosted VoIP PBX Solutions
- Disaster Recovery Design Options
- Speeds from 5MB up to 10GB Fixed Wireless or Fiber Optic
- Service Level Agreement (SLA)
- Texas Owned and Operated
- Local NOC and Technician Dispatch
- Erate Consulting
- Multiple Maintenance Depots with Crash Kits
- Dedicated Account Manager and Support Team
- Proactive 24/7 service monitoring
- 24 x 7 x 365 After hours support team

## Testimonials

We value all of our customers' opinions when it comes to our service. We'll take on the "not so good" because it gives us an opportunity to get better. And we'll especially take the good because it inspires us to maintain it.

*"Nextlink has provided excellent quality of service to Three Way ISD. At any point if I need assistance, they are quick to either provide support over the phone or if needed in person. I appreciate being able to speak to a person and get the quality of support that we need."* - Paul Ryan, Three Way ISD

*"Living in a rural area, sometimes we are limited in the options that we have for connectivity. Nextlink was able to not only provide us with bandwidth at a reasonable cost where our options are very limited, but also with a great support staff, knowledgeable technicians, and very quick response time in the service department. Outside of a lightning strike, we have not had any connectivity issues, and we are getting the bandwidth promised. We have been very pleased with the people, the product, and the service."* Sheila Musselman, Technology Department, Clifton ISD



*"Nextlink's internet service is top-notch we switched to them as our primary provider and as we were switching over our secondary provider went down again, and because we had Nextlink we did not miss a beat without internet, it's fast, efficient, very cost effective, and the attention they pay to their customers is superb!"*

— Troy Garvin

IT Director, City of Weatherford



## References

NextLink (with E-Rate SPIN 143036566) prides itself in providing exceptional service and outstanding customer service to the following school districts:

• *Abbott ISD, Alvord ISD, Arlington Classic Academy, Axtell ISD, Bluff Dale ISD, Boyd ISD, Brock ISD, Bynum ISD, Clifton ISD, Covington ISD, Cransfills Gap ISD, Crawford ISD, Dublin ISD, Erath Excels, Ferris ISD, Frost ISD, Garner ISD, Gholson ISD, Glen Rose ISD, Godley ISD, Gordon ISD, Graford ISD, Grandview ISD, Hallsburg ISD, Hico ISD, Hill County SSA, Hillsboro ISD, Huckabay ISD, Iredell ISD, Jonesboro ISD, Kopperl ISD, Lingleville ISD, Lipan ISD, Malone ISD, McGregor ISD, Millsap ISD, Mineral Wells ISD, Morgan ISD, Morgan Mill ISD, Mt. Calm ISD, Oglesby ISD, Palo Pinto ISD, Penelope ISD, Perrin Whitt CISD, Ponder ISD, Rice ISD, Rio Vista ISD, Santo ISD, Slidell ISD, Springtown ISD, St. Mary's of West, Stephenville ISD, Strawn ISD, Three Way ISD, Tolar ISD, Venus ISD, Walnut Springs ISD, Weatherford ISD, Westphalia ISD, and Whitney ISD*

We would like to encourage you to contact any of the schools listed above to inquire about not only the quality of service we provide but also our 24x7x365 monitoring with middle of the night checks from Sunday through Thursday to make certain bandwidth speeds for our schools meet or exceed contractual agreements. For each of the schools listed above, after receiving a signed contract we were able to provide services by July 1<sup>st</sup>, the start of the new E-Rate year.

A Project Manager will be assigned to this project to assure that the entire installation process, from equipment installation to testing, exceeds your expectations. Once the installation process is complete, the Educational Sales Team will be attentive to your needs and will make follow-up contacts on a regular basis — we value what customers have to say. NextLink understands the importance of having someone on staff who has been involved with the E-Rate process since it started and who has been involved in public education for over 30 years so we have on staff Susan Sullivan, our Director of Education Initiatives. You will be provided her cell phone number for additional assistance or questions with E-Rate or for any additional questions which might arise during the duration of your contract.

NextLink employees understand the importance of establishing loyal clients who have the potential for repeat business, referrals, and a great reputation.

-Jimmy Autry, Technology Director for Garner ISD, 2222 Garner School Road, Weatherford, TX 76088  
940-682-4140 [jautry@garnerisd.net](mailto:jautry@garnerisd.net)

-Charlie King, Technology Director for Brock ISD, 410 Eagle Spirit Lane, Brock, TX 76087  
817-594-7034 [cking@brockisd.net](mailto:cking@brockisd.net)

- Sheila Musselman, Technology Coordinator for Clifton ISD, 1102 Key Avenue, Clifton, TX 76634  
254-253-0817 [sheila.musselman@cliftonisd.org](mailto:sheila.musselman@cliftonisd.org)

## K-12 Education

"We maintain a team of experienced professionals with a breadth of educational experience to help you select the right products and services."

NEXTLINK's goal is to provide bandwidth and resources that meet and exceed the instructional and administrative needs of school districts. NEXTLINK is committed to excellence in customer service and satisfaction. Our staff are experts in their field, committed to providing services and products that not only meet your needs but also your budget. We can also address and expand your funding options.

NextLink is committed to providing:

- Dedicated Internet Access or Data Transport Only
- Speeds from 5MB up to 10GB (Fiber in Select Areas, call 855-698-5465 or 682-238-1443 for more information)
- Service Level Agreement (SLA)
- Dedicated Account Manager and Support Team
- Proactive 24/7 service monitoring and Support Team access
- Grow at your pace - Upgrades / Bandwidth Increases are allowed during the term. Optional voluntary extensions are acceptable.
- Eliminate costly T1 or DSL access to ESCs for distance learning services

### Our Education Staff

A Project Manager will be assigned to every new customer to assure that the entire installation process, from equipment installation to testing, exceeds the customer's expectations. Once the installation process is complete, the Educational Sales Team will be attentive to your needs and will make follow-up contacts on a regular basis — we value what customers have to say. In addition, our engineering team will constantly monitor connections. NEXTLINK employees understand the importance of establishing loyal clients who have the potential for repeat business, referrals, and a great reputation.

- Susan Sullivan, M. Ed., NextLink Director of Edu. & Gov. Development

Susan has over 30 years of experience in public education ranging from teacher, administrator, and technology director. She understands well the funding constraints on school districts as well as the instructional and administrative demands that require more bandwidth. Susan is a successful grant writer and can assist with E-Rate questions related to NEXTLINK's products and services.

### **Reimbursement Process**

There are two ways in which your entity can receive E-rate reimbursements:

- Submit a BEAR Form (E-rate Form 472). This form can be completed whenever the entity wants to request reimbursement for invoices already paid. For simplicity purposes, some entities wait until the end of the funding year (after they have paid the June invoice) and submit a BEAR Form for reimbursement for the entire year's bills.

Request discounted bills from your provider. NEXTLINK will discount your invoices upon request. NEXTLINK will submit the Service Provider Invoice (SPI) Form 474 to request reimbursement for discounts already provided to customers. Before we are able to do so, please remember:

The funding request for NEXTLINK services must have been funded per the FCDL (Funding Commitment Decision Letter).



The entity must have completed the E-rate Form 486 after receiving their FCDL. Until this form has been processed, NEXTLINK, or any other provider, cannot discount your bills.

The customer has provided NEXTLINK with the information per funded FRN in accordance with their Form 471 application.

If the Form 486 is submitted after invoicing has started for the new funding year, your initial bills for the new funding year will not reflect the discounts. However, once NEXTLINK receives notification that your Form 486 has been processed, our Business Department will credit your account starting with your July invoice. Once an applicant receives the discounted bill from the provider, they are required to pay the non-discount portion of the cost of the goods and services.

## Project Overview

Working closely with Arlington Classics Academy, the NextLink Account Manager, NextLink Project Team and the NextLink Project Manager is responsible for completing the project on schedule and to your satisfaction. The PM is your tactical interface and has responsibility for: providing overall project leadership, development and execution of the project plan, implementation of project management tools and methods, management and coordination of project activities and management of all reporting aspects of the project. Responsibilities include:

- Serves as the focal point for communications

Assembles and chairs the project team

Manages the Scope of Work

Develops, manages, and tracks the project plan for a successful implementation

Manages, coordinates, and monitors the project activities

Manages the change control process

Identifies and escalates project jeopardys

Identifies and resolves issues that may arise, escalating as needed

Facilitates status reports to ensure the Project Team and customer are up to date

Ensures customer training is scheduled and conducted

Participates in the cutover readiness review

Monitors cutover of the circuit

Participates in the post implementation review process

Closes the project upon successful installation, testing and training after customer sign-off.

### **NextLink Project Planning**

The NextLink Project Manager will create a comprehensive project plan showing all of the required tasks that must be completed in order to achieve a successful implementation of your circuit. Each task will have an owner, by name, that is responsible for completing that task on time and in accordance to the project timeline that has been mutually agreed to by NextLink and Arlington Classics Academy. During the Internal Project Kickoff Meeting, the NextLink Project Manager will review every NextLink task in the Project Plan with its owner to ensure that each member of the NextLink team understands their responsibilities and the project expectations of Arlington Classics Academy. During the Project Kickoff Meeting, the NextLink PM will review the project plan, Scope of Work, tasks and responsibilities of both NextLink and Arlington Classics Academy, resulting in a joint Arlington Classics Academy- NextLink project team that clearly understands what needs to be done, who will be doing it, and when it will be completed.

## **Lifecycle of Project**

NextLink utilizes an extensive CRM platform for all customer interaction, overall history of the implementation, ongoing support and documentation. This enables NextLink to deliver a seamless, predictable, and consistent customer experience every time and for every pillar of technology utilized in the process. To ensure continuity of each project, NextLink maintains all applicable project related documents and communication in a central database. Should any member of the project team be unable to continue with the project due to an unforeseen event NextLink is able to draw from our extensive implementation team to assure continued progress toward our agreed upon timelines.

## **Testing/Delivery/Quality**

To ensure successful results in Testing, Delivery and Quality, NextLink utilizes Project Management methodologies coupled with best practices that have been developed at NextLink during years of implementation experience.

Testing and quality assurance starts when your system components arrive for the staging process in the NextLink lab and continues on-site during the implementation of the system. During staging, the following tasks are performed and corrective action is taken as necessary, before the system is shipped or delivered to the Customer:

- Equipment inventory- checked against the order
- Diagnostic testing - any discovered defective equipment is replaced and re-tested
- Firmware is updated
- The need for any patches is determined and loaded if needed
- IP addresses loaded

## **System Implementation**

After staging has been completed and the system build is backed-up, the system components will be delivered and a NextLink technician will arrive on site to un-pack the equipment, conduct a second inventory and begin the installation. The technician will then install, (rack and stack) any servers and or LAN/WAN components in the appropriate locations as designated by Arlington Classics Academy. During the installation and turn up, diagnostic tests are run again to ensure all is functioning "Error free." The on-site test plan that the PM mutually developed with Arlington Classics Academy will be carried out immediately after the cutover/implementation takes place to ensure that the circuit/system is performing as expected. This would include checking and testing access to the system from each remote node, as applicable, and also ensuring that proper system security is enabled. The NextLink team will also ensure that system backup media functions properly. Any issues encountered are noted and the appropriate resource is immediately engaged for resolution.

## **Post Implementation**

Post implementation a "First Day of Business (FDOB)" monitoring is conducted where the systems and circuit are monitored while in use by the end users. Remote support for FDOB will be the NextLink Project Manager and the System Engineer. If an issue were to arise, this team working with Arlington Classics Academy team, will identify the issue, prioritize it, and assign the issue to the appropriate resource for resolution onsite or remote depending on the nature of the issue. Once everything is deemed accepted, the project team will be sure Arlington Classics Academy has all points of contact and escalation should you need to reach us.

## Pricing

Nextlink Internet delivers reliable High-speed Internet / transport and best in class voice services seamlessly and securely at a cost lower than traditional providers. Nextlink Internet can provide dedicated connectivity at the performance standard required for your school district's needs.

## NextLink Internet

### Monthly Recurring

Name/Description	Price	Qty	Subtotal																														
Arlington Classics Academy	\$0.00 / Month	1																															
<div>2800 W Arkansas Lane, Arlington, TX, 76016:</div> <table><tr><td>Bandwidth</td><td>3 Year</td><td>2 Year</td><td>1 Year</td><td>Monthly</td></tr><tr><td>100Mbps x 100 Mbps</td><td>\$700</td><td>\$1,700</td><td>\$1,800</td><td>\$3,600</td></tr><tr><td>300Mbps x 300 Mbps</td><td>\$1,100</td><td>\$3,000</td><td>\$3,400</td><td>\$3,900</td></tr><tr><td>500Mbps x 500 Mbps</td><td>\$1,300</td><td>\$3,200</td><td>\$3,900</td><td>\$4,100</td></tr></table> <p>This pricing reflects Internet access and Transport. No difference in price whether Transport or DIA only. We can tailor the amount of bandwidth needed if it is not shown here.</p> <p>Pricing includes installation and project management for service to begin July 1.</p> <p>Upgrades / Bandwidth Increases are allowed during the term. Optional voluntary extensions are acceptable.</p> <p>Optional FTTP CIR Upgrade Available within first 12 months of a 36 month Term. Wireless 36 month term pricing year 1, Fiber Pricing Year 2 and 3</p> <table><tr><td>Plan Options</td><td>3 Year</td></tr><tr><td>1Gbps x 1Gbps</td><td>\$1,900</td></tr><tr><td>2Gbps x 2 Gbps</td><td>\$2,100</td></tr><tr><td>3Gbps x 3 Gbps</td><td>\$2,200</td></tr><tr><td>4Gbps x 4Gbps</td><td>\$2,300</td></tr></table>				Bandwidth	3 Year	2 Year	1 Year	Monthly	100Mbps x 100 Mbps	\$700	\$1,700	\$1,800	\$3,600	300Mbps x 300 Mbps	\$1,100	\$3,000	\$3,400	\$3,900	500Mbps x 500 Mbps	\$1,300	\$3,200	\$3,900	\$4,100	Plan Options	3 Year	1Gbps x 1Gbps	\$1,900	2Gbps x 2 Gbps	\$2,100	3Gbps x 3 Gbps	\$2,200	4Gbps x 4Gbps	\$2,300
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Subtotal:																																	

**Total cost:**

## Support Contact

At Nextlink, we pride ourselves in exceptional customer service responsive to their needs. Below you will find information on frequently asked questions, troubleshooting tips, and equipment setup. Nextlink has an experienced support staff to assist you with setting up and troubleshooting equipment. They are willing and have the knowledge to assist you with any issues you may have.

### Technical Support

**Hours:**

Mon - Fri 7am - 10pm

Sat. 9am - 5pm

Sun 1pm - 5pm

After Hours Support Available 24 x 7  
x 365

**Phone:**

1-855-NXT-LINK  
(855-698-5465)

**Email:**

[support@team.nxlink.com](mailto:support@team.nxlink.com)  
[sales@team.nxlink.com](mailto:sales@team.nxlink.com)  
[billing@team.nxlink.com](mailto:billing@team.nxlink.com)

### Online Resources

**Internet Support**

[Troubleshooting](#)

[Speed Test](#)

**Phone Support**

[Troubleshooting](#)

**Email Support**

[Email Setup](#)

**User Information**

Visit [Frequently Asked Questions](#) to find responses to common issues.

[Click Here For Live Online Support!](#)

## Vendor Packet Return