

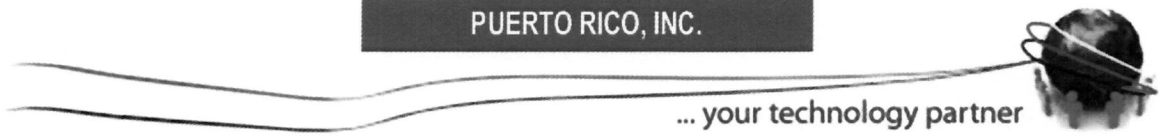


COMMONWEALTH OF PUERTO RICO – DEPARTMENT OF EDUCATION

(BEN #15779)

ANSWER TO RFP NO: SF (OC) 2011-017

Request for Proposals for E-Rate FY2012 Internal Connections



No	Prepared by	Date	Ver.	Revised by	Date	Client	Date
1	Carlos R. Torres	3/8/2012	1.0	Franklin A. Staback	3/8/2012	Department of Education	3/8/2012

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1. DISTRIBUTION LIST CONTROL

Copy Nº	Business Unit	Name	Physical Location
01	Country Manager	Armando Guevara	Metro Office Park, PR
02	Engineering Supervisor	Jacobo Schneider	Metro Office Park, PR
03	Internetworking Engineer	Carlos R. Torres	Metro Office Park, PR
04	Commercial Director	Alexys Franqui	Metro Office Park, PR
05	Business Development	Franklin A. Staback	Metro Office Park, PR

2. VERSION CONTROL

Date	Version	Modified by	Revised by
3/9/2012	1.0	Carlos R. Torres	Franklin A. Staback



3. CONFIDENTIALITY NOTE

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Any comments on, or opinions stated in this document regarding the functional and technical capabilities of any software or other products proposed or referred to in this document, whether or not expressed as being those of Openlink, are based on the information provided by the product vendors to Openlink or provided by the Department and, while Openlink does not have reason to believe that this information is in any way inaccurate or incomplete, responsibility for its accuracy and completeness does not rest with Openlink.

While care and attention has been exercised in the preparation of this document, it remains subject to contract and all warranties whether express or implied by statute, law or otherwise are hereby disclaimed and excluded. These limitations are not intended to restrict continuing business discussions between Openlink and the Department.

This proposal is not and should not be construed as an offer to contract. All information and related pricing is subject to change at Openlink's sole discretion. However, no terms and conditions (inclusive of all business terms and conditions) will be binding upon either party until Openlink has been awarded the proposal acceptance and the parties have negotiated in good faith to reach a final and definitive written agreement (the "Definitive Agreement").

The Definitive Agreement will embody the final, full and exclusive statement of the agreement between the Department and Openlink as it relates to the sale of services by Openlink occurring on or after the effective date of the Definitive Agreement.

A handwritten signature in black ink, located in the bottom left corner of the page.



4. EXECUTIVE SUMMARY

The Commonwealth of Puerto Rico Department of Education (“he “PRDE” or “Department”) is requesting proposals pursuant to RFP No. SF (OC) 2011-117 entitled “Request for Proposals for E-Rate FY2012 Internal Connections” (hereinafter, this “RFP”). The services described in this RFP will be performed on behalf of the Department of Information Technology. This RFP is governed by Public Law 7040 dated October 5, 2005 and the PRDE regulation for the Procurement, Sale and Bid of Goods and Non-Personal Services. Vendors are invited to submit proposals for one, several or all of the services requested in this RFP.

4.1. COMPANY PROFILE

Founded in Venezuela in 1994, Openlink has successfully expanded its operations by establishing offices in Puerto Rico, Colombia and Dominican Republic.

Openlink has the most important certifications as Network Systems Integrators from top manufacturers such as the Cisco Gold Partner and Juniper Elite Partner, among others. We are dedicated to providing a full range of services including identification and evaluation of customer needs and requirements, developing and proposing possible solutions and the procurement, implementation and support of them.

- Development of a conceptual solution
- Network Design and Engineering
- Project Management
- Supply and integration of hardware and software
- Installation and Maintenance
- Training and post-sales support

Our team of experienced engineers and technicians, is qualified and trained to handle the whole process of implementation, operation and maintenance of networks, and is prepared to resolve any problems that may arise through the scheme of service calls or maintenance contracts, conducting appropriate follow-up until the final decision in the case of logical flaws or replacement of equipment in case of physical failure.



4.2. MAINTENANCE SERVICES

Today's ever complex networks demand for flexible solutions at the highest quality. Through our highly experienced Engineering Consultants in all major technologies areas (Routing & Switching, Security, Voice, Service Provider, Storage and Wireless Networking), we can offer a world-class service.

We understand that businesses need to cut costs whilst maintaining high availability for underlying networks to ensure smooth business operations. We are here to help businesses achieve this goal.

For this, Openlink provides functional integrated solutions to its customers in a timely and efficient. We offer an excellent post-sales support which adds value to the products and services of the brands we represent, the world's leading companies.

We have developed a flexible support program in which customers can receive our services at all times. You may apply for remote diagnostics and technical support in place throughout the day, or 24x7, according to your requirement.

Our engineers are always ready to meet your needs. Through our maintenance services we can offer:

- Attention to faults or events in the network infrastructure.
- Consulting in planning and designing new solutions.
- Network Optimization and Upgrades.
- Hardware Inventory Management and Replacement
- Early detection of problems in IT infrastructure, before service is affected.



4.3. STRATEGIC PARTNER ALLIANCES

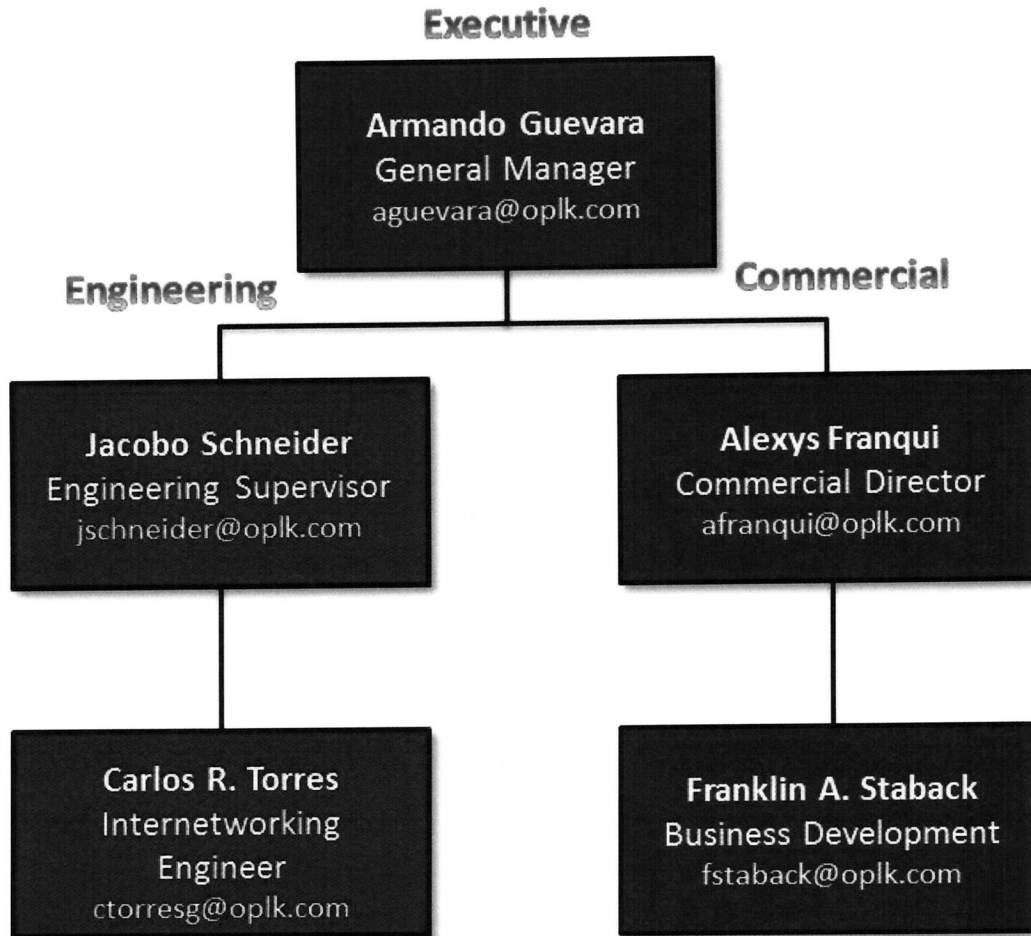
Openlink guarantees the best solution for your business needs. This is accomplished through strategic partnerships with recognized technology providers in the market and continuous investment on our human capital to obtain the highest level certifications. This allows our customers to know that they have an organization that has the experience, knowledge and ability to meet their requirements.

Among the manufacturers we represent are the following:





4.4. COMPANY CONTACTS



For more on our solutions and services portfolio please visit our home on the web at:

<http://www.oplk.com>



5. ASSUMPTIONS, EXCLUSIONS AND LIMITATIONS

The project has been designed according to the following assumptions. Any changes to these may result in modifications to the estimated schedule, price, and/or other terms of the agreement, and will be processed through a "Change Order".

1. The implementation services will be provided at the Customer facilities.
2. A standard workday consists of an eight (8) hour period per day, Monday through Friday, between the hours of 8:30 AM and 5:30 PM (Puerto Rico local time). In order to request services during non-standard workday hours, notification should be initiated with at least eight (8) hours of anticipation. Emergency services can be requested at any time, based on delivery specifications.
3. The corresponding accesses to any secured areas should be available.
4. The Customer's "liaison" will be responsible for scheduling any required customer personnel for meetings and/or interviews.
5. All relevant Customer documentation will be made available to the project team when requested.
6. The estimated cost for the wiring services are based on the reference drawing ED01 Classroom layout and ED24 & ED25 MDF. Should any obstructions or other situations arise that make the installation a more arduous one, the estimated cost for the wiring services may be impacted.
7. If the drop location exceed the maximum UTP distance of 295ft, and it requires installing repeater or transceiver devices to allow access, Openlink will process with the Customer a change order.
8. If the drop location needed between two facilities, and it requires installing underground pipe to allow access, Openlink will process with the Customer a change order.



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16. The implementation service will not cover equipment relocated without written approval from Openlink acknowledging the relocation and approving the coverage area on the new location.
17. There will be no delays or additional requirements imposed by any government agency, labor disputes, fires, earthquakes, hurricanes or other acts of God or man, unavoidable casualties or unforeseen. Openlink will not be held liable or penalized for delays caused by such circumstances.



6. SCOPE OF SERVICES - INTERNAL CONNECTIONS

Openlink is participating in offering a solution for this Scope of Services. Our offerings are according to the PRDE requests and are described in the following sections.

Since the detailed scope of work per school is not included in the RFP document, the scope of our proposal is based on the premises that an assessment/site-survey will be made per school in order to generate a detailed report of the required components, and thus the Department can generate a purchase order based on this report from the pricing catalog included in this offer.

6.1. WARRANTIES

Openlink will provide all requested equipment and products to be installed with a minimum 3-year manufacturer's warranty.

6.2. CLASSROOM WIRING COMPONENTS

Openlink will comply with providing all the wiring components and requirements by the Department and described as follows:

1. This system will provide a complete cabling infrastructure system for voice and high speed data communication system. Furnish and install complete system consisting of workstation outlets, raceways and horizontal pathway systems, horizontal Category 6 or 5e voice and data cabling.
2. Install one (1) drop for each computer or Ethernet device in each of the Department's schools and administrative buildings (approximately 1,500), for up to 100,000 computers and Ethernet devices in the Territory.
3. Installation of drops will comply with the following and with the PRDE standard:
 - a) PRDE standards: <http://dde.pr/erate> or <http://intraedu.dde.pr/erate>
 - b) ANSI/TIA/EIA-568-B, Commercial Building Telecommunications Cabling Standard.
 - c) ANSI/TIA/EIA-568-B.1, Commercial Building Standard for Telecommunications Cabling Standard Part 1 General Requirements, 2001.
 - d) ANSI/TIA/EIA-568-B.2, Commercial Building Standard for Telecommunications Cabling Standard Part 2, Balanced Twisted Pair.
 - e) ANSI/TIA/EIA-569-A, Commercial Building Standard for Telecommunications Pathways and Spaces.



- f) ANSI/TIA/EIA-606, Administration Standard for the Telecommunications Infrastructure of Commercial Buildings.
 - g) ANSI/TIA/EIA-607, Commercial Building Grounding and Bonding Requirements for Telecommunications.
4. In the telecommunications area (MDF, concentrator boxes, etc.), Openlink will follow the ANSI/EIA standards:
- a) All racks used in MDF rooms or telecommunications closets will be 7' tall, aluminum or steel floor-mounted and have mounting rails for standard 19" equipment.
 - b) All racks will meet the ANSI/EIA 310-D standard and include the universal 1/2" to 5/8" hole pattern drilled on the front and rear.
 - c) All racks will be properly grounded and bonded in accordance with ANSI/TIA/EIA-607.
 - d) A minimum 6 AWG green conductor will be used for grounding.
5. Install concentrator boxes for approximately every 12 classrooms in approximately 750 schools. For schools that are comprised of multiple buildings, Openlink will install at least one (1) concentrator box for each building, depending on the number of classrooms per building.

For our pricing, Openlink is assuming the following school counts:

School Size	Estimated # of Schools	# of Buildings	# of Classrooms per building	Per School Estimates
Small	250	1-2	8-10	2 Concentrator Boxes
Medium	750	3-5	11-14	5 Concentrator Boxes
Large	50	6-10	15-20	20 Concentrator Boxes

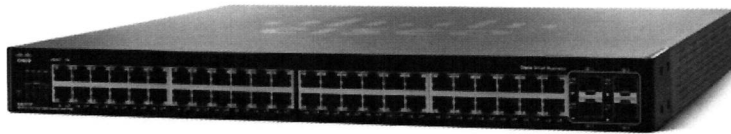
6. For switch interconnections (Backbone) Openlink will use:
- a) UTP Cat 6
 - b) FiberOptic



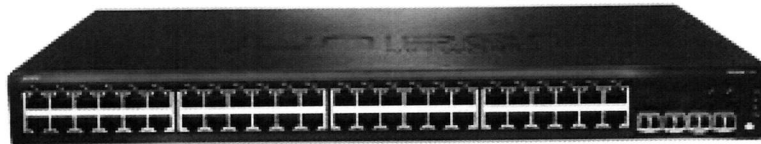
6.3. SCHOOL NETWORK SWITCHES:

Openlink is proposing the Department two models of switches for your consideration:

- a) Cisco SGE2010P 48-Port Gigabit Switch: PoE



- b) Juniper Networks EX2200 with 48 PoE ports



Both switches comply with the requirements from the Department and the technical specifications are included in the technical documentation included. Both switches have also been priced on our offer to the Department in the Pricing Schedule section, and based on the following details provided by the Department:

- 1. One Ethernet switch for each concentrator box, 48-port 10/100/1000 Mbps models + 2 SFP, with IEEE 802.3af PoE.

School Size	Estimated # of Schools	Estimated # of Concentrator Boxes	Estimated # of switches
Small	250	500	500
Medium	750	3,750	3,750
Large	500	10,000	10,000

- 2. One UPS 2700 Watts / 3000VA per concentrator box
 - a) Input 120V / Output 120V interface
 - b) Six outlets
 - c) Rack height 2U



School Size	Estimated # of Schools	Estimated # of Concentrator Boxes	Estimated # of UPS Units
Small	250	500	500
Medium	750	3,750	3,750
Large	500	10,000	10,000

3. Industry standard management and configuration module.

6.4. DOE CENTRAL OFFICE NETWORK SWITCHES:

For the DoE Central Office network switches, Openlink is proposing the Department, the same model of PoE switches and fiber transceivers that are proposed for the concentrator boxes, as they comply with the requirements set forth below:

1. 150 Ethernet switches, 48-port 10/100/1000 Mbps models + 4 SFP, with IEEE 802.3af PoE.
2. 300 GBIC SX-Multimode
3. 300 Fiber Optic patch cord LC Multimode
4. 10 Access Points (Cisco or equivalent)
5. 20 UPS 2700 Watts / 3000VA
 - a) Input 120V / Output 120V interface
 - b) Six outlets – minimum
 - c) Rack height 2U
6. Industry standard management and configuration module

6.5. TERMINAL SERVERS AND SOFTWARE

Openlink will not offer a Terminal Server and Software solution.

6.6. INSTALLATION REQUIREMENTS

For the installation Openlink will comply with all the requirements from the Department, which are outlined as follows:

- a) The Department requires Openlink to share access to all installed devices, including “enable” and/or “root” level passwords to allow Openlink and the Department to jointly accomplish operational configuration.



- b) The Department also requires access to all simple network management protocol (SNMP) community strings and to have the ability to receive traps and logs generated by all equipment.
- c) The Department requires all personnel working on the Department's network to be highly qualified and to be trained on the Department's network equipment (sometimes referred to as environment) prior to installing any equipment. The Department will be given the option to interview any proposed personnel prior to becoming engaged on the contract. The Department will approve assigned personnel, including technical and management personnel.
- d) Openlink will provide the Department with updated diagrams/drawings as Openlink installs equipment and cabling changes to the LAN (e.g. equipment). The diagrams must be available in Microsoft Visio format and submitted to the Department in electronic format. Each device in the diagram will include, but is not limited to, the following data:
- Make and Model
 - Hostname
 - IP information
 - IP Subnets/VLANs
 - Ports connected to IP phones
 - Uplink ports
 - Serial number
 - Location
 - Asset tag number
- e) As part of the services, Openlink will provide the Department with a complete inventory of all wiring and equipment and devices installed. The inventory system will also have data fields for installed dates and indicate whether or not the equipment was purchased with E-Rate funds. The asset management of the environment is to include:
- i. Logical inventory (e.g. OS versions, patch levels, configuration settings;
 - ii. Physical inventory (e.g. Location (Address, floor, room, rack etc.), device make/model, RAM, CPUs); and
 - iii. Asset inventory (e.g. warranty agreements and terms, support codes/numbers).
- f) All installed equipment must include the standardized operating system for that device and proper configuration. Openlink will work with the Department in order to establish the proper testing procedures for any equipment installed and provide the proper configuration backups on all covered equipment.



7. SERVICE LEVEL AGREEMENT (SLA)

Openlink will provide the services under coverage of **8 x 5 x 4**. That is eight hours a day, during the five business days of the week and with a four hour maximum response time. The definition of the network support events and response times, as covered in this proposal are as follows:

7.1. NETWORK SUPPORT EVENTS

7.1.1. Support Event Levels

7.1.1.1. **Emergency** - Refers to efforts to correct network conditions that are likely to cause a material Service outage and that require immediate action. Emergency Network Maintenance may temporarily degrade the quality of Service, including the possibility of short-duration outages. Such effects related to Emergency Network Maintenance will entitle Customer to service credits as set forth in this SLA if and only if service degradation or loss-of-service occurs outside of Scheduled Network Maintenance time windows identified in Force Majeure Section.

Openlink may undertake Emergency Network Maintenance at any time deemed necessary and will provide notice of Emergency Network Maintenance to Customer as soon as is commercially practicable under the circumstances. By definition, it does not allow for remote support or monitoring for which a Technician would be dispatched to the site.

7.1.1.2. **Critical** – It involves the affectation of some service that was in production or that suddenly stops production because the malfunctioning of any component of software or hardware of the platform. It also refers to the implementation of a new service that did not work, and that could not be restituted to its initial condition affecting the operation of that component or to the rest of the network.

7.1.1.3. **Medium** – Refers to those faults that affect the normal performance of the network without getting to interrupt it, for example: malfunctioning of a superfluous element or the implementation of a new service that did not work, but that if it could be restituted to his initial condition.

7.1.1.4. **Low** - It affects a component of the network that is not associated to any service, or that acts a as of capacity of reserve for future requirements. Also it includes configurations that do not work as it were expected, for example: a laboratory test that does not work.



7.1.2. Response Times Definitions

- 7.1.2.1. **Event Acknowledge Time** – Refers to the maximum time that could take Openlink to contact the Department to acknowledge a Network Support Event. the Department must report the event to Openlink and provide any information required to open the trouble ticket.
- 7.1.2.2. **Maximum Remote Response Time** – Refers to the maximum available time that Openlink personnel assigned to the open case, has to perform the Network Event Support remotely. After this time has elapsed, and if the problem continues, Openlink must dispatch a Field Technician to the site of the Network Support Event.
- 7.1.2.3. **Maximum On Site Response Time** – Refers to the maximum time that Openlink personnel have to arrive to the site of the Network Support Event, after the Remote Response time has expired. This time is measured from the opening of the trouble ticket.

7.1.3. Response Times

7.1.3.1. Response Time for Outages

TYPE	Fault Acknowledge Response Time	Maximum Remote Response Time	Maximum On-Site Response Time
Emergency	Fifteen (15) Minutes	N/A	Two (2) hours*
Critical	Fifteen (15) Minutes	Two (2) Hours	Four (4) Hours
Medium	Four (4) Hours	Twelve (12) Hours	8:00am Next Business Day
Low	Business Hours	Two (2) days	Third Business day

*Geographical restrictions may apply (see table in section 9.1.3.2)

7.1.3.2. On-Site Support Arrival Time

Pending traffic, a field service technician typically will arrive on site within the following time frames:

Zone	Time Frame	COVERAGE AREA
1	1-2 hrs.	Vega Alta, Dorado, Toa Baja, Cataño, Toa Alta, Bayamón, Guaynabo, San Juan, Santurce, Río Piedras, Hato Rey, Carolina, Trujillo Alto, Gurabo, Caguas, Aguas Buenas
2	2-3 hrs.	Arecibo, Barceloneta, Florida, Manatí, Ciales, Morovis, Vega Baja, Corozal, Naranjito, Comerío, Cidra, Cayey, San Lorenzo, Yabucoa, Humacao, Las Piedras, Juncos, Canóvanas, Naguabo, Ceiba, Fajardo, Luquillo, Río Grande, Loíza, Ponce, Hatillo.
3	3-4 hrs.	Maunabo, Patillas, Arroyo, Guayama, Salinas, Aibonito, Santa Isabel, Coamo, Barranquitas, Juana Díaz, Villalba, Orocovis, Jayuya, Peñuelas, Adjuntas, Utuado, Guayanilla, Yauco, Maricao, Lares, Camuy, Guánica, Sabana Grande, Lajas, Cabo Rojo, San Germán, Hormigueros, Mayagüez, Las Marías, Añasco, San Sebastián, Quebradillas, Isabela, Aguadilla, Moca, Aguada, Rincón



7.2. ESCALATION PROCESS

Once a network event happens, Openlink will contact the specified personnel from the Department to acknowledge the fault and inform about the upcoming assessment of the situation and troubleshooting upcoming troubleshooting process. A trouble ticket number will be provided for reference. Openlink also configures the software notification mechanism to notify the specified personnel from the Department through SMS and/or Email whenever an alarm occurs.

According to the offered schedule of coverage, Openlink has defined a clear escalation list of contacts with phone numbers, names and cell phone numbers in the event that your issues are not being handled in a timely manner.

The items eligible for this escalations process are limited to network support events that fall under the definitions of Emergency and Critical, as per the definitions provided on section 9.1.1. This because those are the priority support events serviced.

When escalating a trouble ticket it is required to reference the trouble ticket number provided by Openlink. The escalation list would be as follows (Contact Information would be provided upon contract signing):

LEVEL	TIME (Business Hours)	POSITION
1	Immediate	Help Desk
2	Two (2)	Assigned Technician
3	Four (4)	Operations Coordinator
4	Eight (8)	Country Manager
5	Twelve (12)	Company President



8. CHANGE MANAGEMENT PROCEDURE

1. It may become necessary to amend this SOW for reasons including, but not limited to, the following:
 - the Department changes to the scope of work and/or specifications for the Services or deliverables;
 - the Department changes to the project plan;
 - Non-availability of resources which are beyond either party's control; or there are unexpected delays in the project outside of each parties control.
2. Environmental or architectural impediments not previously identified.
3. In the event it is necessary to change the Services and/or deliverables contemplated by this SOW, the following procedure will be followed:
 - Either Openlink or the Department will prepare a change request document ("Change Request") describing the nature of the change, the reason for the change, and the effect of the change on the scope of work, which may include changes to the project schedule, Services and/or deliverables. The parties will negotiate any price increase or decrease as a result of the change.
4. A Change Request may be initiated by either party for any material changes to the SOW. The designated Program/Project Manager of the requesting party will review the proposed change with his/her counterpart. The parties will evaluate the Change Request and negotiate in good faith the changes to the Services and the additional charges, if any, required to implement the Change Request.
5. If both parties agree to implement the Change Request, the appropriate authorized representatives of the parties will sign the Change Request, indicating the acceptance of the changes by the parties.
6. Upon execution of the Change Request, said Change Request will be incorporated into, and made a part of, this SOW. Whenever there is a conflict between the terms and conditions set forth in a fully executed Change Request and those set forth in the original SOW, or previous fully executed Change Request, the terms and conditions of the most recent fully executed Change Request will prevail.