

RFP 26-019 E-Rate FY2027 Internet Access Services

Appendix C: Technical Proposal Information

#	Question	Respondent Response/ Proposal Reference
1	Describe the local and regional network infrastructure that will support the Laredo service.	
2	Describe access-route, backbone, power, equipment, and upstream redundancy. Identify material single points of failure.	
3	Identify the first major peering/Internet exchange locations supporting the service and describe relevant direct peering/upstream relationships.	
4	Describe disaster recovery and business continuity practices affecting this service.	
5	Describe planned maintenance windows, standard notice periods, and outage communication procedures.	
6	Describe NOC structure, field maintenance resources, engineering resources, ticketing, and escalation procedures.	
7	State average response time to customer inquiries by phone and electronic/web ticket.	
8	Describe the customer portal and provide sample bandwidth utilization and ticket-status reports.	
9	Provide the complete SLA and explain the method for calculating availability, latency/packet metrics, MTTR, and service credits.	
10	Describe site-readiness requirements and party responsibilities for rack space, power, fiber/cross-connects, grounding/environment, and required activation or authorization forms.	