

REQUEST FOR PROPOSAL

Dedicated Fiber Internet Access

Blessed Sacrament School

Purpose

Blessed Sacrament School is requesting proposals for **dedicated, symmetrical fiber-based Internet Access** to support approximately 400 students and 80 staff members.

Service Requirements

The proposed service should include:

- 2 Gbps dedicated symmetrical Internet Access
- Ability to scale up to 5 Gbps
- Enterprise/business-class fiber service
- Static public IP addresses
- Ethernet handoff compatible with the school's existing network
- Service Level Agreement (SLA)
- 24/7 support for service outages
- Priority response and escalation for critical Internet outages

Existing fiber: Blessed Sacrament School currently has fiber connectivity to the building and is not requesting a new fiber build.

Vendors should identify any equipment or configuration changes necessary to provide service.

Reliability and Support

Because Internet connectivity is critical to school operations, vendors should provide information regarding:

- Guaranteed uptime
- Outage response time
- Target restoration time
- 24/7 technical support
- Escalation procedures for critical or prolonged outages
- Service credits, if applicable

Pricing

Please provide:

- Monthly cost for 2 Gbps dedicated Internet
- Any installation or activation charges
- Static IP charges, if applicable
- Other recurring or non-recurring charges
- Available pricing/options to upgrade service up to 5 Gbps
- Available contract terms

Proposal Information

Please include:

- Company and contact information
- Description of proposed service
- Confirmation that service is dedicated and symmetrical
- Pricing
- SLA
- Support and outage escalation information
- Contract terms
- Implementation/activation timeframe
- E-Rate SPIN
- Any additional fees or requirements

Submission

Please submit proposals to bsserate@bss-savannah.org