NOTICE OF SUCCESSFUL BID
AND
ACCEPTANCE OF CONTRACT

THIS NOTICE OF SUCCESSFUL BID AND ACCEPTANCE OF CONTRACT ("Notice and Acceptance") is entered as of the 24th day of July 2013 by and between the **STATE OF IDAHO**, Department of Education (the "Department") and Education Networks of America , ENA Services, LLC, a Delaware limited liability company ("ENA").

RECITALS

A. The Department issued a Request for Proposals dated May 29, 2013 soliciting the submission of proposals for the High School Wireless Managed Service Project. The Request for Proposals was amended through the issuance of questions and answers dated June 10, 2013. A copy of the Request for Proposals and the amending questions and answers is attached hereto as Exhibit A and incorporated herein by this reference (the "RFP").

B. ENA submitted a proposal in response to the RFP dated June 28, 2013. A copy of such proposal is attached hereto as Exhibit B and incorporated herein by this reference (the "Proposal").

C. The Department determined that ENA is the successful bidder on the RFP.

D. The Department and ENA are willing to enter into a contract for the High School Wireless Managed Service Project under the terms and conditions of this Notice and Acceptance.

AGREEMENT

NOW THEREFORE, in consideration of the foregoing recitals, which are incorporated herein as if set forth in full, and the mutual promises and covenants herein contained, the parties agree as follows:

1. The Department accepts the Proposal and awards a contract for the High School Wireless Managed Service Project to ENA, subject to the terms of this Notice and Acceptance. The provisions of RFP Attachment 3, section 1 set forth the terms and conditions of the contract and the precedence of documents. The Department does not accept terms and conditions, including ENA contracts, assumptions set forth in the Proposal, and conflicting or supplemental terms and conditions offered in the Proposal or in other materials or documents and the provisions of RFP Attachment 3, section 1.3 shall apply to such terms.

2. The contract between the Department and ENA shall be effective as of July, 24 2013.

3. The Department accepts the clarification submitted by ENA dated July 12, 2013 and attached hereto as Exhibit C and incorporated herein by this reference (the "Clarification").

The Clarification shall be a part of the Proposal for the purposes of establishing order of precedence of the Clarification under RFP Attachment 3, section 1.

4. The address for notices to ENA pursuant to RFP Attachment 3, sections 16.2 and 18 shall be:

ENA Services, LLC
Care of: Education Networks of America, Inc.
Attention: Contract Administration
1101 McGavock Street, 3rd Floor
Nashville, Tennessee 37203

5. The contract, as defined in section 1 of this Notice and Acceptance, supercedes all prior negotiations, understandings, and agreements between the parties, whether oral or written, and all such negotiations, understandings, and agreements are evidenced by the terms of the contract. The contract may not be further amended in any manner except by a writing signed by the parties.

6. The contract shall be governed by and construed under the laws of the State of Idaho and the parties hereto consent to the jurisdiction of the state courts of Ada County in the State of Idaho in the event of any dispute with respect to the contract.

7. This Agreement may be executed in counterparts and may be delivered by facsimile transmission. Each such counterpart shall constitute an original, but all such counterparts shall constitute but one agreement.

IN WITNESS WHEREOF, the parties have executed this Notice and Acceptance as of the first day set forth above.

State of Idaho, Department of Education

By: _____
Its Deputy Chief of Staff

ENA Services, LLC

By: _____
Education Networks of America, Inc., Manager
Bob Collie, Senior Vice President and CTO

By: _____
Idaho State Department of Education
Tom Luna, Superintendent of Public Instruction

EXHIBIT A

Request for Proposals

See attached.

STATE OF IDAHO

STATE DEPARTMENT OF EDUCATION

REQUEST FOR PROPOSAL

RFP1305W

Idaho High School Wireless Managed Service Project

May 29, 2013

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1 RFP ADMINISTRATIVE INFORMATION

RFP Title:	Idaho High School Managed Wireless Project (Project)
RFP Lead:	Joyce Popp Idaho Department of Education jpopp@sde.idaho.gov Phone: 208-332-6970 FAX: 208-334-2228
Deadline To Receive Questions:	Wednesday, June 5, 2013 prior to 5:00 PM Mountain Time (MT)
Deadline for Question Responses	Monday, June 10, 2013 prior to 5:00 PM MT
RFP Closing Date:	5:00 PM MT, Friday, June 28, 2013
RFP Review Opening Date:	10:30 a.m. MT Monday, July 1, 2013
Scoring	Tuesday, July 2 through Monday, July 8, 2013
Interviews and Final Scoring:	Monday, July 8, 2013
Legal Review and Final Negotiation:	Tuesday July 9, 2013 through Monday, July 22, 2013 (Subject to change)
Estimated Award Announcement:	Wednesday, July 24. 2013
Initial Term of Contract and Renewals:	5 (five) years. Upon mutual agreement, the contract ("Master Agreement") may be extended or amended. The total contract term, including all extensions, may not exceed (15) (Fifteen) years.

1.1 Purpose:

The Idaho State Department of Education (SDE) is seeking a response from interested Wireless Managed Service Providers (WMSP) regarding the implementation of a managed wireless service that will operationalize portions of the SDE's projects on a statewide basis.

The Successful Offeror will have the capabilities and willingness to partner with SDE on this historic endeavor. The scope of services will include:

- Deploying and managing the wireless infrastructure and service
- Professional development at multiple levels
- Project management

The SDE recognizes that suppliers of wireless managed services may find it necessary to work with other partners to fulfill the requirements of this RFP. The WMSP submitting a proposal must describe how it will use subcontractors and local resources if awarded the contract, as described in **Section 3.9.4.4**.

1.2 Offeror Questions:

Questions must be submitted to the email address below by the date and time noted above in order to be considered. Written questions must be submitted using **Attachment 7, Offeror Questions and sent via e-mail to wirelessrfp@sde.idaho.gov**. Official answers to all written questions will be posted on the State's public website.

Proposals which quality the offer based upon the SDE accepting other terms and conditions **not found in the RFP or which take exception to the SDE's terms and conditions**, will be found non-responsive, and no further consideration of the proposal will be given.

1.3 Overview – Idaho High School Wireless Managed Service Project (Project):

This section is provided as a general overview of the Project and does not modify the more specific sections that follow and are contained within this RFP.

The Project is a result of legislation that was passed by the Idaho Legislature in 2013. The Project will provide every public school serving grades 9-12 (High School) in the state of Idaho with full wireless technology coverage throughout the High School and extending beyond the actual school building as specified in this RFP. The Project will support educating more students at a higher level by providing electronic network connectivity throughout the entire school building rather than only in a wired classroom. No matter where a child lives in Idaho, they will have access to the best educational opportunities, including the highest quality instruction and highly effective teachers. Every student will learn in a 21st Century classroom not limited by walls, bell schedules, school calendars, or

geography. When they graduate from high school, they will be prepared to go on to post-secondary education or the workforce, without the need for remediation.

High School administration, teachers and students will have access to wireless electronic network connectivity and the associated support. The school's leadership is tasked with engaging the successful Offeror to ensure that every administrator, student and teacher has immediate and reliable access to utilize computing technology and the Internet throughout the school day and that the computing devices utilized by each individual school will have connectivity throughout the school building.

The SDE recognizes the following are components for a successful wireless school or program and will require participating districts to implement these components:

- School leaders create a shared vision for the entire school based on pedagogical goals and best practices for technology integration and continuous learning.
- Teachers integrate the use of the computing devices and digital assets into lesson plans and use effective methods to deliver instruction to all students through this technology.
- Students use devices to access digital educational assets before, during, and after instruction for a portion of learning that takes place during the school day.
- Students and educators have access to the Internet anywhere in the school.
- Educators use technology to fully engage every student, every day, in real-world learning opportunities that ensure students understand the connection between schoolwork and future college or career opportunities.
- District leaders cultivate and develop digital citizenship for their students by adopting standards of appropriate and responsible behavior regarding the use of technology while in school and outside of school.
- District leaders adopt an Acceptable Use Policy that addresses how students, teachers and other staff shall utilize technology in the most effective and efficient manner. All districts shall have filed a copy of their Acceptable Use Policy with the Superintendent of Public Instruction and the documents shall be available for review by respondents to this RFP. Idaho's goal of providing wireless connectivity to every high school will allow each of the Idaho High Schools to move from using technology to substitute or augment instructional tools, and into a redefinition of the classroom experience; an instructional environment that will cultivate the creation of new learning and teaching practices previously inconceivable.

- District and building leaders engage parents and families as they work to integrate technology in student learning. This may include, but is not limited to, hosting family orientations, ensuring parents are represented on technology advisory committees, and/or providing information via district websites and handbooks.

2 INSTRUCTIONS FOR SUBMISSION OF PROPOSALS

2.1 Proposal Submission

The proposal must be submitted with a State supplied signature page, located in **Attachment 12**, which must contain an **ORIGINAL HANDWRITTEN** signature executed in **INK** and be returned with all required documents. **PHOTOCOPIED SIGNATURES or FACSIMILE SIGNATURES are NOT ACCEPTABLE (and will result in a finding that your proposal is non-responsive).**

2.1.1 The proposals must be addressed to the RFP Lead and clearly marked "**PROPOSAL** – RFP1305W Idaho High School Wireless Managed Service Project"

2.1.2 Each proposal must be submitted in one (1) original with five (5) copies of the Scope of Work Proposal and one (1) original and one (1) copy of the Cost Proposal.

2.1.3 Offeror's must also submit one (1) electronic copy of the proposal on CD or USB Device. Word or Excel format is required (the only exception is for financials or brochures). The format and content must be the same as the manually submitted proposal. The electronic version must NOT be password protected or locked in any way.

2.1.4 If your proposal contains trade secret information which you have identified, also submit a redacted copy (in electronic format, with the word "redacted" in the file name) of the Scope of Work Proposal with all trade secret information removed or blacked out; as well as a separate document containing a complete list (per the instructions in **Section 3.11**, below) of all trade secret information which was removed/blacked out in the redacted copy.

2.1.5 The Scope of Work Proposal must be sealed, identified as "Scope of Work Proposal – RFP1305W Idaho High School Wireless Managed Service Project" and include the required cover letter (**See Section 3.3**, below).

2.1.6 The Cost Proposal must be separately sealed, identified "Cost Portion of Proposal – RFP1305W Idaho High School Wireless Managed Service Project." Cost Proposals must be submitted on **Attachment 2, Cost Proposal**."

2.1.7 All submissions must be mailed or delivered to and received by the Idaho State Department of Education – Technology Services, at the following addresses on or before 5:00 p.m. MT Friday, June 28, 2013

2.1.7.1 For Delivery:
Idaho State Department of Education
650 W. State Street
Third Floor, RM 343
Boise, ID 83720

2.1.7.2 For mailing submissions:
Idaho State Department of Education
PO Box 83720
Room 343 – Technology Services Dept.
Boise, ID 83720-0027

2.2 Proposal Terms

Proposals should be submitted on the most favorable terms from both a price and technical standpoint which Offerors can propose. Negotiations, discussions and best and final offers may not occur.

3 PROPOSAL FORMAT

3.1 Format Instructions

These instructions describe the format to be used when submitting a proposal. The format is designed to ensure a complete submission of information necessary for an equitable analysis and evaluation of submitted proposals. There is no intent to limit the content of proposals.

3.2 Evaluation Codes:

3.2.1 **(M)** Mandatory Specification or Requirement - failure to comply with any mandatory specification or requirement may render Offeror's proposal non-responsive and no further evaluation will occur.

3.2.2 **(ME)** Mandatory and Evaluated Specification - failure to comply may render Offeror's proposal non-responsive and no further evaluation will occur. Offeror is required to respond to this specification with a

statement outlining its understanding and how it will comply. Points will be awarded based on predetermined criteria. The SDE reserves the right to seek clarification on any M or ME requirement.

3.2.3 **(E)** Evaluated Specification - a response is desired and points will be awarded based on predetermined criteria. If not available, respond with "Not Available" or other response that identifies Offeror's ability or inability to supply the item or service. Failure to respond will result in zero (0) points awarded for the specification.

3.3 (M) Cover Letter:

The Proposal must include a cover letter on official letterhead of the Offeror; with the Offeror's name, mailing address, telephone number, facsimile number, e-mail address, and name of Offeror's authorized signer. The cover letter must identify the RFP Title and number, and must be signed, in ink, by an individual authorized to commit the Offeror to the work proposed. In addition, the cover letter must include:

3.3.1 Identification of the Offeror's corporate or other legal entity status Offeror's must include their tax identification number. The Offeror must be a legal entity with the legal right to contract.

- Provide Dunn and Bradstreet number (DUNS)
- Provide Service Provider Identification Number (SPIN)

3.3.2 A statement indicating the Offeror's acceptance of and willingness to comply with the requirements of the RFP and attachments, including but not limited to the Contract Terms and Conditions included in Attachment 3.

3.3.3 A statement of the Offeror's compliance with affirmative action and equal employment regulations.

3.3.4 A statement that Offeror has not employed any company or person other than a bona fide employee working solely for the Offeror or a company regularly employed as its marketing agent to solicit or secure this contract, and that it has not paid or agreed to pay any company or person, other than a bona fide employee working solely for the contractor or a company regularly employed by the contractor as its marketing agent, any fee, commission, percentage, brokerage fee, gifts or any other consideration contingent upon or resulting from the award of this contract. The Offeror must affirm its understanding agreement that for breach or violation of this term, the SDE has the right to annul contract without liability or, in its discretion, to deduct from the contract price, the amount of any such fee, commission, percentage, brokerage fee, gifts or contingencies.

3.3.5 A statement naming the firms and/or staff responsible for writing the proposal.

3.3.6 A statement that Offeror is not currently suspended, debarred or otherwise excluded from federal or state procurement and non-procurement programs. Vendor information is available on the Internet at: http://sam.gov

3.3.7 A statement affirming the proposal will be firm and binding for ninety (90) days from the proposal opening date.

3.3.8 A statement, by submitting its proposal, that the Offeror warrants that any contract resulting from this RFP is subject to Executive Order 2009-10 [http://gov.idaho.gov/mediacenter/execorders/eo09/eo_2009_10.html]; it does not knowingly hire or engage any illegal aliens or persons not authorized to work in the United States; it takes steps to verify that it does not hire or engage any illegal aliens or persons not authorized to work in the United States; and that any misrepresentation in this regard or persons not authorized to work in the United States constitutes a material breach and will be cause for the imposition of monetary penalties up to five percent (5%) of the contract price, per violation, and/or termination of its contract.

3.4 (M) Executive Summary:

Include an executive summary in the Scope of Work Proposal providing a condensed overview of the contents of the Proposal demonstrating an understanding of the services to be performed.

Offerors should present their understanding of the magnitude and parameters of the Project, the objectives and the intended results. Offerors should describe their understanding of the solution and services as requested by the SDE. Offerors should summarize how their proposal meets the requirements of this RFP and why the Offeror is best qualified to perform the work required, using quantifiable and verifiable information.

3.5 (M) Scope of Work Proposal:

The Scope of Work section of the Proposal will include the Offeror's response to the service requirements described in **Section 4.**

3.6 (M) Responses to Service Requirements

In response to **Section 4** requirements, the Offeror must:

3.6.1 Include a table of contents in the Scope of Work Proposal identifying the contents of each section, including page numbers of major subsections.

3.6.2 Provide a positive statement describing how the proposed equipment and services comply with the requirements detailed in **Section 4**, Scope of Work. These statements must specifically and completely address the RFP requirements; simply referring to enclosed literature is not acceptable.

3.6.3 As a convenience and courtesy to the evaluators and readers, each Offeror is required to format this section of its proposal such that the original RFP Section 4 language provisions and numbering are directly quoted and included in the proposal, followed respectively by the Offeror's response to each provision in a formatting manner which makes the original language and Offeror's response easy to distinguish and read. A format similar to the example below is preferred.

Example:

Item #	RFP Requirement	<Offeror's Name> Response
X.X.X	Section Title	
	Section Language	Offeror's Response

The Offeror has the option to provide additional information regarding enhancements or other marketing-type material it believes relevant to the Project. Such information must be clearly identified as supplemental or marketing material and be appended to Offeror's proposal.

3.7 (M) Solution Specifications Summary

In this section of the Scope of Work Proposal, the Offeror must, in addition to the detailed response required, complete the Specifications Summary Worksheet located in **Attachment 6**. All required information must be provided on **Attachment 6**. Additional summary information may be added if the minimum information specified on the form is provided first. Information provided in Attachment 6 must support your response to **Section 4** Requirements, detailed below.

3.8 (ME) Cost Proposal:

Provide your fully burdened "Cost per installation" on Attachment 2, Cost Schedule A.

This includes the following Cost Schedules:

- Cost Schedule A – Solution Cost (Options A and B)
- Cost Schedule B – Optional Additional Items

3.8.1 Use the format established in Attachment 2 to respond to the Cost Proposal of this RFP, and identify it as Attachment 2 - Cost Proposal and Billing Procedure. Altering the format may cause the Cost Proposal to be found non-responsive.

3.8.2 The Offeror must complete, at a minimum, BOTH Option A and Option B, contained on Cost Schedule A "Solution Cost," in Attachment 2.

3.8.3 All significant elements of the Offeror's proposal must be itemized.

3.8.4 It is the SDE's intent to maximize its reimbursement from the federal E-rate program. As such, Offeror should develop its proposal in a way to maximize the discounts for funding available through the federal E-rate program. The Successful Offeror shall assist the SDE in identifying eligible costs and in making application for such discounts. The amount in the Cost Proposal shall be inclusive of all E-Rate monies. SDE reserves the right to retain any E-rate funds received and apply those funds to the resulting contract, effectively reducing the contract amount by any E-rate reimbursements (**See Section 4.13**, below).

3.8.5 Offeror's Cost must be fully burdened to include all expenses associated with providing its proposed solution in response to this RFP (FOB Destination applicable school site, unpacking Devices, removal of packaging materials from site): the service should be complete with all hardware and components of the solution while maintaining and upgrading the system as necessary, managing the deployment, asset tracking, help desk support, providing training, deploying and managing the wireless infrastructure, providing professional development at multiple levels, and project management as described in this RFP. The fully burdened, firm fixed cost includes all operating and personnel costs such as (but not limited to) overhead, salaries, administrative expenses, profit, supplies, routine upgrades, maintenance, tech support, replacement, travel and travel costs, training, install, any and all tax liability (including any applicable property taxes) incurred as a result of providing the services and equipment under this RFP.

3.8.6 Use the format established in **Attachment 2** as **Cost Schedule B** to respond with cost proposals for additional optional items. Optional items offered on Cost Schedule B will not be evaluated. Optional items shall be offered to school districts on a firm/fixed price basis as set forth in Cost Schedule B and on terms as favorable or better than those set forth in this RFP, including but not limited to the warranty terms in Attachment 3, Contract Terms and Conditions; provided, however, that should the

successful Offeror contract with any party at a fee schedule lower than the fee schedule set out in Cost Schedule B for similar items or services, the successful Offeror shall within ten (10) business days of the successful Offeror having executed such contract with such lower fee schedule, (1) notify the SDE in writing of the fee reduction and (2) enter into a written amendment to the Contract with the SDE that includes an amended Cost Schedule B to this Agreement, to reduce the fee schedule to match such lower fee schedule. For the purposes of this provision, similar items or services shall mean a commercial wireless application with a square footage and estimated number of users equal to or in excess of the smallest school opting to use this Contract.

3.8.7 Offerors are advised that submission of additional information in support of the Cost Schedules is strongly preferred by the SDE to the extent that such information will assist in evaluating the reasonableness and rationale supporting the costs.

3.8.8 While the SDE seeks to best outline options for local control through Cost Schedule B only Cost Schedule A will be considered when evaluating and awarding cost points for this RFP.

3.9 Offeror Qualifications:

The Offeror Qualifications section of the proposal must consist of the following subsections (instructions for each of the four sections are provided below):

- **Financial Statements**
- **Office Location**
- **Contract Performance**
- **Organization and Staffing**

3.9.1 **(ME) Financial Statements:** Provide a current D&B Comprehensive Insight Plus credit report or current Experian ProfilePlus report, and the appropriate NAICS code or SIC code (http://www.census.gov/cgi-bin/sssd/naics/naicsrch?chart=2012).

- The Offeror should identify with particularity any information on the Credit Report that it considers “Trade Secret” or “Confidential,” as described in Section 3.11, below. The information will be held in confidence to the extent that the law allows.

- Credit reports must be for the exact organization submitting the proposal in order to be scored. The credit report cannot be combined or consolidated with the information from any other entity. Proposals which do not meet this requirement will receive a score of zero (no points) for this Section (3.9.1).

- The SDE will evaluate the credit information provided to answer the following question:
    - How well does management control expenses and manage resources?

3.9.2 **(ME) Office Location:** The Successful Offeror must establish a staffed, physical point of presence in Boise, Idaho within 30 calendar days after contract award. Also describe other presence the Offeror has within the State of Idaho and outside of Idaho. Explain how you will comply with this requirement.

3.9.3 **(M) Contract Performance:** If the Offeror, or any proposed subcontractor, has had a contract terminated for default during the past three years, all such instances must be described as required below. Termination for default is defined as notice to stop performance due to the Offeror's nonperformance or poor performance.

- Offerors must submit full details of all terminations for default experienced by the Offeror during the past three years, including the other party's name, address and telephone number. The response to this subsection must present the Offeror's position on the matter.
- If no such terminations for default have been experienced in the past three years, so declare.
- If at any time during the past three years, the Offeror has had a contract terminated for convenience, non-performance, non-allocation of funds, or any other reason, which termination occurred before completion of all obligations under the initial contract provisions, describe fully all such terminations including the name and address of the other contracting party and the circumstances surrounding the termination.
- If no such early terminations have occurred in the past three years, so declare.

3.9.4 **Organization and Staffing:** Describe your qualifications to successfully complete the requirements of the RFP by providing a detailed response to ALL of the following:

3.9.4.1 **(ME) Qualifications of Personnel:** An in-state experienced, qualified, and effective project team will be identified and provided by each Offeror. Provide resumes for all employees who will be managing and/or directly providing services under the contract. For positions that are not filled, a position description (including requisite qualifications/experience) shall be provided. Each Offeror

must also complete and submit the form attached as **Attachment 5**, for its senior staff who would be assigned to this Project, in order to demonstrate its staff's experience with projects similar to this one. At a minimum, the Successful Offeror will maintain a dedicated in-state management team for the length of the Project made up of Key Employees as described in Section 12 of Attachment 3 "Contract Terms & Conditions."

3.9.4.2 **(ME)** In order for the SDE to feel confident with the Successful Offeror it is important that we4 understand the Offeror's corporate culture. A project of this scale and complexity will require the Successful Offeror to be nimble, knowledgeable, available and empowered. It is critical that the Successful Offeror's Idaho-based team have the authority to identify problems or issues and address them quickly and creatively. Describe to what extent the Offeror's Idaho-based Client Relationship Manager (CRM) will be empowered to authorize and execute change orders, make decisions, engage additional resources and execute on creative solutions to unusual or unforeseen problems.

3.9.4.3 **(M)** Offeror must provide a detailed description of its project staffing plan for all phases and tasks (any proposed subcontractors must be clearly identified in the project staffing plan), as well as an organizational chart clearly showing the structure of the Idaho team and the upstream reporting structure of the organization. The chart must accurately portray the positions, title and role in the project, including responsibilities. It is our desire that this team be entirely dedicated to the Project. If any personnel are assigned to other customers, territories or markets, those must be clearly noted on the chart.

Offeror must provide a flowchart outlining its change order process and any thresholds for escalation and approval above the CRM of the Idaho-based team.

3.9.4.4 **(M)** Subcontractors: The Project will involve High Schools throughout the state and there is an expectation that local resources will assist the successful Offeror in fulfilling the Project expectations. Explain how you will use local resources, if awarded the Contract. Local resources can be value added resellers (VARs) or other subcontractors. Describe the extent to which subcontractors will be used

to comply with contract requirements and to meet the expectation that local resources are involved in fulfillment of the resulting contract. Include each position providing service and provide a detailed description of how the subcontractors are anticipated to be involved under the contract. Include a description of how the Offeror will ensure that all subcontractors and their employees will meet all the elements of the Project. Offerors must disclose the location of the subcontractor's business office and the location(s) where the work will be performed (if on-site at the Project locations identify the regions or School Districts subcontractors will serve). If the Offeror utilizes any entity other than the entity submitting the proposal to provide any of the services required by this RFP, the relationship between the two entities is considered that of a contractor-subcontractor for the purpose of this section, regardless of whether a relationship is based on an actual written contract between the two. The SDE reserves the right to require that the Successful Offeror remove/replace any subcontractors whose performance or other activities under the contract are deemed by the SDE to be unsatisfactory.

3.9.4.5 **(ME)** If subcontractors will be used to fulfill the roles described in **Section 3.9.4.1**, you must provide the information required in **Section 3.9.4.1** (resumes, **Attachment 5**, etc.) for all subcontractors/subcontractor personnel. If subcontractors are included in your proposal, this **Section 3.9.4.5** will be evaluated and scored as part of your response in **Section 3.9.4.1.**

3.9.4.6 **(ME)** Describe the extent to which Offeror is willing to collaborate with the SDE in the implementation of this managed service.

3.9.5 References and Offeror Experience

3.9.5.1 **(ME)** Provide three completed reference questionnaires, as instructed on **Attachment 8**, Reference Questionnaire. References must be submitted on the attached form, and must be received at the SDE directly from the reference, prior to the Closing Date and Time.

3.9.5.2 **(ME)** Complete and return Attachment 4, "Offeror Experience with Similar Projects."

3.10 (M) Acknowledgement of Amendments:

This RFP may be changed by the SDE through issuance of a written amendment. Any material information given or provided to a prospective vendor with regard to this RFP will be made available in writing by the SDE to all vendors receiving the original RFP. Oral interpretations of specifications or contract terms and conditions shall not be binding on the SDE unless confirmed in writing by the SDE prior to the date for submissions. Changes to the RFP will be issued as an amendment. The right is reserved to waive any informality.

If the RFP is amended, the Offeror must acknowledge each amendment with a signature on the acknowledgement form provided with each amendment. Failure to return a signed copy of each amendment acknowledgement form with the proposal may result in the proposal being found non-responsive.

3.11 (M) Trade Secrets:

Idaho law defines trade secrets to "…include a formula, pattern, compilation, program, computer program, device, method, technique or process that derives economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by other persons and is subject to the efforts that are reasonable under the circumstances to maintain its secrecy." The Idaho Public Records Law, Idaho Code Sections 9-337 through 9-348, allows the open inspection and copying of public records. Public records include any writing containing information relating to the conduct or administration of the public's business prepared, owned, used, or retained by a State or local agency regardless of the physical form or character. All, or most, of the information contained in your response to the SDE's RFP will be a public record subject to disclosure under the Public Records Law. The Public Records Law contains certain exemptions. One exemption potentially applicable to part of your response may be for trade secrets.

3.11.1 If you consider any element of your proposal to be a trade secret, or otherwise protected from disclosure, you **MUST** so indicate by marking **EACH PAGE** of the pertinent document. Include the specific basis for your position that it be treated as exempt from disclosure. Marking your entire proposal as exempt is not acceptable or in accordance with this RFP or the Public Records Law and **WILL NOT BE HONORED**. In addition, a legend or statement on one (1) page that all or substantially all of the response is exempt from disclosure is not acceptable or in accordance with the Public Records Law and **WILL NOT BE HONORED**. Prices quoted in your Proposal are not a trade secret. In addition to marking each page of the document with a trade secret notation. Identify with particularity the precise text, illustration, or other information contained within each page marked "trade secret" (it is not sufficient to simply mark the entire page). The specific information you deem "trade

secret" within each noted page must be highlighted, italicized, identified by asterisks, contained within a text border or otherwise clearly delineated from other text/information and specifically identified as a "trade secret."

3.11.2 Provide a separate document entitled "List of Redacted Trade Secret Information," which provides a succinct list of all trade secret information noted in your proposal, listed in the order it appears in your submittal documents, identified by Page#, Section#/Paragraph#, Title of Section/Paragraph, specific portions of text/illustrations, or in a manner otherwise sufficient to allow the state's procurement personnel to determine the precise text/material subject to the notation.

The SDE, to the extent allowed by law and in accordance with this RFP, will honor a designation of nondisclosure. You will be required to defend any claim of trade secret or other basis for nondisclosure in the event of an administrative or judicial challenge to the SDE's nondisclosure. Any questions regarding the applicability of the Public Records Law should be addressed to your own legal counsel. If you fail to follow the RFP instructions as they relate to the identification of trade secret information; or to otherwise identify trade secret information with particularity, your trade secret notation(s) may not be honored.

4 SCOPE OF WORK

Use this proposal outline as part of your response to the RFP and identify it as **Attachment 1 –Scope of Work.** Keep in mind, the evaluators will be scoring your proposal based on the methodologies proposed and the completeness of the response to each item listed below.

The intent of this RFP is to procure a solution which includes, but is not limited to providing High Schools with:

- A complete and fully managed wireless service;
- Content filtering;
- Event logging;
- System implementation;
- User reporting, maintenance and upgrades of the technology as necessary;
- Deployment management;

- Help desk support;
- Deployment of the wireless infrastructure;
- Implementation of professional development at multiple levels;
- Project management;
- Customer Relations Management

The Successful Offeror will be working with the SDE and / or its vendors or contractors, school districts, and other related parties to successfully implement the Project.

4.1 (M) Offeror Response to Service Specifications and Requirements

Section 4 represents the SDE's specifications and requirements for the Project. It also includes the information required to be supplied by the Offeror as part of its response to this RFP. For each section or subsection in **Section 4**, the Offeror must respond appropriately using the formatting provided in **Section 3.6.3**. Failure of the Offeror to complete the required information as specified in each of the bullets below may result in the Offeror's proposal not achieving its maximum scoring potential during the evaluation process or deem them unresponsive.

- The appropriate response to some requirements may simply be for the Offeror to provide written acknowledgement and to agree to comply fully with the stated requirement.
- More typically, the Offeror must specify and describe how its solution meets or exceeds the requirements.
- Each Offeror must also specify, describe and clarify its proposal's characteristics and strengths as well as any weaknesses or limiting factors.
- Remember, your responses to requirements designated as ME will be scored.

Additional instructions are in **Section 3.6**, above, "Response to Service Requirements."

4.2 Services Provided By Other Entities

- Connectivity and adequate bandwidth to each high school building – The State's existing Idaho Education Network (IEN) administered by the Idaho Department of Administration, ensures connectivity and Internet service to every school district's wide area network (WAN) internet aggregation point. The responsibility for distributing the IEN provided bandwidth to each building across the district WAN is the responsibility of the district.

The amount of bandwidth provided to each district ensures that a reasonable, adequate bandwidth is available to each participating high school building. An IEN eligible high school is a high school with a 12th grade and is authorized by the State to graduate students. There are schools that are eligible for wireless managed services under this Project that are not currently receiving IEN provided services. All districts currently intending to participate in this Project must have 3 Mbps-equivalent or better connections from IEN or another ISP of their choosing. Additional information about the IEN is included on the web at http://www.ien.idaho.gov. **PLEASE NOTE:** There are schools eligible to participate under this Project which are not IEN participants.

- IEN Services - The IEN provides statewide services to schools, including advice and consultation on configurations, network environments and optimization of school connections. Some technical support is also available for schools that need onsite technical advice and assistance, but this is not the IEN's focus.

- Professional Development – The SDE has developed a statewide strategy to provide professional development and support for the leadership of teachers in the integration of education technology into teaching and learning. Based on this strategy and assessed needs, the SDE has designed and provided a comprehensive framework for teacher leadership and development in integrating technology. Delivery may utilize an array of existing resources and relationships in Idaho. Beyond the scope of this RFP, a variety of resources will be utilized to meet the identified needs. However, in support of, or in complement to, the activities that may be undertaken by the SDE, the Offeror shall describe its interest, capacity and approach for providing resources, services or consultation on professional development and technology integration.

- Program Evaluation and Assessment – The SDE reserves the right to make provisions outside the scope of this RFP for disinterested analysis and evaluation of the impact and success of the Project. The Offeror shall be prepared to supply its required reports and documents in a timely manner and format specified by the SDE that will enable adequate evaluation.

4.3 Participation by Schools

All Idaho high schools are eligible to participate in the Project (this Project includes 9th grade students enrolled in a state-funded "Junior High School"). It is estimated that approximately three hundred and forty Idaho schools enroll high-school-age students. Many of these schools are small and rural. Since Idaho is a

“local control” state, each of Idaho’s local school units, organized on a municipal or regional basis, has a locally elected school board with general statutory responsibility for policy and operational oversight of each school.

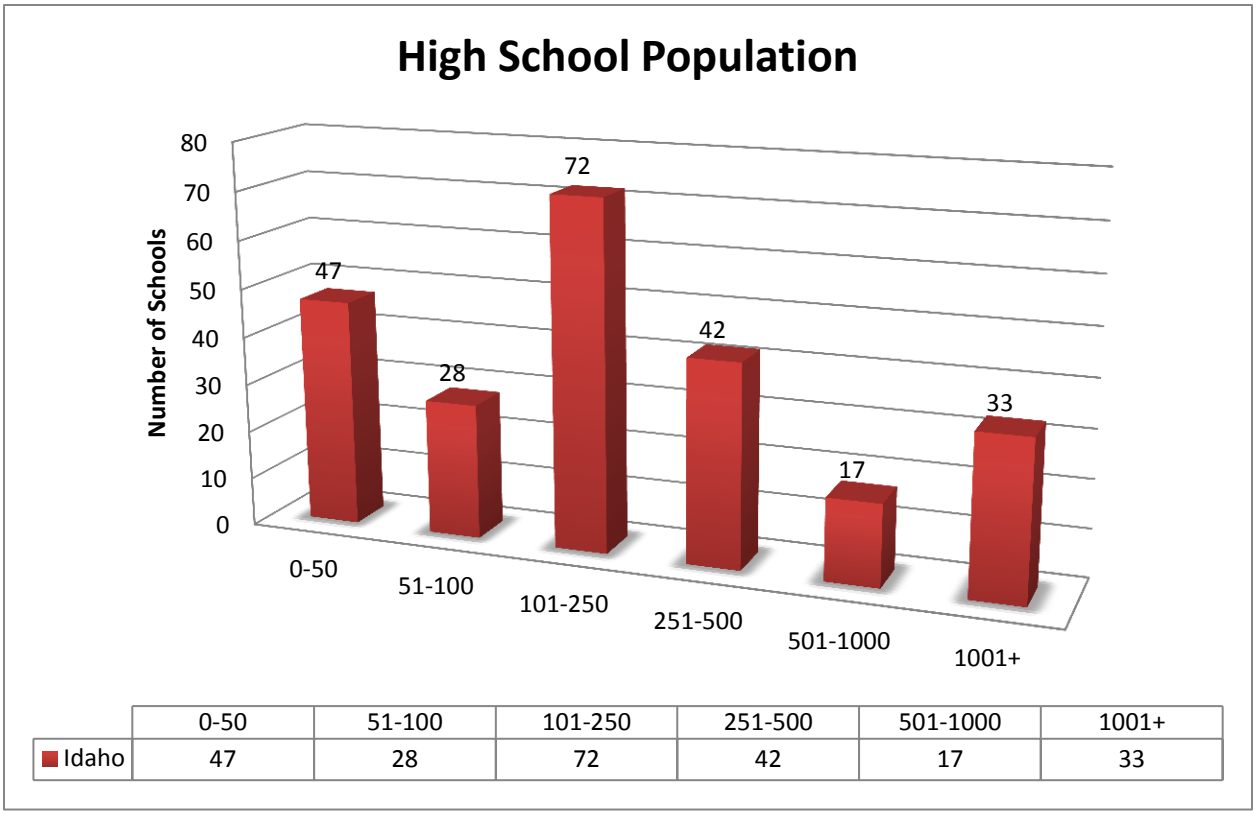
4.3.1 **(M)** Opt-in

While it is expected that the vast majority of eligible Idaho high schools will participate in the Project, high schools will do so on an opt-in basis. High schools that do not opt-in initially will retain the right to opt-in at a future date. The SDE will require a formal statement of intent from local high school units if they wish to participate. High schools that opt-in at a later date would be deployed as agreed to in a revised deployment schedule. Provide written confirmation that you understand this opt-in provision and will comply.

4.3.2 **(M)** School Sites

As an aid to the Offeror, **Chart A** is included below to depict the approximate students by school size. A more detailed summary of the eligible schools characteristics, including the approximate square footage for each building serving students in grades 9-12, can be found in **Attachment 11**. Confirm that your solution has taken into account the approximate distribution of students by school size, and the square footage of each building requiring wireless managed service coverage and that you understand this data is only an approximation.

NOTE: Offeror’s should not solely rely on the data contained in **Chart A** or **Attachment 10** for detailed planning or cost estimates. Data contained in **Attachment 10** is school enrollment data and current approximate square footage for school year 2012-2013 and does not contemplate enrollment growth.



	0-50	51-100	101-250	251-500	501-1000	1001+
Idaho	47	28	72	42	17	33

**average of 360 9th-12th grade students/school*

CHART A – High School Population

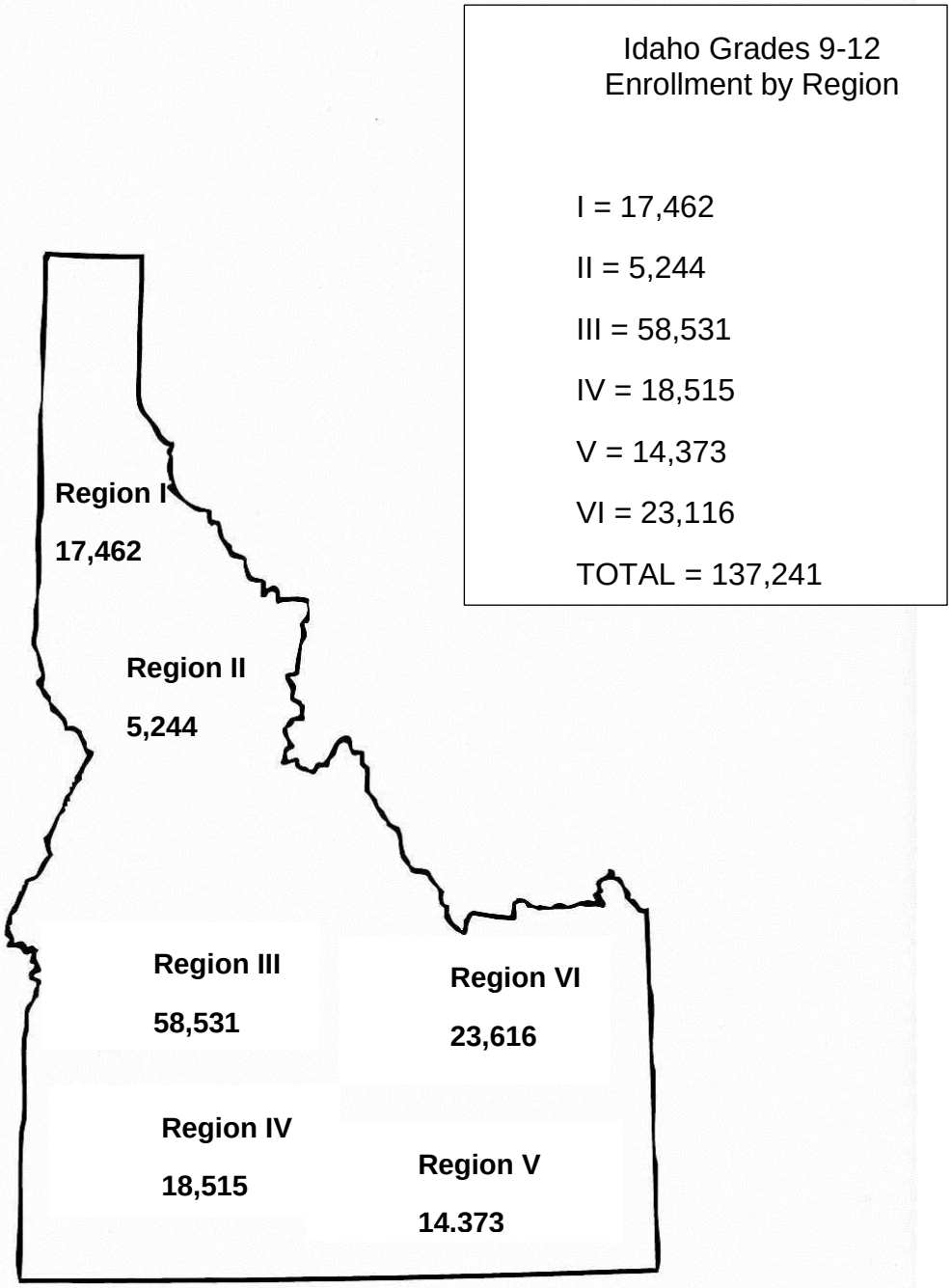


CHART B

ESTIMATED HIGH SCHOOL

ENROLLMENT BY REGION

4.4 (M) Anticipated Deployment Schedule

For the anticipated deployment schedule see Table A, below. In the event that the State revenue fluctuates it is conceivable that this schedule might be accelerated or extended accordingly. Confirm your ability to meet this anticipated deployment schedule.

Target audience	Begin Date	Fully Deployed
All High School, Jr Highs or Middle Schools serving grades 9-12 deployed with complete wireless infrastructure	July 29, 2013	March 15, 2014
Professional Development	July 29, 2013	On-going

TABLE A – Anticipated Deployment Schedule

The teacher and staff estimates in Table B below represent the SDE's best available projection.

High School Teacher and Staff Count Estimates	
Roles	**Total**
Teachers	5,976
Administrative	383
Other Staff	652
Tech. Directors	192
Total	7,203

**Administrative = Principals, Counselors & Media Specialists*

TABLE B – High School Teacher and Staff Count Estimates

Teacher counts for deployment purposes may vary slightly. Teacher counts allocated to each building will need to be adjusted to eliminate any possible duplicate counts, to account for full-time equivalents, and to determine more

precisely the number and extent of teachers with multi-grade teaching assignments who work with High School students. Calculations will be based on a methodology to be supplied by the SDE to the Successful Offeror. Confirm your ability to meet this requirement.

Total	137,241

TABLE C – High School Student Count Estimates

4.5 Connectivity & Disposal Requirements

4.5.1 (ME) Connectivity

The devices utilized by the individual schools, whether it is a "Bring Your Own Device" (BYOD) model or a classroom supplied device, each student and educator must be able to connect to the wireless network, the school's pre-existing local network, and the Internet either directly through the Idaho Education Network (IEN) or the local ISP wirelessly and through a wired connection (Ethernet) within the school, and must not conflict or degrade existing connectivity alternatives.

Describe how your solution meets or exceeds this requirement, including how the proposed solution evaluates, monitors and maintains the existing connectivity at existing or better status.

The Offeror must describe its connectivity solution in detail in **Section 4.7**, Network Connectivity and Infrastructure.

4.5.2 (M) Disposal

The Successful Offeror will ensure that no hardware or materials supplied by it are disposed of **improperly** in Idaho. The Offeror will ensure that associated hazardous constituents are kept out of solid waste and wastewater. Examples of possible hazardous constituents are: printed circuit boards, nickel cadmium batteries, and mercury-containing lamps for screen illumination.

Describe what methods you will use to meet the requirements of this section.

4.6 (M) Pricing Schedules for Additional Idaho Educational Groups

The Offeror's solution (hardware, services, optional items, etc.) must be available, at the same cost, to all Idaho State-funded K-12 educational providers, who may purchase it at their own expense.

4.7 (ME) Network Connectivity and Infrastructure

The wireless network infrastructure shall connect from the proposed solution hardware at one end to the IEN demarcation at the other end. Between the two ends, the Offeror's solution must include switches as needed, the placement of access points, server capacity for applications/files, and any other components necessary to complete the solution. To minimize the need to perform local electrical upgrades, Power-over-Ethernet (POE) is preferred. Existing network hardware, servers and infrastructure may be utilized by the Offeror's solution at the Offeror's discretion. The in-school infrastructure shall be accessible wirelessly and remotely. All participating schools have 3 Mbps-equivalent or better Internet connections provided by the IEN or an ISP of the local school unit's choice. The Offeror shall provide all servers, services and resources in order to update and maintain the solution dependent hardware.

Describe how your solution meets or exceeds this requirement.

4.7.1 (ME) Building Readiness

Each local school unit that opts to participate in the Project shall be responsible to ensure minimum building readiness for the installation of the successful Offeror's solution. The local school shall address structural issues, construction/renovation and abatement. The Offeror's solution shall include all costs for network and infrastructure wiring needs. The solution shall be designed to minimize necessary costs of building preparation.

Describe any building readiness limitations that may impact the proposed solution.

4.7.2 Local Network and Access

4.7.2.1 (ME) Wireless Coverage – The Offeror's solution must ensure coverage such that there is sufficient capacity to connect all necessary devices to the school's network from any instructional and administrative area of the school. Students

and educators will experience transparent roaming connectivity to the school's wireless LAN as they move among the various rooms and areas in the school building. The solution must include access to all high school instructional areas as well as all administrative areas including, at a minimum, academic classrooms for all content areas, frequently used study areas, media centers, assembly spaces, the library and administrative offices. The solution must provide for a site survey to be performed in order to optimize each school's coverage area.

The solution must also provide access to school network resources via the wireless network and its services, including access to shared applications, files and printers.

The wireless solution must provide complete mobility for both district-owned and district-sanctioned hardware. While at a school, wireless users must be able to experience transparent roaming connectivity to the wireless network throughout the school. The wireless users should be able to travel between schools and seamlessly connect when moving from school to school (ex. same SSID so that reconfiguration is not needed when moving between schools) and districts.

The wireless users must also be able to travel between schools in the same district, and seamlessly connect and stay connected while the user remains at the new school.

The wireless solution will provide the ability for districts to view reports, get real-time statistics, and engage in limited management of the service via a single interface.

A school or school district may elect to expand wireless coverage to additional areas or facilities at its own expense using the successful Offeror's optional expanded managed service offering or offerings. The successful Offeror must identify a cost to accomplish this and the cost must be proportional based on similar square footage, student count, staff count, age of building, existing connectivity and technical infrastructure. In order to meet these requirements, the solution must, at a minimum:

- Provide 802.11X coverage (at a minimum a/b/g/n/and ac/ad when available). We expect the newest standards at the time of award with periodic upgrades to the most current standards on a rotational basis once every 60 months or sooner as deemed necessary by Offeror;

- Provide both 2.4 Ghz and 5 Ghz wireless service;
- Provide a minimum of -70dbm as measured on the 2.4Ghz spectrum to all areas where service is required, per the specifications listed above;
- Provide bi-directional band steering to ensure optimal distribution of clients on both the 2.4 Ghz and 5Ghz spectrum;
- Provide multiple user profiles and access levels within a single wireless SSID, as such topologies will be required by certain schools;
- At a minimum, provide quarterly per district and per school wireless utilization reporting, including total connected users, users per spectrum, and users per SSID;
- Provide a graphical layout of signal strength throughout the network at each school

Describe how your solution meets or exceeds these requirements.

4.7.2.2 (ME) Wireless Access

The devices will access the Offeror's wireless solution, which will include the network, switch, servers, and access points and associated hardware to provide a robust network environment for student and educator network connection requirements. The Offeror will provide and deploy a POE switch or switches, sized for the school's needs, based on site analysis approved by the SDE. This includes access to the school environment via the wireless network and its services, including access to shared applications and files. If servers are in the proposal, they are presumed to be located at the school, but the Offeror may propose an alternate server location if a justification is provided that describes a better solution.

Describe your solution's capabilities as well as its limitations (e.g., interference susceptibility, distance and object penetration); including which wireless industry standards (e.g. 802.11b, 802.11g, 802.11n, 802.11ac, and 802.11ad as it becomes available etc.).

The wireless solution shall provide complete mobility for devices. While at a school, the user(s) of device(s) must be

able to experience transparent roaming connectivity to the wireless network throughout the school. If the device is brought to another school in the same district, then the device must seamlessly connect and stay connected while the user remains at the school.

The wireless solution will provide the ability for districts to view, and print statistics, and manage all access points and controllers from a single interface.

Describe how your solution meets or exceeds this requirement.

4.7.2.3 (ME) Wireless Bandwidth

The Offeror shall provide an effective wireless solution with sufficient, measureable and necessary bandwidth. The solution must not only include sufficient and measureable aggregate bandwidth but must also be capable of being customized for varying needs within a school. For example, a concentration of physical classrooms within a school may require additional access points, faster speeds or both within that area.

Describe how your solution meets or exceeds this requirement.

4.7.2.4 (ME) Internet Access

Access to the Internet for Idaho schools is to be provided via each school's connection to the IEN or other ISP (Note: the vast majority of schools are connected via IEN). The Offeror will ensure its solution integrates with the school's connection, IEN or other, and the Offeror will work with each school and the IEN, or other ISP if the IEN is not currently providing bandwidth, to identify bandwidth and network infrastructure as described in the RFP.

Describe how your solution meets this requirement.

4.7.2.5 (ME) Content Filtering and Logging

Internet content filtering, as required by the Children's Internet Protection Act (CIPA), must be included as part of the solution. The filtering solution must be configurable in order to account for differing local district policies on acceptable Internet content and age appropriateness. Content filtering is an integral component of the requested managed wireless service, and as such, must include:

- The ability for each district to manage its own filtering policies, including the decision to block specific categories of content and to maintain its own whitelist and blacklist overrides.

- The ability to provide per district utilization and filtering reports, including top websites visited, top categories visited, top websites blocked, top search terms, and top authenticated users.

- The ability to audit all changes to content filtering policies.

All SDE-level and district-level reporting and management for both content filtering and managed wireless shall be available via the same on-line application, which authenticated district staff and SDE personnel must be able to securely access from any Internet-connected web browser and efficiently perform the content filtering functions following the training provided by the successful Offeror.

Describe how your solution meets this requirement.

4.7.2.6 (M) Existing School Networks

The solution will integrate wireless access to the school's existing network resources. While school internal networks vary, the network operating systems tend to cluster into Novell, Windows, Macintosh OS X, UNIX and Linus. All schools have Ethernet capability.

The Offeror will install cabling for its solution, per the description of a fully managed service above, and the connection to the school's local network and the Idaho Education Network (IEN). At the successful Offeror's discretion, it may use existing cabling in the schools. However, if the successful Offeror does use existing cabling or infrastructure, it must agree to warranty those parts as they would newly installed equipment. If the local school has a cable warranty in the building, the successful Offeror will-not void the current cabling warranty without the prior written approval of the district. The local school will arrange for electrical work based on the successful Offeror's specifications. Site construction, abatement and other activities will be performed in accordance with the project plan. As part of the installation, the Offeror will provide an overview of the resulting network to the school technical staff and train

that staff in the basics of system/network operation and support.

Describe how you will meet this requirement.

If providing servers as part of your solution, describe how you will meet this requirement.

4.7.2.7 (ME) Growth

Suitable architecture must be provided to allow for growth in the wireless network infrastructure if additional grades in the school begin to utilize the infrastructure or the population of the school utilizing the infrastructure grows.

Describe how you will meet this requirement.

4.8 Performance and Quality

In order to provide high quality 802.11a/b/n/ab wireless access that will work with multiple devices of different wireless sensitivity, including laptops and tablets of different manufacture, the wireless solution should provide RF signal strength of at least -70dBm or better as measured in the 2.4 Ghz spectrum in all locations where wireless service is to be provided. Signal strength will be measured by an industry-standard Wi-Fi measurement tool, such as the Fluke AirCheck or similar device.

The Offerors solution must provide a minimum -70dBm signal strength in all areas where service is to be provided. The Offerors solution must allow a multitude of different wireless devices for students and educators to roam with transparent connectivity from different areas of the school or building without losing connectivity and without needing to re-authenticate to different wireless access points. Furthermore, minimum wireless signal strength of -70 dBm will allow almost all modern wireless devices to negotiate a connection with sufficient bandwidth to stream video, participate in Web 2.0 interactive applications and generally have an excellent online educational experience, given that the site has sufficient Internet access.

The successful Offeror's wireless network performance will be tested using an endpoint device that meets the following minimum requirements:

- Windows 7 Professional, SP1
- 2GB RAM
- Wireless N Network Card
- 250GB HDD

These minimums are established using the metrics defined in **Attachment 6**.

4.8.1 (ME) Uptime

The Offeror will ensure that all functions of its solution are reliable and available to the schools, educators and students as set forth in the RFP. Uptime shall be as follows:

PERIOD OF PRIME USAGE	UPTIME PERCENTAGE
7:00 AM 5:00 PM, Local Site Time, Monday-Friday, excluding holidays	99%
All other times	95%

No scheduled downtime will be allowed for the solution except (1) for scheduled preventative maintenance, or (2) with the approval of the local school coordinator for issues affecting only the local school, or (3) with the approval of the SDE for system-wide outages. Uptime shall be measured from 12:01 am to 11:59 pm. in a calendar day.

Describe how your solution meets or exceeds this requirement.

4.8.2 (ME) Response Time

The solution must provide services to all students and educators concurrently on the wireless network with quality response time that does not hinder or impede effective instruction and learning in the classroom. This requirement includes the ability for students to browse the Internet, download files and use streaming video without unreasonable delay.

Describe how your solution meets or exceeds this requirement.

4.8.3 (ME) Business Continuity/Disaster Recovery

Provide a proposed disaster recovery/business continuity plan to cover replacement of the provided hardware and other solution elements in the event of theft or loss through a catastrophic event. Upon approval by the SDE the Successful Offeror will implement the final plan in coordination with the SDE, to ensure that the affected school's provided infrastructure/solution is restored by the start of next school day at 7 AM, local time.

4.8.4 (M) Server Failure

If the solution includes servers, then the solution must provide redundancy or other fallback strategy in the event of server failure. This

will provide continued operation in the event of server hardware or software failure.

If providing servers as part of your solution, describe how you will meet this requirement.

4.8.5 (M) Uninterruptible Power Supply (UPS)

The Offeror must include sufficient Uninterruptible Power Supply (UPS) capacity to those parts of the solution where a power loss could cause data loss or corruption, instability or other long-term negative effects on the solution. The solution will be able to be fully-enabled upon restoration of power without reconfiguration or significant intervention. Therefore, necessary included servers and key infrastructure hardware such as switches and wireless access points shall have a UPS with capacity to allow for the hardware to remain operative in the case of a power outage. This UPS must allow personnel enough time to satisfactorily shut down the server(s) or the infrastructure hardware provided.

Describe how your solution meets or exceeds this requirement.

4.8.6 (ME) Performance Metrics and Reporting

The Offeror must track and record operational Performance and Quality metrics necessary to ensure the successful management of the project. Such performance metrics will be reported monthly, by school as necessary, to the SDE Program Manager. The reporting will include such items as incidents, device and system failure, available connections metrics, connection failures rates, types, downtime, repair turnaround times, trends, remediation needed, unresolved issues, recommended improvements and other factors necessary to ensure a successful project. Reporting should also include information that is required to enforce compliance to standards.

Describe how you will meet this requirement and provide recommended metrics for consideration by the SDE and a sample report using the recommended metrics. The successful Offeror will provide the metrics selected by the SDE in a report format approved by the SDE.

4.8.7 (M) Wireless Security

The solution must protect against eavesdropping and unauthorized access. The solution may include encryption or other techniques to provide this assurance which the local school may turn on or off as local policy indicates.

Describe how your solution will provide such protections.

4.8.8 (ME) Authorization Control

Security must allow access to authorized users only and strictly to those resources, files, applications, and services that they are authorized to use. Security will be definable by an administrator, both on an individual user basis and by class of users (educators, students, parents, administrators, etc.). Identification of a user must be unique to each individual.

Operating systems and the application software must have the ability to be restricted or locked down in an appropriate way so as to prevent inadvertent or deliberate changes in key settings and thereby reduces support requirements.

Describe how your solution meets or exceeds this requirement.

4.8.9 (M) Backups

In order to protect the solution from data loss, corruption or hardware failure, backup and recovery capabilities are required to permit regular, periodic backup of the administrative and configuration data, logging information and filtering, and user files, and to restore all of the above on demand. The ability to perform automatic scheduling of backup functions is desired. This should include automatic backup from the Hardware to a server or some other facility on at least a daily basis to prevent data loss where data shall never be deleted except by the owner/administrator. The back-up should provide for archiving of the various logs, usage, etc. for at least one school year.

Describe your process, any storage limitations, and length of backup storage, to meet or exceed the requirement.

4.9 (M) Training, Integration, and Consultation

As part of the solution, the Offeror will provide Technical Training as described below. The Offeror may provide additional resources for integration and consultation as part of the solution. Additional training may be offered outside of the solution. Describe any optional offerings and costs in Attachment 2, Cost Schedule B – Optional Items.

4.9.1 (ME) Technical Training

The Offeror will provide an appropriate level of technical training on the solution, its local support requirements, and its applications for technical support personnel. Note that the State has no authority to require school

personnel to participate in training; however, it is projected that the vast majority of personnel would do so on a voluntary basis.

This training would include basic use of the solution in a network environment, the monitoring and logging and use and access of server(s) if provided by the Offeror. Training must be done in the context of how to best access digital assets in an educational setting as it pertains to attaching digital assets to the wireless managed network. The Offeror's training needs to be contextually relevant and not just a "skills" class. In addition, the Offeror shall include specific training on trouble-shooting and maintenance for technical support personnel.

The Successful Offeror will set up a helpdesk to provide support to the district technicians who will generally require a person with a more senior skill set with whom to work.

Describe the staffing levels you will include to provide continuous training and support; as well as a description of positions of the staff, their titles, responsibilities, and why this staffing level is adequate for continuous support.

Separately and specifically address your first year program that will make available sufficient training for technicians to deploy the solution prior to the start of school year 2013-2014. Describe your plan to make training times and locations convenient to the participating personnel and how you will provide school personnel multiple options to sign-up for training in their region.

Describe your proposed solution to accomplish the training requirements described above, including a preliminary training plan, content and method, recommended duration, recommended location(s), materials included, instructor to participant ratio, and qualifications of each instructor. Also describe how you will ensure school technicians are provided adequate support and training, as well as how you will provide continuous training during the contract as personnel change. Provide information on how school technicians may contact you with additional questions and needs, the contact method, response times, and escalation procedures. The successful Offeror will submit a final training plan and curricula to the SDE for approval. Upon approval, the successful Offeror shall implement the plan.

4.10 (ME) Support and Maintenance

4.10.1 Included in its solution, the Offeror will provide ongoing support to the participating schools for the duration of the Project. Since the cost is to cover the full costs of deploying and supporting the solution, each Offeror must factor a full support package into its price. The components of such a full support package must include those components necessary to

assure the performance and quality specifications are met continuously and that the solution is sufficiently supported at all times. The support package must be comprehensive. Examples of supported items should include, but are not limited to: repairs, preventative maintenance, licensing (if applicable) and any other items that are included in the solution.

This support will include Help Desk or Support Center service available via toll-free phone service or similar service, and will include staffing, tools and processes to meet the schools' support requirements. This also includes a system of dispatching, tracking, priority setting, reporting and escalation which ensure timely and satisfactory response and resolution. The Offeror may also employ other communication systems for delivery of just-in-time support such as Internet audio chat, text chat, web forums, etc. School users of the Help Desk will be technical staff. The Offeror will describe its Help Desk offering as well as its ongoing technical support provided for its proposed solution.

The Offeror will fully describe the process and plan that will be utilized whenever a break/fix event occurs within the school's wireless service environment. This will cover the entire process of repairing or replacing any component utilized in the managed wireless solution infrastructures. The infrastructure will be defined as switches, servers, LAN devices, remote access devices, wireless components or any other equipment provided by the Offeror.

Each Offeror must address, at a minimum, the items above, as well as the requirements of Section 4.7, in fully describing its proposed support program to demonstrate that its approach will provide solid, effective support for the users of the solution.

4.10.2 (M) Service and Support Plan

The Successful Offeror will provide a complete Service and Support plan as part of this RFP addressing the SLAs and overall performance metrics as outlined. The Support Plan must be as complete as possible, given the information that has been provided. A revised Support Plan containing refined detail and specifications will be due no later than 60 calendar days after the contract award. The SDE reserves the right to require additional revisions prior to approval. Upon approval, the successful Offeror shall provide service and support in accordance with the plan.

Provide the Support Plan as well as written acknowledgement of your understanding and agreement that the Support Plan will need to be completed no later than 60 calendar days after the contract award should you become the Successful Offeror.

4.11 (ME) Project Management and Implementation

The Offeror must ensure a successful implementation for each of the participating high schools. This includes necessary site surveys, validation testing, installation and configuration of all hardware, training, support program implementation and any other necessary aspects of the solution.

The Successful Offeror will be required to submit a detailed Project Plan to SDE for approval, no later than 30 calendar days after contract award. The SDE may require modifications to the Project Plan prior to approval. The Project Plan must include all aspects of the project and its deliverables, including coordination with the SDE and the schools, site-specific construction requirements, communications and reporting, timetable, Validation Testing Plans, Deployment Plans, Training Plans, and the Service and Support Plans. The Project Plan will be revised and updated on a regular basis to reflect the current status of the project. Any adjustments to Scope, Baselines, or other significant aspects of the Project are subject to the review and approval of the SDE.

Prepare and submit a Proposed Project Plan for your solution which addresses, at a minimum, the items identified in Sections 4.11.1 through 4.11.13, below.

The SDE recognizes many of these requirements may have been addressed in other sections of this RFP but is interested in evaluating the cohesiveness of each Offeror's plan to meet the Project Plan requirements. All subsections in 4.11 are "M" (Mandatory), requiring a response. The Proposed Project Plan (containing the mandatory subsections) ***will be evaluated in its entirety****, with one score assigned to 4.11 encompassing all subsections.*

4.11.1 (M) Project Management Reporting

The Successful Offeror will submit, on the last working day of each week, a detailed weekly progress report to the SDE's Program Manager, starting with the first month of the Agreement. Among other details, this report must include a weekly summary of the performance metrics specified in this RFP. The Successful Offeror may be required to supply additional information as requested by the SDE.

Confirm your compliance with this requirement; and provide a sample "detailed weekly progress report" within your Proposed Project Plan.

4.11.2 (M) Validation Testing

Successful Offeror shall conduct validation testing, in conjunction with the SDE, to confirm the solution meets or exceeds the functional requirements and the performance and reliability specifications as required herein resulting from this procurement process. This Validation Test will give the Successful Offeror the opportunity to test its equipment in Idaho school environments and will assure the SDE that the solution is acceptable for production deployment. The testing will include

connectivity, usability and reliability during the first year. The SDE reserves the right to require additional testing by the successful Offeror.

Explain in your Proposed Project Plan how you will meet this requirement

4.11.3 (M) Communication Plan

Successful Offeror will work with the SDE to help inform the educational community of the Project Plan or any other communication necessary to fully implement the Project. The communication plan will also include key reports and the stakeholder metrics.

Describe your communication plan within the Proposed Project Plan.

4.11.4 (M) Implementation

The Successful Offeror must successfully install, configure and test all hardware and software for each participating site. For an estimated schedule, see **Table A (Section 4.4).**

Each installation will include establishment of a site work completion and satisfaction sign-off form. The Offeror's equipment and work at each site will not be considered complete nor will it be paid for until satisfaction sign-offs are obtained from both the responsible site person and the SDE's Program Manager.

The Successful Offeror is responsible for delivery, installation, and maintenance of all provided hardware to each participating school and all costs related to such hardware. This includes unboxing and disposal of all packaging material. The cost of the hardware must include all expenses associated with shipping, returns, installation, warranty related expenses, and related services; as well as disposal of packaging.

Describe your implementation process within your Proposed Project Plan.

4.11.5 (M) Training

Training for systems and applications must be provided for the participating schools' technical support staff. Training times and locations should be convenient to the target personnel; school personnel should have multiple options to sign-up for training in their region. The initial schedule should offer all staff the opportunity to participate in training prior to the beginning of the school year. Depending upon utilization, training may also need to be offered throughout the first school year. Schools that have earlier start dates or early deployments will receive priority scheduling to ensure that the training is completed with sufficient lead time.

Address the Training requirement in your Proposed Project Plan.

4.11.6 (M) Timeline

Propose a timeline within your Project Plan, consistent with the RFP requirements, that you will commit to for the implementation process commencing from approval of the agreement to completion of the first year implementation. The timeline shall include all major phases and milestones.

4.11.7 (M) Change Order

Provide a sample Change Order process with your Proposed Project Plan. Successful Offeror and the SDE will mutually agree upon a final process as a part of the Final Project Plan.

4.11.8 (M) Coordination with Schools

Describe, in your Proposed Project Plan, how you will work with the SDE, each school and its principal or principal designee to determine the local requirements necessary to implement the solution as well as any local change requirements and costs. The Successful Offeror must accommodate school schedules and needs, even if this requires some alteration of the Contractor's customary schedule. Such accommodation must be included in your fully burdened cost (no additional, premium or overtime charges will be allowed).

4.11.9 (M) Installation Standards

Describe the basic physical characteristics of the proposed equipment, including dimensions, weights, electrical, HVAC/Rack Space and any other specifications that would be considered vital information. In addition to the proposed equipment, all required cables, wires, mounts and connectors will be included by the Offeror.

All cabling, wiring, connectors and mounts will be installed in a manner which meets industry safety and security requirements and guidelines. No hazards will be created; any identified hazard will be identified in writing to appropriate site or the SDE. Installations must be performed in a manner that does not harm or diminish local site designs or terminate building cable warranties, other building warranties, structural integrity or, to the extent feasible, cosmetics. Installations will meet all prevailing local codes and governing body codes as well as IEEE, TIA/EIA and ISO/IEC standards for cabling and wiring.

- **IEEE** - Institute of Electrical and Electronic Engineers
- **TIA/EIA** - Telecommunications Industry Association/Electronic Industry Association

- **ISO/IEC** - International Organization for Standardization/Equipment Installer's Code

Describe your installation procedures within the Proposed Project Plan.

4.11.10 (ME) Change Control

A change control process will be defined. The Offeror must ensure that system and site changes are implemented effectively, reasonably, are documented and scheduled — and must ensure appropriate communication with those affected by the changes, both before and after the changes are executed.

Address this requirement in your Proposed Project Plan.

4.11.11 (M) Ongoing Improvements

Since the SDE is interested in investing in solutions that have long-life and upgradeability, including migration to evolving standards, each Offeror must describe its solution's ability to adapt to or incorporate improved technology. The Offeror must fully describe how it would identify progressions in technology and integrate them into products previously installed at sites. Examples might be incorporation of an emerging wireless standard or upgrades to the core operating system and application software.

The SDE is seeking a solution which adheres to industry standards and open systems architectures, not proprietary solutions. Each Offeror must identify whether its solution includes proprietary aspects. If an Offeror's solution includes proprietary aspects that Offeror must include in its proposal a schedule and plan for the Offeror's migration to industry standards or clearly state that it intends to continue pursuing its proprietary approach.

Describe how your solution meets these requirements, within your Proposed Project Plan.

4.11.12 (ME) Identification of Risks and Constraints

Based on the Scope of Work detailed in this RFP, identify any risks or constraints that you will need to address prior to, or during the performance of the Work, as well as a description of how you will address each one. For example, an incomplete Scope of Work can be both a risk and a constraint. How would you mitigate or overcome this? Provide your response to this section within your Proposed Project Plan.

4.12 (M) Service Terms

Offeror must acknowledge understanding and acceptance of each sub-section of 4.12.

4.12.1 Funding

Offeror understands that the SDE will hold the Successful Offeror accountable for the implementation of the PROJECT and all of the TERMS AND REMEDIES FOR LACK OF SERVICE AND PERFORMANCE IN ACCORDANCE WITH THE RFP.

4.12.2 Fiscal Necessity

In addition to, and not in lieu of, any other provisions for termination available to it, the SDE will have a one-time option to terminate the Project due to Fiscal Necessity as more particularly described in Attachment 3, Terms and Conditions.

4.12.3 Estimated Quantities

The estimated volume of the Project that may result from the award of this RFP is anticipated to be the total number of schools contemplated in this RFP; however, all information in Attachment 11 are merely estimates. Actual size, locations, and user numbers may be more or less. The State does NOT guarantee and shall not be held liable for these estimates as only approximations can be given.

4.12.4 Title and Ownership of Assets

Title to and risk of loss to the hardware at each site shall remain with the successful Offeror at all times. At the conclusion of the Agreement, the Assets will be de-installed by the successful Offeror. The Successful Offeror will then be responsible for packaging, pickup, and removal of the hardware at successful Offeror's sole expense, within 30 days or as agreed to in writing by the SDE. Unless otherwise approved in writing by the SDE, de-installation shall not interrupt educational activities or damage school property.

4.13 (M) E-Rate

Upon the SDE's documented eligibility, the Successful Offeror shall provide the SDE E-Rate discounts on their bill or through reimbursement. All E-Rate eligible monthly recurring charges for the service and any one-time costs for installation of the wiring or equipment shall be included in the Successful Offeror's proposal as separate line items. The costs of any ineligible E-Rate components that may be required (such as electrical power) shall be broken out separately. The SDE understands that not all services in a proposal may be E-Rate eligible. The Offeror will designate which services in the

proposal may be eligible for E-Rate discounts and the approved discounts shall be applied to the billing. The Successful Offeror shall provide information on the filed E-Rate 470, and proof that the costs are E-Rate Eligible. The SDE will ask the SLD (Schools and Libraries Division) to reconsider Funding Year 2013 eligibility after the Successful Offeror has been identified.

In the event that the SDE, the schools, or both do not receive Universal Service Fund discounts for the equipment and services associated with this Agreement, due to the Successful Offeror failing to provide assistance, in the timeframe established by the SLD, regarding the Universal Service Qualification on an annual basis beginning in 2013-14, the SDE may charge the Provider the amount of discount funding which otherwise would have been received. Notwithstanding the above, the Successful Offeror shall not be obligated to pay the amount of discount funding described above in the event that non-receipt of discounts was due to SDE or Congressional inaction, inadequate federal funding or other federal inaction.

Confirm your understanding of this requirement and explain how you will accomplish this

4.14 (M) Bonding and Background Checks

The SDE requires that all Contractors who come into contact with District pupils must perform background checks of all contractors and its employees. The background check must be supplied to the SDE prior to commencing work on the Project.

Should the Contractor or any of its employees have limited or less contact with District pupils, a request shall be made to the SDE for a determination on the need for a background check. The determination of the SDE shall be final. In no event shall the Contractor or any of its employees come into contact with the District's pupils before the certification is completed and approved by the SDE.

Confirm your understanding of this requirement and explain how you will accomplish this.

5 (ME) COST PROPOSAL

5.1 Use the format established in **Attachment 2**, Cost Schedule A to provide your Cost Proposal. Altering the format may cause the cost proposal to be found non-responsive.

5.2 Provide your fully burdened, cost per year as described in **Section 3.8.7**, above, for both Options A and B, as described on **Attachment 2**.

5.3 Use the format established in **Attachment 2**, Cost Schedule B – Optional Items, to provide the fully burdened cost of any optional items.

6 PROPOSAL REVIEW AND EVALUATION

6.1 This RFP is not subject to the rules and processes of the Division of Purchasing. The objective of the SDE in soliciting and evaluating proposals is to ensure the selection of a WMSP that will produce the best possible results for the funds expended.

6.2 All proposals will be reviewed first to ensure that they meet the Mandatory Submission Requirements of the RFP as addressed in **Sections noted with an (M) and the funds are available for the project**. Any proposal (s) not meeting these requirements may be found non-responsive, after which they will receive no further evaluation. All proposals that meet the mandatory requirements will continue in the evaluation process outlined below.

6.3 Proposals will be reviewed and evaluated by a Proposal Evaluation Committee.

6.4 The SDE may also conduct interviews with each Offeror. Interviews become an official part of the Offeror's proposal, and will be evaluated and scored (Offeror's costs associated with participating in the interviews are the responsibility of the Offeror).

6.5 EVALUATION CRITERIA

The maximum available points, by section, are as follows:

Mandatory Submission Requirements Met	Pass/Fail
Technology	2500
Cost	2500
Company Qualifications/Interviews	2500
Total Points	**7500**

ATTACHMENT 1

Scope of Work

(ME)

(The Offeror's proposal, as accepted by the SDE, will be included in the contract as Attachment 1 – Scope of Work)

Formatting Example:

Item #	RFP Requirement	<Offeror's Name> Response
4.X.X	**Section Title**	
	Section Language	Offeror's Response

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ATTACHMENT 2

Cost Schedule A – Solution Cost

Cost Proposal and Billing Procedure

(ME)

<u>Part 1. Cost Proposal</u>

(ME) Cost Schedule A – Solution Cost

The SDE intends to procure for the Project to operate a continuous service for the term of the Agreement. Each Offeror must identify clearly in Schedule A the total service cost on a "Per Year" basis for the term of the Agreement for all schools serving grades 9-12. The Per year Cost will remain fixed for the first five years of the Agreement, after which Contractor may request a price adjustment of no more than 5%, with a full justification as to why the adjustment is necessary and the approval of the SDE.

Base your cost on the estimated numbers and planned deployment schedule for all schools serving grades 9-12 as provided in **Tables A, B and C** in **Section 4** of this RFP.

Provide your cost (Cost Points will be awarded based on an analysis of both Options, as the SDE determines to be in its best interest; the SDE will select Option A or Option B at the time of Contract Award, in the best interest of the SDE, at its sole determination):

The Agreement for the Project will terminate at (or prior to) the end of the initial 5 year term. Payment Schedules executed in year 1 will be five (5) years in length; while payment schedules entered into with less than five years remaining in the initial term of the Agreement will be less than five years in length.

Your cost must be fully burdened, as described in **Section 3.8.5**, to include ALL costs associated with providing the managed services in accordance with the RFP requirements. Any costs which the Successful Offeror later determines that it failed to include in its fully burdened cost will be absorbed by the Offeror. If service elements or other cost-components which are part of this RFP are revised after the Contract is issued, the cost may be adjusted accordingly, upon mutual agreement of the Parties in writing.

COST SCHEDULE A –- Solution Cost Fixed Fully Burdened Cost for Project	
TOTAL COST PER YEAR	$$$

OFFEROR MUST PROVIDE A DETAILED LINE ITEM BREAKOUT OF ALL ELEMENTS INCLUDED IN ITS COST PROPOSAL (MAINTENANCE, TECH SUPPORT, TRAINING, ETC.).

Items Included in Cost:

Line Item	Item Description
1	
2	
3	
4	
5	
6	
7	
8	

** If more rows are needed, the Offeror may extend the Schedule vertically to include all items.*

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ATTACHMENT 2

Cost Schedule B – Optional Items

Cost Proposal and Billing Procedure

Offerors are encouraged to offer an optional list of upgrades and add-ons for local schools to consider (at local school cost) to augment or improve the basic solution. Such items, if any, should be identified in Cost Schedule B. If more rows are needed, the Offeror may extend Schedule B vertically to include all items.

COST SCHEDULE B – Optional Items Additional Training and Professional Development		
Line Item	Description	Cost
1		
2		

Quarterly Usage Reports

Contractor will furnish detailed Quarterly Usage Reports of all purchases and activities for that quarter. If no purchases were made or activities occurred during a quarter, report "0" on the report. Contractor may be asked to submit additional usage reports as requested by the SDE.

Submission of Quarterly Usage Reports

Reporting Time Line (Fiscal Year Quarters):		Report Due:
1st Quarter	July 1 - Sept 30	October 31st
2nd Quarter	Oct 1 - Dec 31	January 31st
3rd Quarter	Jan 1 - Mar 31	April 30th
4th Quarter	Apr 1 - Jun 30	July 31st

E-mail your completed Quarterly Usage Reports to SDE Program Manager.

Failure to submit the required report may be cause for disqualification of Contractor for future contracts, or other action by the SDE.

ATTACHMENT 3

Contract Terms and Conditions

1. **Terms, Conditions and Definitions**.

1.1 Definitions. Unless the context requires otherwise, all terms not defined in these Terms and Conditions shall have the meanings set forth in the Request for Proposal, Idaho High School Wireless Managed Service Project (RFP). All terms used herein or in the RFP and not defined shall have the meaning set forth in the Computer Desktop Encyclopedia, published by the Computer Language Company, Inc. (www.computerlangage.com), unless the context requires otherwise. If the Computer Desktop Encyclopedia ceases to be published ruing the term of the Contract, the Idaho State Department of Education (SDE) may designate a commercially published computer terminology reference as its successor for the purposes of the Contract.

1.2 Terms and Conditions. The terms and conditions of the contract between the vendor whose offer is selected pursuant to the RFP (Contractor) and the SDE consist of and precedence is established by the order of the following documents: (1) any amendment executed as provided in these Terms and Conditions, with a more recently executed amendment taking precedence over a conflicting earlier executed amendment; (2) any purchase order, notice to proceed or final memorial document signed by the parties and authorizing the Contractor to proceed under the RFP; (3) these Terms and Conditions; (4) the RFP, excluding these Terms and Conditions; and, (5) the Contractor's Proposal, subject to the provisions of subsection 1.3 of these Terms and Conditions. The above numbered documents are, collectively, the "Contract." These documents are complementary and what is required by one shall be binding as if required by all. In the case of a conflict or inconsistency arising under the Contract, a document identified with a lower number in this subsection shall supersede a higher numbered document to the extent necessary to resolve any such conflict or inconsistency. No conflict or inconsistency shall be deemed to occur in the event an issue is addressed in one of the above mentioned Contract documents but is not addressed in another of such documents. No conflict or inconsistency shall be deemed to occur in the event an issue addressed in one of the above mentioned Contract documents is an additional or supplemental requirement to an issue addressed in another of such documents.

1.3 Contractor's Conflicting and Supplemental Terms. Where terms and conditions, including Contractor Contracts, assumptions specified in the Contractor's proposal or offer, and click-through, click-wrap or similar Contracts, (collectively "Contractor Conflicting and Supplemental Terms"), differ from these Contract Terms and Conditions or the RFP, (collectively, the State Terms) the Contractor Conflicting and Supplemental Terms shall not apply to the Contract. Where Contractor's Conflicting and Supplemental terms supplement the State

Terms, such Contractor Conflicting and Supplemental Terms shall apply only if specifically accepted by the SDE in a signed written acceptance of such terms.

2. **Remedies and Termination**.

2.1 Remedies. In addition to any remedies available to the SDE under law or equity, the SDE may at its sole discretion require one (1) or more of the following remedial actions if any of Contractor's services or products do not conform to the requirements of the Contract: (1) require the Contractor to take corrective action to ensure that performance conforms to the Contract requirements; (2) reduce payment to reflect the reduced value of services or products received; (3) require the Contractor to subcontract all or a part of the service at no additional cost to the SDE; (4) withhold payment or require payment of actual damages caused by the non-conformance; (5) secure products or services and require payment for or deduct the costs of products or service from payments to the Contractor or require payment of such costs from Contractor; (6) require payment of the costs of repair or replacement of products or performance of services pursuant to Section 6 of these Terms and Conditions; or, (7) terminate the Contract pursuant to this Section 2 – Termination and Remedies.

No remedy conferred by any of the specific provisions of the Contract is intended to be exclusive of any other remedy, and each and every remedy shall be cumulative and shall be in addition to every other remedy given hereunder, now or hereafter existing at law or in equity or by statute or otherwise. The election of any one or more remedies by either party shall not constitute a waiver of the right to pursue other available remedies.

2.2 Termination for Cause. The SDE shall not be required to provide advance written notice or a cure period and may terminate this Contract immediately upon the material breach by Contractor of any provision of this Contract or upon judicial interpretation of federal or state laws, regulations, or rules that render the fulfillment of the Contract impossible.

2.3 Effect of Termination. Upon termination by the SDE, Contractor shall: (1) promptly discontinue all work, unless the termination notice directs otherwise; (2) promptly return to the SDE any property provided by the State pursuant to this Contract; (3) promptly, professionally, and without damage to other property, remove all property owned by Contractor from school district property, and (4) deliver or otherwise make available to the SDE all data, reports, estimates, summaries and such other information and materials as may have been accumulated by Contractor in performing this Contract, whether completed or in process. Upon termination by the SDE, the SDE may take over the work and may award another party a contract to complete the work contemplated by this Contract.

3. **Term, Renewals and Renewal Pricing**.

3.1 Contract Effectiveness. The Contract is not effective until SDE has issued a notice of award, purchase order or final memorial document specifying a commencement date (the "Effective Date"), and that date has arrived or passed. The Contractor will not provide or render services to the State under this Contract until the Effective Date. The SDE may determine, in its sole discretion, not to reimburse the Contractor for products provided or services rendered prior to the Effective Date.

3.2 Term, Renewals, and Pricing. The Contract shall be for an initial term beginning on the Effective Date and expiring five (5) calendar years following the Effective Date (the "Anniversary Date"). Upon mutual agreement, SDE and the Contractor may renew the Contract for renewal terms commencing and expiring on the Anniversary Date for a term not to exceed fifteen (15) calendar years following the Effective Date. If renewed after the initial term, the renewal pricing shall not exceed an increase of five percent (5%) over the previous initial or renewal term's costs.

4. **Terms of Payment**.

4.1 Firm/Fixed Pricing. As full and complete compensation for all work performed for the State of Idaho under the Contract, the SDE shall pay the Contractor the expenses, charges and costs set forth in the accepted Cost Proposal submitted in accordance with the provisions of RFP Section 5 – Cost Proposal and Attachment 2. The firm/fixed Contract price shall be the sole source of payment for the costs of updates, upgrades or other enhancements to software, hardware or other intellectual property, and all associated installation and other services, during the term of the Contract. The Contractor's Cost Proposal may be modified from time to time pursuant to the provisions of Terms and Conditions section 25 of these Terms and Conditions. The SDE and the State of Idaho shall not be liable for any expenses the Contractor pays or incurs or any charges or costs billed under the Contract unless set forth in the Contract. Except as set forth in the Contract, the Contractor shall supply, at its sole expense, all staff, equipment, tools, materials or supplies to accomplish the work to be performed pursuant to the Contract.

4.2. Payment Remedies. The SDE's payment of expenses, charges and costs is subject to all remedies afforded to the SDE under law and pursuant to the provisions of Section 2.1 of these Terms and Conditions - Remedies.

4.3 Invoices. The Contractor shall submit all invoices to the individual and at the address specified by SDE to the Contractor in writing. The Contractor shall

include the contract number and the contact information for the Contractor on all invoices. All invoices shall clearly identify the billing period and each charge or cost, including a specific reference to the deliverable or service in the RFP under which the charge or cost is billed. The Contractor shall submit invoices based on the schedule set forth in the Project Management Plan accepted and executed by the parties pursuant to RFP Section 4.11 – Project Management and Implementation. The State shall not be liable for payment under an invoice submitted before delivery and acceptance of a deliverable identified in the Project Management Plan.

4.4 Payment. The time period for payment pursuant to Idaho Code section 67-5735 shall not begin until SDE accepts the deliverable or service in accordance with section 5 of these Terms and Conditions. The SDE, in its discretion, may require written documentation of invoice items as a condition of payment. If the SDE requests written documentation substantiating an invoice item, the item shall be severed from the invoice until the SDE approves the item and the SDE shall not be liable for payment prior to approval.

5. **Installation and Acceptance**. The SDE shall accept or reject deliverables or services as set forth in the Project Management Plan developed and executed by RFP Section 4.11 – Project Management and Implementation. If the Project Management Plan, or a document referenced and incorporated therein, does not specify an acceptance procedure, SDE will conduct a script or process testing whether the deliverable conforms to the specifications of the Contract and Project Management Plan for a period of thirty (30) days without failure, workaround, restart or other intervention by any person. If the Project Management Plan, or a document referenced and incorporated therein, does not specify a notice and remedy procedure in the event a deliverable does not successfully pass testing, Contractor at its own expense shall correct the failure of a deliverable within ten (10) days of notice from the SDE of such failures. After corrections of failures are completed, Contractor shall notify SDE that the deliverable is ready to retry the previously unsuccessful testing. A second or subsequent failure or the failure of Contractor to remedy any failure within ten (10) days shall, in the discretion of the SDE, be a material breach of the Contract for the purposes of Section 2 of these Terms and Conditions.

6. **Warranty and Maintenance**.

6.1 Services and System Warranty. Contractor represents and warrants that:

a. Contractor has the full power and authority to grant the SDE any license offered in its proposal, and has the full power and authority to grant to the SDE access to the contracted solution, and all required functionality as specified in the Contract.

b. The contracted solution complies with all federal, state, county and local regulations, statutes and codes.

c. The contracted solution contains no viruses, bombs or disabling devices.

d. The contracted solution in whole or in part, does not infringe upon an enforceable patent, copyright, trade secret, trademark or other proprietary right. The Contractor knows of no action or proceeding of any kind pending, or to its knowledge, threatened against, by or affecting it or the software or hardware used to provide the service or any documentation, which if decided, is adverse to the Contractor, and could adversely affect the Contractor's ability to perform or complete its obligations under this Contract.

e. Contractor will perform all services required pursuant to the contract in a professional manner, and with high quality.

f. Contractor shall give highest priority to the performance of services under the Contract.

6.2 Warranty Repair and Replacement. Contractor shall repair or replace, promptly and at its sole cost and expense, all products failing to comply with the terms of the Contract and the warranties given in this section and shall immediately re-perform services which are not in compliance with the terms of the Contract or the warranties granted in this section. If the Contractor fails to promptly repair or replace such products or to re-perform services, the State may, in its sole discretion, impose remedies as set forth in section 2.1 of these Terms and Conditions, including acting to repair or replace the products or re-perform the services at the Contractor's expense.

6.3 Maintenance and Support.

a. Contractor shall maintain the solution offered in response to the RFP, as accepted by the SDE (the "Solution"). Maintenance shall include maintenance and support as set forth in the Service and Support Plan submitted pursuant to RFP Section 4.10 and accepted by the SDE and the resolution of all failures. Failures mean a failure of the Solution, in whole or in part, to conform to the specifications and other criteria established in the Contract or in a plan or process accepted by the SDE under the Contract. Contractor shall perform all maintenance within the time periods specified in the Contract. If no time period is specified in the Solution, Contractor shall perform maintenance within a commercially reasonable time.

b. Contractor shall support Solution as more particularly described in the Service and Support Plan submitted pursuant to RFP Section 4.10 and accepted by the SDE.

6.4 Maintenance and Support Repair or Replacement. Contractor shall repair or replace, within the periods described in the Service and Support Plan submitted pursuant to RFP Section 4.10 and accepted by the SDE or, if no time is set forth in such plan, a commercially reasonable time and at its sole cost and expense, any portion of the System that Contractor is unable to maintain or support as set forth in this section. If the Contractor fails to repair or replace such portion of System within the required time, the State may, in its sole discretion, impose remedies as set forth in Section 2.1 of these Terms and Conditions, including acting to repair or replace the products or re-perform the services at the Contractor's expense.

7. **Ownership of Materials and Information**. Except as specifically provided otherwise in the Contract, the SDE, the state of Idaho, or the school district, as applicable, shall own and retain all rights to hardware and other goods purchased or produced by the State or the school district and to information, materials, procedures, techniques, know-how, processes and data designed, developed, derived, documented, stored, installed, or furnished by the SDE, the state of Idaho, or the school district to the Contractor under the Contract.

8. Patent and Copyright Infringement.

8.1. Indemnification. The Contractor shall indemnify and hold the state of Idaho, the SDE and the school district(s) receiving goods or services harmless and shall defend at its own expense any claim or action brought against the State based upon a claim of infringement or misappropriation of a United States enforceable patent, a copyright, a trade secret, a trademark or other proprietary right for products and services provided pursuant to this Contract. Contractor will pay all liabilities, expenses, damages, and costs arising from such claims or actions. Contractor shall be notified promptly in writing by the SDE of any notice of such claim received by the SDE. Contractor shall have the sole control of the defense of any action on such claim and all negotiations for its settlement or compromise. SDE may select, at its own expense, advisory counsel. The SDE shall cooperate with the Contractor in a reasonable way to facilitate settlement or defense of any claim or suit. Contractor shall have no liability to the SDE, the state of Idaho or a school district under this Section 8 for any claim of infringement that is based upon the SDE or a school district's modification of services or products without the knowledge of the Contractor or the SDE or a school district's combination or utilization of services or products without the knowledge of the Contractor.

8.2. Continued Right to Use or Replacement. Should products or services provided under this Contract become, or in Contractor's opinion be likely to become, the subject of a claim of infringement or misappropriation of a United States enforceable patent, a copyright, a trade secret, a trademark, or other proprietary right, the SDE shall permit the Contractor, at its option and expense,

either to procure for the SDE and school districts the right to continue using the products or services provided under the Contract or to replace or modify the products or services provided under the Contract so that they become non-infringing. In the event that the Contractor is unable or unwilling to secure continued rights to the products or services provided under the Contract within a reasonable time, the SDE may, in its sole discretion, secure products or services conforming to the requirements of the Contract and deduct the costs of such products or services from payments to the Contractor or terminate the Contract upon written notice to the Contractor, in which event Contractor shall refund payments made by the SDE for such products and services.

9. Contract Relationship. It is distinctly and particularly understood and agreed between the parties that the SDE is in no way associated or otherwise connected with the performance of any service under this Contract on the part of the Contractor or with the employment of labor or the incurring of expenses by the Contractor. The Contractor is an independent contractor in the performance of each and every part of this Contract, and solely and personally liable for all labor, taxes, insurance, required letter of credit and other expenses, except as specifically stated herein, and for any and all damages in connection with the operation of this Contract, whether it may be for personal injuries or damages of any other kind. The Contractor shall exonerate, indemnify, defend, and hold the SDE, the state of Idaho and school districts harmless from and against and assume full responsibility for payment of all federal, state, and local taxes or contributions imposed or required under unemployment insurance, social security, worker's compensation, and income tax laws with respect to the Contractor or Contractor's employees engaged in performance under this Contract. The state of Idaho and school districts do not assume liability as an employer.

10. General Indemnification. The Contractor shall indemnify, defend and save harmless the state of Idaho and school districts receiving the benefit of the Contract, their officers, agents, and employees, from and against all liability, claims, damages, losses, expenses, actions, disallowances, fines, penalties, attorney fees, and suits whatsoever, including but not limited to injury or death of others or any employee of the Contractor or Subcontractor, to the extent caused in whole or in part or to the extent arising from the negligent or wrongful acts or omissions of the Contractor, its employees, agents or Subcontractors under the Contract or that arise from a failure to comply with any state, federal or local statute, law, act, regulation, or rule. Contractor shall not have any indemnification liability for any damages arising out of the sole negligence or misconduct of the state of Idaho, its employees, agents or subcontractors.

11. Insurance. Contractor shall obtain and maintain insurance at its own expense as required herein for the duration of the Contract, and comply with all limits, terms and conditions stipulated. Policies shall provide, or be endorsed to provide, all required coverage. The Contractor shall provide certificates of insurance or certified endorsements as applicable for the insurance required. The Contractor shall not commence work under this Contract until satisfactory evidence of all required insurance is provided to the SDE.

All insurance, except for Workers Compensation, and Professional Liability/Errors and Omissions, shall be endorsed to name the state of Idaho and the Idaho Department of Education as Additional Insured. In addition, all insurance, except for Workers Compensation, and Professional Liability/Errors and Omissions, shall be endorsed to name each school district receiving the benefit of the Contract as Additional Insured for claims arising from such benefit.

All insurance shall be with insurers rated A-, VII, or better in the latest Bests Rating Guide, and be in good standing and authorized to transact business in Idaho. The coverage provided by such policies shall be primary. Policies may contain deductibles, but such deductibles shall not be deducted from any damages due the state.

If any of the liability insurance required for this Contract is arranged on a “claims-made” basis, “tail coverage” will be required at the completion or termination of this Contract for duration of twenty-four (24) months thereafter. Continuous “claims-made” coverage will be acceptable in lieu of “tail-coverage” provided the retroactive date is on or before the effective date of this Contract, or twenty-four-months “prior acts” coverage is provided. Contractor will be responsible for furnishing certification of “tail coverage” or continuous “claims-made” coverage.

By requiring insurance herein, the SDE does not represent that coverage and limits will necessarily be adequate to protect the contractor, and such coverage and limits shall not be deemed as a limitation on the contractor’s liability under the indemnities granted to the state.

Contractor shall maintain insurance in amounts not less than the following:

Commercial General Liability (CGL) with a limit of not less than $2,000,000 each occurrence, and $2,000,000 annual aggregate, if defense is outside the limits. If defense is inside the limits, the limit must be $4,000,000 each occurrence, and $4,000,000 aggregate. If necessary, a commercial umbrella or excess policy may be used to meet the limits required, providing the CGL is listed on the underlying insurance in the umbrella or excess policy, and the umbrella/excess policy meets the requirements above for acceptable carriers.

Automobile Liability including owned, non-owned, and hired liability with a limit of not less than $1,000,000 each occurrence, and $1,000,000 aggregate. If necessary, a commercial umbrella or excess policy may be used to meet the limits required, providing the Auto is listed on the underlying insurance in the umbrella or excess policy, and the umbrella/excess policy meets the requirements above for acceptable carriers.

Workers Compensation Insurance in amounts as required by statute in all states in which the contractor performs work, and Employers’ Liability with a limit of $100,000 Bodily Injury by Accident-each Accident, $100,000 Bodily Injury by disease-each employee, $500,000 Bodily Injury by Disease-policy limit.

Technology Errors and Omissions covering any damages caused by an error, omission or any negligent acts, including cyber risk coverage that covers information or identity theft, liability for misuse or disclosure of third party data, liability for loss of data, outages or spread of viruses, attacks, destruction or disclosure of data or electronic information. Combined single limit per occurrence shall not be less than $250,000 or the equivalent. Annual aggregate limit shall not be less than $1,000,000.00.

12. Key Employees, Subcontracting and Assignment.

12.1 Key Employees. Upon award of the Contract, Contractor shall provide a specific resume for each member of the company's Senior Leadership team; Project Manager(s) Vendor shall not transfer or reassign Key Employees from work under the Contract without the prior written approval of SDE. All candidates to fill Key Employee vacancies shall have substantially equivalent experience and qualifications. SDE reserves the right to approve or disapprove candidates to fill Key Employee vacancies. SDE may require that the Contractor remove any individual, whether or not key personnel from assignment to the Contract.

12.2 Subcontracting and Assignment. Contractor shall not subcontract or assign its duties under the Contract without the prior written approval of SDE. SDE may, in its sole discretion, impose reasonable requirements upon the Contractor prior to the approval of any subcontract or assignment. Acceptance of the Contractor's proposal specifying subcontracts shall constitute SDE's acceptance of the specified Subcontractors. Notwithstanding SDE's approval of any subcontract, the Contractor shall be solely responsible for the satisfactory performance of all Subcontractors and subcontracted services and for the compensation of all Subcontractors. The Contractor shall be and shall remain liable for all costs and damages to the State caused by performance or non-performance of the subcontracted services. The Contractor shall ensure that each Subcontractor agrees to comply with the terms of the Contract applicable to its scope of performance, including but not limited to all the insurance requirements set forth in Section 10 of these Terms and Conditions.

13. Records

13.1 Public Records. Pursuant to Idaho Code Section 9-337 *et seq*., information or documents received from the Contractor may be open to public inspection and copying unless exempt from disclosure. The Contractor shall clearly designate individual documents that it desires to keep exempt as "exempt" on each page of such documents and shall indicate the basis for such exemption. The Contractor shall indemnify and defend the State against all liability, claims, damages, losses, expenses, actions, attorney fees and suits whatsoever for honoring such a designation or for the Contractor's failure to designate individual documents as exempt. The Contractor's failure to designate as exempt any document that is released by the state of Idaho shall constitute a

complete waiver of any and all claims for damages caused by any such release. If the SDE receives a request for materials claimed exempt by the Contractor, the Contractor shall provide the legal defense for such claim and pay all expenses incurred by the State in connection with such request. The SDE will not accept a legend or statement on one (1) page that all, or substantially all, of a document is exempt from disclosure.

13.2. Maintenance of Records. The Contractor shall maintain all electronic and hardcopy books, records, documents and other evidence pertaining to the administrative costs and expenses of the Contract to the extent and in such detail as shall properly reflect all revenues, all net costs, direct and apportioned, and other costs and expenses of whatever nature for which reimbursement is claimed under provisions of the Contract. Contractor shall maintain all records and documents relevant to the Contract for three (3) years from the date of final payment to Contractor. If an audit, litigation or other action involving records is initiated before the three (3) year period has expired, Contractor shall maintain records until all issues arising out of such actions are resolved, or until an additional three (3) year period has passed, whichever is later. If the existence of Contractor is terminated by bankruptcy or any other cause, all records related to the Contract in Contractor's possession shall become the property of the State and Contractor shall immediately deliver such records to the Department.

13.3. Availability of Records. All records and documents relevant to the Contract shall be available for and subject to inspection, review or audit, and copying by the SDE and other personnel duly authorized by the SDE, and by federal and state inspectors or auditors. The Contractor shall make its records available to such parties at all reasonable times, at either the Contractor's principal place of business or upon premises designated by the SDE. The Contractor shall include a provision granting the SDE access to each Subcontractor's records to the same extent as if the records were the Contractor's in every subcontract relating to this Contract.

14. Audit Exceptions. If a federal or state audit indicates that payments to the Contractor fail to comply with applicable federal or state laws, rules or regulations, or this Contract, the Contractor shall refund and pay to the SDE any compensation paid to Contractor arising from such noncompliance, plus costs, including audit costs.

15. Compliance with Law.

15.1. Compliance with Law, Licensing and Certifications. Contractor shall comply with all requirements of federal and state statutes, rules, and regulations applicable to Contractor or to the services performed by Contractor pursuant to this Agreement. For the duration of the Contract, the Contractor shall maintain in effect, and have in its possession, all licenses and certifications required by federal, state and local laws, rules and regulations, including, but not limited to business and professional licenses.

15.2. Non-discrimination. The Contractor shall provide all services funded through or affected by the Contract without discrimination on the basis of race, color, national origin, religion, sex, age, or physical/mental impairment, and shall comply with all relevant sections of the following: Title VI of the Civil Rights Act of 1964; Section 504 of the Rehabilitation Act of 1973; The Age Discrimination in Employment Act of 1967; Title IX of the Education Amendments of 1972; The Age Discrimination Act of 1975; The Americans With Disabilities Act of 1990; Executive Order 11246, as amended by Executive Order 11375; Department of Labor Regulations, codified at 41 CFR Part 60; Section 402 of the Vietnam Era Veterans Readjustment Assistance Act of 1974; and, United States Department of the Interior Regulations, codified at 43 CFR Part 17. The Contractor shall comply with pertinent amendments to such laws made during the term of the Contract and with all federal and state rules and regulations implementing such laws. The Contractor must include this provision in every subcontract relating to this Contract.

16. Registration with Idaho Secretary of State and Service of Process.

16.1 Business Entity Registration. Contractor must independently verify whether it is required by Idaho law to register its business entity or assumed business name with the Idaho Secretary of State and, if required to do so, must remain in good standing during the term of this Contract.

16.2 Service of Process. Regardless of its registration with the Idaho Secretary of State, and in addition to any methods of service allowed by Idaho law, Contractor hereby consents to service of process upon it by registered or certified mail, return receipt requested, at its last known address. Contractor must notify the SDE in writing of any change of address to which service of process can be made. Service shall be completed upon Contractor's actual receipt of process or upon the SDE's receipt of the return thereof by the United States Postal Service as refused or undeliverable.

17. Resolution of Disputes. The dispute resolution process provided in this section shall apply to all circumstances where a specification or deliverable requires the SDE and the Contractor to collaborate or cooperate to produce a plan, process, policy or procedure or a change orders. If the SDE and the Contractor are unable to reach a mutually agreeable plan, process, policy or procedure, or produce a mutually agreeable change order, either party may reduce the disputed issue to writing and deliver the notice of dispute to the other party with a request for resolution. The request for resolution shall be accompanied by supporting information including, but not limited to, a description of the issue with citations to the Contract requirements applicable to the issue, and a clear statement by the requesting party of the party's interpretation of the issue and the basis for its suggested resolution of the issue. If the contract

administrators are unable to resolve the matter within thirty (30) days, one or both of the contract administrators shall refer the issue to the Superintendent of Public Instruction. The contract administrators may provide additional information to the Superintendent in the time period and in the manner established by the Superintendent. After reviewing the request for resolution, supporting information, and additional information provided by the contract administrators, the Superintendent shall reduce his or her decision to writing and provide a copy thereof to the Contractor. The decision of the Superintendent shall be final and binding upon the parties; provided, however, that the remedies available to the parties in section 2 of these Terms and conditions shall not be limited by this dispute resolution process.

18. Notices. Any notice given in connection with the Contract shall be given in writing and shall be delivered either by hand or by certified mail, return receipt requested, to the other party at the address stated below. Either party may change its address by giving notice of the change in accordance with this section.

To the State: Idaho Department of Education
Post Office Box 83720
Boise, Idaho 83720-0027
Attention: Joyce Popp

With a Copy to: Andrew Snook
Deputy Attorney General
State of Idaho
Office of the Attorney General
P.O. Box 83720
Boise, Idaho 83720-0010

To the Contractor at the address specified in the proposal submitted pursuant to the RFP.

19. Officials Not Personally Liable. In no event shall any official, officer, employee or agent of the state of Idaho or of the SDE be liable or responsible for any representation, statement, covenant, warranty or obligation contained in, or made in connection with the Contract, express or implied.

20. Non-appropriation or Reduced Funding. The SDE is a government entity and it is understood and agreed that the State's payments herein provided for shall be paid from Idaho State Legislative appropriations. The Legislature is under no legal obligation to make appropriations to fulfill this Contract. This Contract shall in no way or manner be construed so as to bind or obligate the state of Idaho beyond the term of any particular appropriation of funds by the State's Legislature as may exist from time to time.

The SDE reserves the right to terminate this Contract in whole or in part (or any order placed under it) if, in its sole judgment, the Legislature of the State of Idaho fails, neglects, or refuses to appropriate sufficient funds as may be required for the SDE to continue such payments, or requires any return or "give-back" of funds required for the State to continue payments, or if the Executive Branch mandates any cuts or holdbacks in spending, or if funds are not budgeted or otherwise available, or if the SDE discontinues or makes a material alteration of the program under which funds were provided. The SDE shall not be required to transfer funds between accounts in the event that funds are reduced or unavailable.

All affected future rights and liabilities of the parties shall thereupon cease within ten (10) calendar days after notice to the Contractor. Further, in the event of non-appropriation, the SDE shall not be liable for any penalty, expense, or liability, or for general, special, incidental, consequential or other damages resulting therefrom.

21. Taxes. The state of Idaho and school districts are generally exempt from payment of state sales and use taxes and from personal property tax for property purchased for its use. The state of Idaho is generally exempt from payment of federal excise tax under a permanent authority from the District Director of the Internal Revenue Service. The State will furnish exemption certificates upon written request by the Contractor. If the Contractor is required to pay any taxes incurred as a result of doing business with the State, the Contractor shall be solely and absolutely responsible for the payment of those taxes.

22. Governing Law. The Contract shall be governed by and construed under the laws of the State of Idaho and the parties hereto consent to the jurisdiction and exclusive venue of the state courts of Ada County in the State of Idaho in the event of any dispute with respect to the Contract.

23. Attorney Fees. In the event of a legal proceeding of any kind instituted under the Contract or instituted to obtain performance or to remedy a default under the Contract, the prevailing party shall be awarded such additional sums as the court may adjudge for reasonable attorney fees and to pay all costs and disbursements incurred in connection therewith.

24. Entire Agreement. The Contract constitutes the entire agreement between the parties hereto and shall supersede all previous proposals, oral or written, negotiations, representations commitments, and all other communications between the parties.

25. Amendment. The Contract may not be released, discharged, changed, extended, modified, subcontracted or assigned in whole or in part (collectively, an “Amendment”) except to the extent provided by an written instrument signed by the Contractor and the party authorized to bind the SDE. Parties authorized to bind the SDE are Superintendent of Public Instruction, currently Thomas R. Luna, and the Chief of Staff, currently Lucinda Willits. No other SDE employee and no employee of a school district is authorized to accept modifications or additional terms to the Contract or to

accept, including modifications or additional terms imposed through a click-through, click-wrap or similar Contract.

26. Severability. If any term, provision, covenant, or condition of the Contract, or the application thereof to any party or circumstance, shall be held to be illegal, invalid or unenforceable, in whole or in part or for any reason, the remaining terms, provisions, covenants and conditions of the Contract shall continue in full force and effect as if the Contract had been executed with the illegal, invalid or unenforceable portion eliminated, so long as the Contract as so modified continues to express, without material change, the original intentions of the parties as to the subject matter of the Contract, and the deletion of such portion of the Contract will not substantially impair the respective benefits or expectations of the parties to the Contract.

27. Force Majeure. If the Contractor or SDE is delayed, hindered, or prevented from performing any act required under the Contract by reason of delay beyond the reasonable control of the asserting party including, but not limited to, interruption of the power supply, theft, fire, Act of God or public enemy, severe and unusual weather conditions, injunction, riot, strikes, lockouts, insurrection, war, or court order, then performance of the act shall be excused for the period of the delay. In that event, the period for the performance of the act shall be extended for a period equivalent to the period of the delay. Matters of the Contractor's finances shall not be considered a force majeure.

28. No Waiver. The failure of the SDE to require strict performance of any term or condition of the Contract, or to exercise any option or discretion granted to it, in any one or all instances shall not be construed to be a waiver or relinquishment of any such term or condition. The same shall be and remain in full force and effect unless there is a prior written waiver by the State.

29. Sovereign Immunity. The parties expressly agree that no provision of this Contract is in any way intended to constitute a waiver by the SDE or the State of Idaho of any immunities from suit or from liability that the SDE or the State of Idaho may have by operation of law.

30. Survival of Terms. Any termination, cancellation, or expiration of the Contract notwithstanding, provisions which are intended to survive and continue shall survive and continue, including, but not limited to the provisions of the following sections of these Terms and Conditions: 1.3 - Contractor's Conflicting and Supplemental Terms; 2.1 – Remedies; 2.3 - Effect of Termination; 6 – Warranty and Maintenance; 7 - Ownership of Materials and Information; 8 – Patent and Copyright Infringement; 10 – General Indemnification; 13 – Records; 16 – Registration with Idaho Secretary of State and Service of Process; 19 – Officials Not Personally Liable; 23 – Attorney Fees; and, 29 – Sovereign Immunity.

ATTACHMENT 4

Offeror Experience with Similar Projects

(ME)

Instructions: Provide the following information to describe your firm's experience with similar projects – one form for each project. The information your firm provides will be used to evaluate your firm's experience with projects similar to the work described in the RFP. The Evaluation Team will also use the references your firm provides to verify the work. The Evaluation Team reserves the right to contact individuals in addition to those listed as references by your firm.

Firm Name _____

Name of Client: _____

Address: _____

Client Contact References:* _____ Phone Number: _____

Type of Entity: _____ School _____ Government

_____ Non-profit _____ For-Profit Private Sector

1. Approximate Number of Portable Wireless Computing Devices Installed: _____

2. Approximate Number of Wireless Access Points Installed: _____

3. Approximate Number of Buildings, Rooms, Square Footage Involved in the Project:

_____

4. Approximate Dates of Engagement: From _____ To _____

5. Describe Purpose and Objectives of Work.

6. Describe Nature of Work Performed.

7. Description of Solution (including hardware, software, network environment, training, and post implementation support provided).

8. Provide Names of Staff in this Proposal who participated in this Project and their role.

* *Each Reference shall include a teacher, a school technical coordinator and a school administrators or similar personnel if these are not school-based projects. PROVIDE YOUR REFERENCES AS INSTRUCTED ON ATTACHMENT 8, BELOW*.

ATTACHMENT 5

Staff Experience with Similar Projects

(ME)

NAME OF OFFEROR: _____

Instructions: Provide the following information to describe each senior staff member's experience with a similar project(s) – one form for each employee/project. The information your firm provides will be used to evaluate your staff's experience with projects similar to the work described in this RFP. The Evaluation Team will also use the references your firm provides to verify the work.

Employee Name _____

Employee Position_____

Name of Client: _____

Type of Entity: _____ Government _____ School

_____ Non-profit _____ For-Profit Private Sector

1. Approximate number of users on the client's system: _____

2. Approximate dates of engagement: From _____ To _____

3. Describe the purpose and objectives of work.

4. Describe the nature of work performed.

5. Describe the employee's role relative to this client's project.

6. Describe the employee's role relative to this RFP.

Current Supervisor's Name: _____ Phone Number: _____

Project Supervisor's Name*:_____ Phone Number: _____

* Name of supervisor(s) while working on the above Client project.

ATTACHMENT 6

Specification Summary Worksheet

(ME)

NAME OF OFFEROR: _____

Instructions: Complete this worksheet for the network connectivity and WLAN. Fill in each blank with the requested information. You must attach additional pages to provide complete information where required. SDE does not require that all these fields be accounted for, but if an Offeror is providing an option that fits one of these categories, these fields must be completed. Please specify which items are optional, if any. If additional items (fields) need to be added to this list of products and services to best reflect your proposed solution, please make note of this and add any necessary data.

Network Connectivity

Wireless Type_____
Speed_____

Wireless Local Area Network (WLAN)

Manufacturer _____

Wireless Transmission Rate of _____ Mbps/sec at a range of 50 feet

_____ Mbps/sec at a range of 100 feet

_____ Mbps/sec at a range of 200 feet

Maximum Range of _____ feet

Full disclosure of the capabilities and limitations of the wireless technology proposed must be included such as interference between classrooms, distance and object penetration data, and susceptibility to interference from outside sources.

Describe the actual throughput for the installed wireless network (KB/sec, MB/sec, GB/sec) for a 1MB file, 1 MB Streaming Audio File, and 1 MB Streaming Video File for the following number of simultaneous users:

Please describe the average amount of time in hours per month the system will be down for regular scheduled maintenance. Also describe how maintenance will be accomplished so that the impact on system availability is minimized.

_____
_____
_____

_____
_____
_____

Please describe how backup systems will be utilized so that the impact on system availability is minimized.

_____
_____
_____

_____
_____
_____

Please describe other WLAN specifications

_____
_____
_____

_____
_____
_____

Software

Identify and fully describe the applications associated with your wireless and network components of your system:

_____
_____
_____

_____
_____
_____

ATTACHMENT 7

OFFEROR QUESTIONS

PLEASE DO NOT IDENTIFY YOUR NAME OR YOUR COMPANY'S NAME OR PRODUCT NAMES OF INTELLECTUAL PROPERTY IN YOUR QUESTIONS.

ADD ROWS BY HITTING THE TAB KEY WHILE WITHIN THE TABLE AND WITHIN THE FINAL ROW.

The following instructions must be followed when submitting questions using the question format on the following page.

1. DO NOT CHANGE THE FORMAT OR FONT. Do not bold your questions or change the color of the font.

2. Enter the RFP section number that the question is for in the "RFP Section" field (column 2). If the question is a general question not related to a specific RFP section, enter "General" in column 2. If the question is in regards to a State Term and Condition or a Special Term and Condition, state the clause number in column 2. If the question is in regard to an attachment, enter the attachment identifier (example "Attachment A") in the "RFP Section" (column 2), and the attachment page number in the "RFP page" field (column 3).

3. Do not enter text in column 5 (Response). This is for the State's use only.

4. Once completed, this form is to be e-mailed per the instructions in the RFP. The e-mail subject line is to state the RFP number followed by "Questions."

Question	RFP Section	RFP Page #	QUESTION	RESPONSE
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				

ATTACHMENT 8

REFERENCES

(E)

INSTRUCTIONS TO THE OFFEROR:

Offerors will be evaluated on three (3) completed reference questionnaires. The completed reference questionnaires must be from individuals, companies, or public entities with knowledge of the Offeror's experience that is similar in nature and scope to the products and services being requested by this RFP; and are from current projects; or projects completed within the last three (3) years from the date this RFP.

References which are not received prior to the RFP Closing Date and time will receive a score of "0" for that reference. References received at the State Department of Education from a source other than the Reference will receive a score of "0." References outside the three (3) years and references from projects determined to be dissimilar in nature or scope to the subject of this RFP will also receive a score of zero (0) points. **Determination of similar will be made by using the information provided by the reference in Section II of the Reference Questionnaire, General Information and any additional information provided by the reference.**

If more than three (3) qualifying references are received prior to Closing, reference scores will be averaged.

REFERENCES MUST BE RECEIVED BY THE STATE DEPARTMENT OF EDUCATION, DIRECTLY FROM THE REFERENCE IN ORDER TO BE CONSIDERED.

1. Offerors must complete the following information on page 2 of the "Reference's Response To" document before sending it to the Reference for response.

1.1 Print the name of your reference (company/organization) on the "REFERENCE NAME" line.

1.2 Print the name of your company on the "OFFEROR NAME" line.

2. Send the "Reference's Response To" document to your references to complete and submit.

NOTE: It is the Offeror's responsibility to follow up with its references to ensure timely receipt of all questionnaires. Offerors may contact the RFP Lead prior to the RFP closing date to verify receipt of references.

REFERENCE QUESTIONNAIRE

REFERENCE'S RESPONSE TO

RFP Number: 1305W

RFP Title: Idaho High School Wireless Managed Service Project

REFERENCE NAME (Company/Organization): _____

OFFEROR (Vendor) NAME (Company/Organization): _____
intends to submit a proposal to the State of Idaho, State Department of Education, to provide a solution for the State's Wireless Initiative.

INSTRUCTIONS

1. Complete **Section I. RATING** using the Rating Scale provided.
2. Complete **Section II. GENERAL INFORMATION** (*This section is for information only and will not be scored.)*
3. Complete **Section III. ACKNOWLEDGEMENT** by manually signing and dating the document. *(Reference documents must include an actual signature.)*
4. E-mail or fax **THIS PAGE** and your completed reference document, **SECTIONS I through III** to:

RFP Lead:	Joyce Popp
E-mail:	wirelessRFP@sde.idaho.gov

5. This completed document **MUST** be received no later than June 28, 2013 (Closing Date and Time of the RFP) at 5:00 p.m. (Mountain Time). Reference documents received after this time will not be considered. **References received without an actual signature will not be accepted**.
6. DO **NOT** return this document to the Offeror (Vendor).
7. In addition to this document, the State may contact references by phone for further clarification if necessary.

REFERENCE QUESTIONNAIRE

RFP 1305W

REFERENCE NAME: _____OFFEROR NAME: _____

Section I. RATING

Using the Rating Scale provided below, rate the following numbered items by circling the appropriate number for each item:

Rating Scale

Category	Score
Poor or Inadequate Performance	0
Below Average	1 – 3
Average	4 – 6
Above Average	7 - 9
Excellent	10

1. Rate the overall quality of the vendor's services:

10 9 8 7 6 5 4 3 2 1 0

2. Rate the response time of this vendor:

10 9 8 7 6 5 4 3 2 1 0

3. Rate how well the agreed upon, planned schedule was consistently met and deliverables provided on time. (This pertains to delays under the control of the vendor):

10 9 8 7 6 5 4 3 2 1 0

REFERENCE QUESTIONNAIRE

RFP1305W

REFERENCE NAME: _____OFFEROR NAME: _____

4. Rate the overall customer service and timeliness in responding to customer service inquiries, issues and resolutions:

10 9 8 7 6 5 4 3 2 1 0

5. Rate the knowledge of the vendor's assigned staff and their ability to accomplish duties as contracted:

10 9 8 7 6 5 4 3 2 1 0

6. Rate the accuracy and timeliness of the vendor's billing and/or invoices:

10 9 8 7 6 5 4 3 2 1 0

7. Rate the vendor's ability to quickly and thoroughly resolve a problem related to the services provided:

10 9 8 7 6 5 4 3 2 1 0

8. Rate the vendor's flexibility in meeting business requirements:

10 9 8 7 6 5 4 3 2 1 0

9. Rate the likelihood of your company/organization recommending this vendor to others in the future:

10 9 8 7 6 5 4 3 2 1 0

[Required Signature Page Follows]

REFERENCE QUESTIONNAIRE

RFP1305W

REFERENCE NAME: _____OFFEROR NAME: _____

Section II. GENERAL INFORMATION

1. Please include a brief description of the products and services provided by this vendor for your business/organization:

2. During what time period did the vendor provide these services for your business?

Month: _____ Year: _____to Month: _____ Year: _____

Section III. ACKNOWLEDGEMENT

I affirm to the best of my knowledge that the information I have provided is true, correct, and factual:

_____ _____
Signature of Reference Date

_____ _____
Print Name Title

_____
Phone Number

_____
E-mail address

_____

E-mail address

ATTACHMENT 9

Definitions

The following terms and abbreviations are defined as used herein.

SDE	Idaho State Department of Education
Department	Idaho State Department of Education
High School	Any State funded educational agency serving grades 9 – 12
IEN	Idaho Education Network
ISEE	Statewide Longitudinal Data System
ISP	Internet Service Provider
LAN	Local Area Network
WAN	Wide Area Network
WLAN	Wireless Local Area Network
Period of Prime Usage	6:00 AM to 10:00 PM, Mountain and Pacific Time, Monday-Friday, excluding holidays
RFP	Request for Proposals
State	SDE
Subcontractor	Any person not employed by the Offeror, or any organization not owned by the Offeror, performing work that is the responsibility of the Offeror under an agreement resulting from this RFP.
AES	Advanced Encryption Standard
WPA	Wi-Fi Protected Access
WPA2	Wi-Fi Protected Access requiring Testing and certification by the Wi-Fi Alliance, implementing mandatory elements of IEEE 802.11i and introduces CCMP a new AES based encryption mode with strong security.
WEP	Wired Equivalent Privacy
Workday	Any day on which the school staff or school administrators are expected to work at a participating site.

ATTACHMENT 10 - SCHOOL ENROLLMENT DATA

District ID	DistrictName	Bldg #	Building Name	School Enrollment
58	ABERDEEN DISTRICT	0036	Aberdeen High School	239
58	ABERDEEN DISTRICT	0299	Aberdeen Middle School	182
381	AMERICAN FALLS JOINT DISTRICT	0168	American Falls High School	447
381	AMERICAN FALLS JOINT DISTRICT	0167	William Thomas Middle School	318
381	AMERICAN FALLS JOINT DISTRICT	0261	American Falls Alternative Academy	41
476	ANOTHER CHOICE VIRTUAL CHARTER	1247	ANOTHER CHOICE VIRTUAL CHARTER	110
492	ANSER CHARTER SCHOOL	0819	Anser Public Charter School	360
383	ARBON ELEMENTARY DISTRICT	0810	ARBON ELEMENTARY SCHOOL	12
394	AVERY SCHOOL DISTRICT	0821	Calder Elem - Jr High School	0
72	BASIN SCHOOL DISTRICT	0183	Idaho City High School	160
33	BEAR LAKE COUNTY DISTRICT	0027	Bear Lake High School	325
33	BEAR LAKE COUNTY DISTRICT	0026	Bear Lake Middle School	243
773	BLACKFOOT COMMUNITY LEARNING		BLACKFOOT COMMUNITY LEARNING	120
55	BLACKFOOT DISTRICT	0383	Lillian Valley	23
55	BLACKFOOT DISTRICT	1149	Mountain View Middle School (Alt)	14
55	BLACKFOOT DISTRICT	0034	Blackfoot High School	1067
55	BLACKFOOT DISTRICT	0033	Mountain View Middle School	585
55	BLACKFOOT DISTRICT	9006	Independence Alternate High/Bingham Co-op	126
61	BLAINE COUNTY DISTRICT	0042	Wood River High School	843
61	BLAINE COUNTY DISTRICT	0984	Wood River Middle School	663
61	BLAINE COUNTY DISTRICT	0197	Carey Public School	228
61	BLAINE COUNTY DISTRICT	1102	Silver Creek Alternative School	40
234	BLISS JOINT DISTRICT	0714	Bliss School	114
1	BOISE INDEPENDENT DISTRICT	9003	MARIAN PRITCHETT_Booth Memorial Home	42
1	BOISE INDEPENDENT DISTRICT	0573	TREASURE VALLEY MATH/SCIENCE	82
1	BOISE INDEPENDENT DISTRICT	0008	Borah Senior High School	1395
1	BOISE INDEPENDENT DISTRICT	0007	Boise Senior High School	1447
1	BOISE INDEPENDENT DISTRICT	0009	Capital Senior High School	1331
1	BOISE INDEPENDENT DISTRICT	0243	Timberline High School	1144
1	BOISE INDEPENDENT DISTRICT	0005	South Junior High School	656
1	BOISE INDEPENDENT DISTRICT	0242	Riverglen Junior High School	618

District ID	DistrictName	Bldg #	Building Name	School Enrollment
1	BOISE INDEPENDENT DISTRICT	0206	Les Bois Junior High School	658
1	BOISE INDEPENDENT DISTRICT	0676	West Junior High School	812
1	BOISE INDEPENDENT DISTRICT	0004	North Junior High School	860
1	BOISE INDEPENDENT DISTRICT	0002	Fairmont Junior High School	788
1	BOISE INDEPENDENT DISTRICT	0675	Frank Church High School	462
1	BOISE INDEPENDENT DISTRICT	0003	Hillside Junior High School	486
1	BOISE INDEPENDENT DISTRICT	0563	ASCENT	300
93	BONNEVILLE JOINT DISTRICT	1053	New Tech School	300
93	BONNEVILLE JOINT DISTRICT	0056	Bonneville High School	1170
93	BONNEVILLE JOINT DISTRICT	0200	Hillcrest High School	1294
93	BONNEVILLE JOINT DISTRICT	0219	Rocky Mountain Middle School	680
93	BONNEVILLE JOINT DISTRICT	0055	Sandcreek Middle School	721
93	BONNEVILLE JOINT DISTRICT	1053	Lincoln High School (Alt)	242
93	BONNEVILLE JOINT DISTRICT	1159	Telford Academy (Alt)	32
101	BOUNDARY COUNTY DISTRICT	0057	Bonners Ferry High School	499
101	BOUNDARY COUNTY DISTRICT	0201	Boundary County Junior High School	346
101	BOUNDARY COUNTY DISTRICT	1162	Boundary County Alternative School	45
365	BRUNEAU-GRAND VIEW JOINT DIST	0158	Rimrock Jr - Sr High School	137
412	BUHL JOINT DISTRICT	0180	Buhl High School	375
412	BUHL JOINT DISTRICT	0179	Buhl Middle School	290
111	BUTTE COUNTY JOINT DISTRICT	0059	Butte County Middle-High School	143
132	CALDWELL DISTRICT	0065	Caldwell Senior High School	1252
132	CALDWELL DISTRICT	0281	Syringa Middle School	680
132	CALDWELL DISTRICT	0064	Jefferson Middle School	665
132	CALDWELL DISTRICT	1090	Canyon Springs High School	376
121	CAMAS COUNTY DISTRICT	0060	Camas County High School	40
432	CAMBRIDGE JOINT DISTRICT	0193	Cambridge Jr - Sr High School	83
422	CASCADE DISTRICT	0190	Cascade Jr - Sr High School	139
151	CASSIA COUNTY JOINT DISTRICT	0568	CASSIA REGIONALTECHNICAL CTR	0
151	CASSIA COUNTY JOINT DISTRICT	0081	Burley Senior High School	876
151	CASSIA COUNTY JOINT DISTRICT	0084	Declo Senior High School	277
151	CASSIA COUNTY JOINT DISTRICT	0080	Burley Junior High School	466
151	CASSIA COUNTY JOINT DISTRICT	0082	Oakley Jr - Sr High School	187
151	CASSIA COUNTY JOINT DISTRICT	0292	Declo Junior High School	250
151	CASSIA COUNTY JOINT DISTRICT	0990	Cassia County Ed Center (Alt)	127
151	CASSIA COUNTY JOINT DISTRICT	0083	Raft River Jr - Sr High School	146
417	CASTLEFORD DISTRICT	0185	Castleford School	268
181	CHALLIS JOINT DISTRICT	0089	Challis Senior High School	214
181	CHALLIS JOINT DISTRICT	0486	Stanley Elem-Jr High School	7

District ID	DistrictName	Bldg #	Building Name	School Enrollment
161	CLARK COUNTY DISTRICT	0085	Clark County Jr - Sr High School	93
271	COEUR D ALENE DISTRICT	0220	Lake City High School	1514
271	COEUR D ALENE DISTRICT	0246	Woodland Middle School	783
271	COEUR D ALENE DISTRICT	0120	Canfield Middle School	795
271	COEUR D ALENE DISTRICT	0121	Lakes Middle School	633
271	COEUR D ALENE DISTRICT	1037	Project CDA - Alternative High School	196
774	COEUR D'ALENE CHARTER ACADEMY	0626	COEUR D'ALENE CHARTER ACADEMY	626
455	COMPASS CHARTER SCHOOL	0575	Compass Point Charter School	510
555	COSSA	1291	COSSA High School	107
242	COTTONWOOD JOINT DISTRICT	0111	Prairie High School	153
13	COUNCIL DISTRICT	0017	Council Jr - Sr High School	101
342	CULDESAC JOINT DISTRICT	0795	Culdesac School	90
314	DIETRICH DISTRICT	0143	Dietrich School	229
221	EMMETT INDEPENDENT DIST	1265	Black Canyon Alternative School	81
221	EMMETT INDEPENDENT DIST	1249	PAYETTE RIVER TECHNICAL ACAD	530
221	EMMETT INDEPENDENT DIST	0101	Emmett High School	502
456	FALCON RIDGE CHARTER SCHOOL	0576	Falcon Ridge Public Charter School	236
413	FILER DISTRICT	0181	Filer High School	409
413	FILER DISTRICT	1244	Filer Intermediate School	319
413	FILER DISTRICT	0196	Filer Middle School	197
59	FIRTH DISTRICT	0038	Firth High School	219
59	FIRTH DISTRICT	0155	Firth Middle School	240
215	FREMONT COUNTY JOINT DISTRICT	0100	North Fremont Jr - Sr High School	302
215	FREMONT COUNTY JOINT DISTRICT	0099	South Fremont High School	474
215	FREMONT COUNTY JOINT DISTRICT	0098	South Fremont Junior High	372
373	FRUITLAND DISTRICT	1332	Fruitland Alternative School (Prep)	37
373	FRUITLAND DISTRICT	0166	Fruitland High School	507
373	FRUITLAND DISTRICT	0165	Fruitland Middle School	509
71	GARDEN VALLEY DISTRICT	0274	Garden Valley Jr - Sr High	115
282	GENESEE JOINT DISTRICT	0269	Genesee Jr -Sr High School	128
192	GLENNS FERRY JOINT DISTRICT	0241	Glenns Ferry Middle School	111
192	GLENNS FERRY JOINT DISTRICT	0092	Glenns Ferry High School	148
231	GOODING JOINT DISTRICT	0102	Gooding Middle School	280
231	GOODING JOINT DISTRICT	0103	Gooding High School	333
148	GRACE JOINT DISTRICT	0245	Grace Jr - Sr High School	176
233	HAGERMAN JOINT DISTRICT	1231	HAGERMAN VALLEY LEARNING CTR	17

District ID	DistrictName	Bldg #	Building Name	School Enrollment
415	HANSEN DISTRICT	0620	Hansen Jr - Sr High School	161
479	HERITAGE ACADEMY	1341	Heritage Academy	0
481	HERITAGE COMMUNITY CHARTER	1343	**Heritage Community Charter School**	40
305	HIGHLAND JOINT DISTRICT	0285	Highland School	159
370	HOMEDALE JOINT DISTRICT	0160	Homedale High School	362
370	HOMEDALE JOINT DISTRICT	0260	Homedale Middle School	391
73	HORSESHOE BEND SCHOOL DIST	0278	Horseshoe Bend Middle School	101
73	HORSESHOE BEND SCHOOL DIST	0278	Horseshoe Bend High School	97
788	IDAHO ARTS CHARTER SCHOOL	0577	IDAHO ARTS CHARTER SCHOOL	605
771	IDAHO DIGITAL LEARNING ACADEMY	1082	IDAHO DIGITAL LEARNING ACADEMY Includes the Boise and Chubbock locations	4414
786	IDAHO DISTANCE EDUCATION ACAD	1082	IDAHO DISTANCE EDUCATION ACAD - BOISE	See above
786	IDAHO DISTANCE EDUCATION ACAD	1082	IDAHO DISTANCE EDUCATION ACAD - Chubbuck	See above
786	IDAHO DISTANCE EDUCATION ACAD	0271	IDAHO DISTANCE EDUCATION ACAD Deary	843
91	IDAHO FALLS DISTRICT	0053	Skyline Senior High School	1361
91	IDAHO FALLS DISTRICT	0054	Idaho Falls Senior High School	1497
91	IDAHO FALLS DISTRICT	0199	Taylorview Junior High School	836
91	IDAHO FALLS DISTRICT	0051	Compass Academy	594
91	IDAHO FALLS DISTRICT	0050	Eagle Rock Junior High School	901
91	IDAHO FALLS DISTRICT	1048	Emerson High School	246
468	IDAHO SCIENCE & TECHNOLOGY	1217	IDAHO SCIENCE & TECHNOLOGY	118
466	iSUCCEED VIRTUAL HIGH SCHOOL	0654	iSUCCEED VIRTUAL HIGH SCHOOL	754
251	JEFFERSON COUNTY JT DISTRICT	0114	Rigby Senior High School	868
251	JEFFERSON COUNTY JT DISTRICT	0052	Midway Middle School	694
251	JEFFERSON COUNTY JT DISTRICT	0113	Rigby Junior High School	638
251	JEFFERSON COUNTY JT DISTRICT	1143	Jefferson Alternative High	71
261	JEROME JOINT DISTRICT	0118	Jerome High School	921
261	JEROME JOINT DISTRICT	0117	Jerome Middle School	770
304	KAMIAH JOINT DISTRICT	0231	Kamiah High School	156
304	KAMIAH JOINT DISTRICT	0232	Kamiah Middle School	166
391	KELLOGG JOINT DISTRICT	0171	Kellogg High School	426
391	KELLOGG JOINT DISTRICT	0170	Kellogg Middle School	288
283	KENDRICK JOINT DISTRICT	0132	Kendrick Jr -Sr High School	121
414	KIMBERLY DISTRICT	0182	Kimberly High School	437
414	KIMBERLY DISTRICT	0512	Kimberly Middle School	339

District ID	DistrictName	Bldg #	Building Name	School Enrollment
274	KOOTENAI DISTRICT	0127	Kootenai Jr - Sr High School	131
3	KUNA JOINT DISTRICT	0014	Kuna High School	1241
3	KUNA JOINT DISTRICT	0013	Kuna Middle School	712
3	KUNA JOINT DISTRICT	1115	Initial Point High School	83
84	LAKE PEND OREILLE DISTRICT	0202	Sandpoint High School	1015
84	LAKE PEND OREILLE DISTRICT	0047	Sandpoint Middle School	465
84	LAKE PEND OREILLE DISTRICT	0049	Clark Fork Jr - Sr High School	120
84	LAKE PEND OREILLE DISTRICT	0265	Forrest M Bird Charter School	267
84	LAKE PEND OREILLE DISTRICT	1045	Lake Pend Oreille Alternative H.S.	117
273	LAKELAND DISTRICT	0570	KOOTENAI TECHNICAL EDUCATION CENTER	250
272	LAKELAND DISTRICT	1104	Mountainview Alternative High	107
272	LAKELAND DISTRICT	0124	Lakeland Senior High School	793
272	LAKELAND DISTRICT	0586	Timberlake Jr - Sr High School	272
272	LAKELAND DISTRICT	0123	Lakeland Junior High School	406
272	LAKELAND DISTRICT	0585	Timberlake Junior High School	539
341	LAPWAI DISTRICT	1234	Lapwai Jr - Sr High School	262
478	LEGACY CHARTER SCHOOL	1340	LEGACY CHARTER SCHOOL	261
340	LEWISTON INDEPENDENT DIST	0151	Sacajawea Junior High School	571
340	LEWISTON INDEPENDENT DIST	0152	Jenifer Junior High School	559
340	LEWISTON INDEPENDENT DIST	0153	Lewiston Senior High School	1019
340	LEWISTON INDEPENDENT DIST	1034	Tammany Alternative Learning Center	99
458	LIBERTY CHARTER	0587	Liberty Charter School	398
458	LIBERTY CHARTER	0587	Liberty Charter School	396
182	MACKAY JOINT DISTRICT	0090	Mackay Jr - Sr High School	97
321	MADISON DISTRICT	0146	Madison Senior High School	951
321	MADISON DISTRICT	0145	Madison Junior High School	713
321	MADISON DISTRICT	0250	Madison Middle School	1104
321	MADISON DISTRICT	9015	Central High School	82
21	MARSH VALLEY JOINT DISTRICT	0019	Marsh Valley High School	384
21	MARSH VALLEY JOINT DISTRICT	0018	Marsh Valley Middle School	169
363	MARSING JOINT DISTRICT	0530	Marsing Middle School	202
363	MARSING JOINT DISTRICT	0157	Marsing High School	239
421	MC CALL-DONNELLY DISTRICT	0189	McCall-Donnelly High School	268
421	MC CALL-DONNELLY DISTRICT	0236	Payette Lakes Middle School	216
11	MEADOWS VALLEY DISTRICT	0342	Meadow Valley Jr - Sr High School	172
136	MELBA JOINT DISTRICT	1252	Melba Alternative High School	5

District ID	DistrictName	Bldg #	Building Name	School Enrollment
136	MELBA JOINT DISTRICT	0070	Melba High School	352
768	MERIDIAN CHARTER HIGH SCHOOL		MERIDIAN CHARTER HIGH SCHOOL	207
2	MERIDIAN JOINT DISTRICT	0257	Meridian Charter High School	374
2	MERIDIAN JOINT DISTRICT	0898	Rocky Mountain High School	1964
2	MERIDIAN JOINT DISTRICT	0012	Meridian High School	1482
2	MERIDIAN JOINT DISTRICT	0545	Mountain View High School	2112
2	MERIDIAN JOINT DISTRICT	0112	Eagle High School	1573
2	MERIDIAN JOINT DISTRICT	0015	Centennial High School	1754
2	MERIDIAN JOINT DISTRICT	1235	Renaissance High School	329
2	MERIDIAN JOINT DISTRICT	0597	Central Academy	166
2	MERIDIAN JOINT DISTRICT	1228	Meridian Academy	174
2	MERIDIAN JOINT DISTRICT	0982	Eagle Academy	163
2	MERIDIAN JOINT DISTRICT	0547	MERIDIAN MEDICAL ARTS CHARTER	194
134	MIDDLETON DISTRICT		Middleton Transition School	92
134	MIDDLETON DISTRICT	0067	Middleton Middle School	706
134	MIDDLETON DISTRICT	1168	Middleton Academy Transition School	24
134	MIDDLETON DISTRICT	0068	Middleton High School	963
433	MIDVALE DISTRICT	0286	Midvale Jr - Sr High School	72
331	MINIDOKA COUNTY JOINT DISTRICT		ARTEC Charter - RUPERT	0
331	MINIDOKA COUNTY JOINT DISTRICT	0639	ARTEC CHARTER SCHOOL	213
331	MINIDOKA COUNTY JOINT DISTRICT	0150	Minico Senior High School	1052
331	MINIDOKA COUNTY JOINT DISTRICT	0148	East Minico Middle School	435
331	MINIDOKA COUNTY JOINT DISTRICT	0149	West Minico Middle School	435
331	MINIDOKA COUNTY JOINT DISTRICT	1046	Mount Harrison Senior High School	161
474	MONTICELLO MONTESSORE CHARTER	1246	Monticello Montessori	111
281	MOSCOW DISTRICT	0612	Paradise Creek Regional High School	25
281	MOSCOW DISTRICT	0130	Moscow Senior High School	546
281	MOSCOW DISTRICT	0129	Moscow Junior High	557
193	MOUNTAIN HOME DISTRICT	0095	Mountain Home Senior High School	1023
193	MOUNTAIN HOME DISTRICT	0093	Mountain Home Junior High School	576

District ID	DistrictName	Bldg #	Building Name	School Enrollment
244	MOUNTAIN VIEW SCHOOL DISTRICT	1286	Grangeville Elementary & Jr. High	397
244	MOUNTAIN VIEW SCHOOL DISTRICT	1284	Grangeville High School	284
244	MOUNTAIN VIEW SCHOOL DISTRICT	1283	Clearwater Valley High School	177
244	MOUNTAIN VIEW SCHOOL DISTRICT	1287	Elk City School	22
392	MULLAN DISTRICT	0172	Mullan Jr - Sr High School	55
418	MURTAUGH JOINT DISTRICT	0187	Murtaugh High School	47
418	MURTAUGH JOINT DISTRICT	0186	Murtaugh Middle School	54
132	NAMPA SCHOOL DISTRICT	0649	Gateway Charter School	0
131	NAMPA SCHOOL DISTRICT	0638	Columbia High School	1279
131	NAMPA SCHOOL DISTRICT	0998	Nampa Senior High School	1250
131	NAMPA SCHOOL DISTRICT	0994	Skyview High School	1200
131	NAMPA SCHOOL DISTRICT	0648	Lone Star Middle School	800
131	NAMPA SCHOOL DISTRICT	0062	South Middle School	967
131	NAMPA SCHOOL DISTRICT	1109	East Valley Middle School	959
131	NAMPA SCHOOL DISTRICT	0061	West Middle School	726
131	NAMPA SCHOOL DISTRICT	1154	Ridgeline High School	204
131	NAMPA SCHOOL DISTRICT	1052	Parkview Alternative High School	78
131	NAMPA SCHOOL DISTRICT	1033	Alpha One	29
372	NEW PLYMOUTH DISTRICT	0164	New Plymouth High School	288
372	NEW PLYMOUTH DISTRICT	0986	New Plymouth Middle School	205
302	NEZPERCE JOINT DISTRICT	0272	Nezperce Jr - Sr High School	78
149	NORTH GEM DISTRICT	0077	North Gem Jr - Sr High School	89
783	NORTH STAR PUBLIC CHARTER SCHO	0542	North Star Charter School	914
465	NORTH VALLEY ACADEMY	0653	North Valley Academy	209
135	NOTUS DISTRICT	0234	Notus Jr - Sr High School	162
351	ONEIDA COUNTY DISTRICT	0156	Malad Senior High School	261
351	ONEIDA COUNTY DISTRICT	0580	ONEIDA (ALT) HIGH SCHOOL	11
351	ONEIDA COUNTY DISTRICT	0618	Malad Middle School	205
171	OROFINO JOINT DISTRICT	0088	Orofino High School	350
171	OROFINO JOINT DISTRICT	0087	Timberline Junior-Senior High School	118
472	PALOUSE PRAIRIE SCHOOL	1234	Palouse Prairie School	102
137	PARMA DISTRICT	NULL	West Wing	175
137	PARMA DISTRICT	0072	Parma High School	328
371	PAYETTE JOINT DISTRICT	0162	Payette High School	483
371	PAYETTE JOINT DISTRICT	0161	McCain Middle School	337

District ID	DistrictName	Bldg #	Building Name	School Enrollment
371	PAYETTE JOINT DISTRICT	1064	PAYETTE ALTERNATIVE HIGH	29
44	PLUMMER-WORLEY JOINT DISTRICT	0030	Lakeside High School	128
25	POCATELLO DISTRICT	0024	Pocatello Senior High School	1079
25	POCATELLO DISTRICT	0956	Century High School	1152
25	POCATELLO DISTRICT	0025	Highland Senior High School	1289
25	POCATELLO DISTRICT	0022	Irving Middle School	684
25	POCATELLO DISTRICT	0020	Franklin Middle School	794
25	POCATELLO DISTRICT	0021	Hawthorne Middle School	803
777	POCATELLO DISTRICT	0623	New Horizon Center	326
25	POCATELLO DISTRICT	1002	Alameda Center	179
273	POST FALLS DISTRICT	1084	New Visions Alternative	106
273	POST FALLS DISTRICT	0126	Post Falls High School	1500
273	POST FALLS DISTRICT	0125	Post Falls Middle School	729
273	POST FALLS DISTRICT	0268	River City Middle School	500
285	POTLATCH DISTRICT	0135	Potlatch Jr - Sr High School	181
201	PRESTON JOINT DISTRICT	8844	Franklin County Alternative High	51
201	PRESTON JOINT DISTRICT	0096	Preston High School	660
201	PRESTON JOINT DISTRICT	0291	Preston Junior High School	594
453	RICHARD MCKENNA CHARTER SCHOOL	0870	RICHARD McKENNA CHARTER HIGH	136
316	RICHFIELD DISTRICT	0144	Richfield School	187
252	RIRIE JOINT DISTRICT	0228	Ririe High School	209
382	ROCKLAND DISTRICT	0169	Rockland Public School	145
454	ROLLING HILLS CHARTER SCHOOL	0574	Rolling Hills Public Charter School	265
475	SAGE INTERNATIONAL CHARTER	1248	SAGE INTERNATIONAL CHARTER	214
291	SALMON DISTRICT	0136	Salmon High School	285
291	SALMON DISTRICT	0139	Salmon Middle School	149
291	SALMON DISTRICT	9014	Salmon Alternative School	29
243	SALMON RIVER JOINT SCHOOL DIST	1281	Salmon River High School	59
596	SCHOOL FOR DEAF AND BLIND	0948	Idaho School for the Deaf & Blind	69
60	SHELLEY JOINT DISTRICT	0035	Shelley Senior High School	629
60	SHELLEY JOINT DISTRICT	0039	Donald J Hobbs Middle School	350
312	SHOSHONE JOINT DISTRICT	0294	Shoshone Jr. High	114
312	SHOSHONE JOINT DISTRICT	0846	Shoshone Alternative School	15
312	SHOSHONE JOINT DISTRICT	0295	Shoshone High School	151
52	SNAKE RIVER DISTRICT	0032	Snake River High School	531
52	SNAKE RIVER DISTRICT	0380	Snake River Middle School	287
150	SODA SPRINGS JOINT DISTRICT	0079	Soda Springs High School	244

District ID	DistrictName	Bldg #	Building Name	School Enrollment
150	SODA SPRINGS JOINT DISTRICT	0078	Tigert Middle School	249
292	SOUTH LEMHI DISTRICT	0137	Leadore School	69
41	ST MARIES JOINT DISTRICT	0029	St. Maries High School	337
41	ST MARIES JOINT DISTRICT	0028	St. Maries Middle School	214
41	ST MARIES JOINT DISTRICT	1138	ST MARIES COMMUNITY ED (ALT)	11
709	State Juvenile Correction District 709		State Juvenile Correction Facility - Lewiston	36
709	State Juvenile Correction District 709		State Juvenile Correction Facility - Nampa	84
709	State Juvenile Correction District 709		State Juvenile Correction Facility - St. Anthony	120
322	SUGAR-SALEM JOINT DISTRICT	0147	Sugar-Salem High School	430
322	SUGAR-SALEM JOINT DISTRICT	0225	Kershaw Intermediate School	322
322	SUGAR-SALEM JOINT DISTRICT	0226	Sugar-Salem Junior High School	254
322	SUGAR-SALEM JOINT DISTRICT	0874	VALLEY VIEW ALTERNATIVE HIGH	15
92	SWAN VALLEY ELEMENTARY DIST	0424	Swan Valley Elementary School	51
461	TAYLORS CROSSING CHARTER SCHOO	0642	Taylor's Crossing Public Charter School	381
401	TETON COUNTY DISTRICT	0875	Basin Jr/Sr Alternative High School	33
401	TETON COUNTY DISTRICT	0175	Teton High School	414
401	TETON COUNTY DISTRICT	0195	Teton Middle School	360
460	THE ACADEMY AT ROOSEVELT CNTR	0641	THE ACADEMY AT ROOSEVELT CNTR	273
473	THE VILLAGE CHARTER SCHOOL	1339	THE VILLAGE CHARTER SCHOOL	0
416	THREE CREEK JT ELEM DISTRICT	0835	THREE CREEK ELEM-JR HI SCHOOL	5
287	TROY SCHOOL DISTRICT	0772	Troy Jr - Sr High School	169
411	TWIN FALLS DISTRICT	0178	Twin Falls Senior High	1073
411	TWIN FALLS DISTRICT	1237	Canyon Ridge High School	1057
411	TWIN FALLS DISTRICT	0176	Robert Stuart Junior High School	724
411	TWIN FALLS DISTRICT	0177	Vera C. O'Leary Junior High School	909
411	TWIN FALLS DISTRICT	1147	TWIN FALLS BRIDGE ACADEMY	49
411	TWIN FALLS DISTRICT	1066	Magic Valley Alternative High	145
789	UPPER CARMEN PUBLIC CHARTER		UPPER CARMEN PUBLIC CHARTER	0
	VALLEY SCHOOL DISTRICT		Valley Jr/Sr High & Elementary	0
139	VALLIVUE SCHOOL DISTRICT	0074	Vallivue High School	1623
139	VALLIVUE SCHOOL DISTRICT	0985	Vallivue Middle School	640
139	VALLIVUE SCHOOL DISTRICT	0582	Sage Valley Middle School	850
139	VALLIVUE SCHOOL DISTRICT	0461	West Canyon Elementary School	619
139	VALLIVUE SCHOOL DISTRICT	9017	Vallivue Academy	83
139	VALLIVUE SCHOOL DISTRICT	1295	Riverview Middle School	53

District ID	DistrictName	Bldg #	Building Name	School Enrollment
451	VICTORY CHARTER SCHOOL	0868	Victory Charter School	380
463	VISION CHARTER SCHOOL	0888	VISION CHARTER SCHOOL	436
393	WALLACE DISTRICT	0174	Wallace Jr/Sr High School	235
431	WEISER DISTRICT	0192	Indianhead Academy High School	20
431	WEISER DISTRICT	0192	Weiser High School	513
431	WEISER DISTRICT	0191	Weiser Middle School	379
232	WENDELL DISTRICT	0209	Wendell High School	304
232	WENDELL DISTRICT	0104	Wendell Middle School	338
83	WEST BONNER COUNTY DISTRICT	1172	PREP (ALT) HIGH SCHOOL	23
83	WEST BONNER COUNTY DISTRICT	0048	Priest River Lamanna High	425
83	WEST BONNER COUNTY DISTRICT	0044	Priest River Junior High School	196
253	WEST JEFFERSON DISTRICT	0115	West Jefferson High School	164
202	WEST SIDE JOINT DISTRICT	0227	West Side Senior High School	179
202	WEST SIDE JOINT DISTRICT	0223	Harold B Lee Middle School	146
464	WHITE PINE CHARTER SCHOOL	2514	White Pines Charter School	408
288	WHITEPINE JT SCHOOL DISTRICT	0794	Deary School	189
133	WILDER DISTRICT	1022	Southwest Regional Tech Ctr COSSA	
133	WILDER DISTRICT	0233	Wilder Middle/High School	191
467	WINGS CHARTER MIDDLE SCHOOL	1216	Wings Charter Middle School	135
462	XAVIER CHARTER SCHOOL	2512	Xavier Charter School	574

ATTACHMENT 11 – ESTIMATED KNOWN SCHOOL APPROXIMATE SQUARE FOOTAGE

District ID	DistrictName	BuildingName	Approx. Sq. Footage
466	iSUCCEED VIRTUAL HIGH SCHOOL	iSUCCEED VIRTUAL HIGH SCHOOL	virtual
373	FRUITLAND DISTRICT	Fruitland Alternative School (Prep)	unknown
133	WILDER DISTRICT	Southwest Regional Tech Ctr COSSA	unknown
83	WEST BONNER COUNTY DISTRICT	PREP (ALT) HIGH SCHOOL	unknown
431	WEISER DISTRICT	Indianhead Academy High School	unknown
401	TETON COUNTY DISTRICT	Basin Jr/Sr Alternative High School	unknown
709	State Juvenile Correction District 709	State Juvenile Correction Facility - Lewiston	unknown
709	State Juvenile Correction District 709	State Juvenile Correction Facility - Nampa	unknown
709	State Juvenile Correction District 709	State Juvenile Correction Facility - St. Anthony	unknown
312	SHOSHONE JOINT DISTRICT	Shoshone Jr. High	unknown
596	SCHOOL FOR DEAF AND BLIND	Idaho School for the Deaf & Blind	unknown
273	POST FALLS DISTRICT	New Visions Alternative	unknown
137	PARMA DISTRICT	West Wing	unknown
132	NAMPA SCHOOL DISTRICT	Gateway Charter School	unknown
281	MOSCOW DISTRICT	Paradise Creek Regional High School	unknown
331	MINIDOKA COUNTY JOINT DISTRICT	ARTEC Charter - RUPERT	unknown
331	MINIDOKA COUNTY JOINT DISTRICT	ARTEC CHARTER SCHOOL	unknown
134	MIDDLETON DISTRICT	Middleton Transition School	unknown
134	MIDDLETON DISTRICT	Middleton Middle School	Unknown
134	MIDDLETON DISTRICT	Middleton Academy Transition School	unknown
136	MELBA JOINT DISTRICT	Melba Alternative High School	unknown
273	LAKELAND DISTRICT	KOOTENAI TECHNICAL EDUCATION CENTER	unknown
272	LAKELAND DISTRICT	Mountainview Alternative High	unknown
221	EMMETT INDEPENDENT DIST	Black Canyon Alternative School	unknown
151	CASSIA COUNTY JOINT DISTRICT	CASSIA REGIONALTECHNICAL CTR	unknown
786	IDAHO DISTANCE EDUCATION ACAD	IDAHO DISTANCE EDUCATION ACAD - BOISE	unknown
786	IDAHO DISTANCE EDUCATION ACAD	IDAHO DISTANCE EDUCATION ACAD - Chubbuck	unknown
786	IDAHO DISTANCE EDUCATION ACAD	IDAHO DISTANCE EDUCATION ACAD Deary	unknown
771	IDAHO DIGITAL LEARNING ACADEMY	IDAHO DIGITAL LEARNING ACADEMY	unknown
1	BOISE INDEPENDENT DISTRICT	MARIAN PRITCHETT_Booth Memorial Home	unknown
55	BLACKFOOT DISTRICT	Lillian Valley	unknown
55	BLACKFOOT DISTRICT	Mountain View Middle School (Alt)	unknown
73	HORSESHOE BEND SCHOOL DIST	Horseshoe Bend Middle School	unknown

District ID	DistrictName	BuildingName	Approx. Sq. Footage
192	GLENNS FERRY JOINT DISTRICT	Glenns Ferry Middle School	unknown
2	MERIDIAN JOINT DISTRICT	Meridian Charter High School	unknown
201	PRESTON JOINT DISTRICT	Franklin County Alternative High	unknown
462	XAVIER CHARTER SCHOOL	Xavier Charter School	unknown
473	THE VILLAGE CHARTER SCHOOL	THE VILLAGE CHARTER SCHOOL	unknown
460	THE ACADEMY AT ROOSEVELT CNTR	THE ACADEMY AT ROOSEVELT CNTR	unknown
475	SAGE INTERNATIONAL CHARTER	SAGE INTERNATIONAL CHARTER	unknown
456	FALCON RIDGE CHARTER SCHOOL	Falcon Ridge Public Charter School	unknown
221	EMMETT INDEPENDENT DIST	PAYETTE RIVER TECHNICAL ACAD	unknown
312	SHOSHONE JOINT DISTRICT	Shoshone Alternative School	see shoshone el/jr/sr
1	BOISE INDEPENDENT DISTRICT	TREASURE VALLEY MATH/SCIENCE	see Riverglen
363	MARSING JOINT DISTRICT	Marsing Middle School	see marsing intermediate
93	BONNEVILLE JOINT DISTRICT	New Tech School	see lincoln alt hs
233	HAGERMAN JOINT DISTRICT	HAGERMAN VALLEY LEARNING CENTR	see hagerman jr/sr hs
55	BLACKFOOT DISTRICT	Blackfoot High School	293,643
1	BOISE INDEPENDENT DISTRICT	Borah Senior High School	271,581
321	MADISON DISTRICT	Madison Senior High School	270,446
131	NAMPA SCHOOL DISTRICT	Columbia High School	269,976
2	MERIDIAN JOINT DISTRICT	Rocky Mountain High School	263,988
1	BOISE INDEPENDENT DISTRICT	Boise Senior High School	262,973
2	MERIDIAN JOINT DISTRICT	Meridian High School	262,111
134	MIDDLETON DISTRICT	Middleton High School	258,434
131	NAMPA SCHOOL DISTRICT	Nampa Senior High School	258,213
139	VALLIVUE SCHOOL DISTRICT	Vallivue High School	257,180
2	MERIDIAN JOINT DISTRICT	Mountain View High School	256,100
331	MINIDOKA COUNTY JOINT DISTRICT	Minico Senior High School	251,321
1	BOISE INDEPENDENT DISTRICT	Capital Senior High School	249,616
2	MERIDIAN JOINT DISTRICT	Eagle High School	244,888
2	MERIDIAN JOINT DISTRICT	Centennial High School	244,200
411	TWIN FALLS DISTRICT	Twin Falls Senior High	240,674
132	CALDWELL DISTRICT	Caldwell Senior High School	237,087
91	IDAHO FALLS DISTRICT	Skyline Senior High School	229,016
93	BONNEVILLE JOINT DISTRICT	Bonneville High School	225,394

District ID	DistrictName	BuildingName	Approx. Sq. Footage
131	NAMPA SCHOOL DISTRICT	Skyview High School	225,054
411	TWIN FALLS DISTRICT	Canyon Ridge High School	220,000
93	BONNEVILLE JOINT DISTRICT	Hillcrest High School	213,510
271	COEUR D ALENE DISTRICT	Coeur D'Alene High School	209,526
1	BOISE INDEPENDENT DISTRICT	Timberline High School	204,829
273	POST FALLS DISTRICT	Post Falls High School	202,933
25	POCATELLO DISTRICT	Pocatello Senior High School	201,588
91	IDAHO FALLS DISTRICT	Idaho Falls Senior High School	199,877
3	KUNA JOINT DISTRICT	Kuna High School	195,008
271	COEUR D ALENE DISTRICT	Lake City High School	193,804
25	POCATELLO DISTRICT	Century High School	192,124
61	BLAINE COUNTY DISTRICT	Wood River High School	181,373
25	POCATELLO DISTRICT	Highland Senior High School	177,784
151	CASSIA COUNTY JOINT DISTRICT	Burley Senior High School	166,264
261	JEROME JOINT DISTRICT	Jerome High School	156,195
201	PRESTON JOINT DISTRICT	Preston High School	155,400
61	BLAINE COUNTY DISTRICT	Wood River Middle School	153,979
381	AMERICAN FALLS JOINT DISTRICT	American Falls High School	152,800
251	JEFFERSON COUNTY JT DISTRICT	Rigby Senior High School	152,366
139	VALLIVUE SCHOOL DISTRICT	Vallivue Middle School	149,822
21	MARSH VALLEY JOINT DISTRICT	Marsh Valley High School	148,290
139	VALLIVUE SCHOOL DISTRICT	Sage Valley Middle School	147,209
321	MADISON DISTRICT	Madison Junior High School	140,981
1	BOISE INDEPENDENT DISTRICT	South Junior High School	140,027
411	TWIN FALLS DISTRICT	Robert Stuart Junior High School	139,410
131	NAMPA SCHOOL DISTRICT	Lone Star Middle School	139,075
1	BOISE INDEPENDENT DISTRICT	Riverglen Junior High School	137,386
1	BOISE INDEPENDENT DISTRICT	Les Bois Junior High School	137,384
431	WEISER DISTRICT	Weiser High School	136,117
193	MOUNTAIN HOME DISTRICT	Mountain Home Senior High School	135,821
84	LAKE PEND OREILLE DISTRICT	Sandpoint High School	135,156
411	TWIN FALLS DISTRICT	Vera C. O'Leary Junior High School	132,948
52	SNAKE RIVER DISTRICT	Snake River High School	128,000
312	SHOSHONE JOINT DISTRICT	Shoshone High School	127,500
2	MERIDIAN JOINT DISTRICT	Renaissance High School	127,460
1	BOISE INDEPENDENT DISTRICT	East Junior High School	126,580
1	BOISE INDEPENDENT DISTRICT	West Junior High School	125,580
412	BUHL JOINT DISTRICT	Buhl High School	124,025
60	SHELLEY JOINT DISTRICT	Shelley Senior High School	123,518

District ID	DistrictName	BuildingName	Approx. Sq. Footage
131	NAMPA SCHOOL DISTRICT	South Middle School	123,286
93	BONNEVILLE JOINT DISTRICT	Rocky Mountain Middle School	122,090
55	BLACKFOOT DISTRICT	Mountain View Middle School	121,973
1	BOISE INDEPENDENT DISTRICT	North Junior High School	121,958
215	FREMONT COUNTY JOINT DISTRICT	North Fremont Jr - Sr High School	121,100
131	NAMPA SCHOOL DISTRICT	East Valley Middle School	120,809
215	FREMONT COUNTY JOINT DISTRICT	South Fremont High School	120,300
91	IDAHO FALLS DISTRICT	Taylorview Junior High School	118,876
93	BONNEVILLE JOINT DISTRICT	Sandcreek Middle School	118,500
281	MOSCOW DISTRICT	Moscow Senior High School	118,078
261	JEROME JOINT DISTRICT	Jerome Middle School	117,990
272	LAKELAND DISTRICT	Lakeland Senior High School	117,365
192	GLENNS FERRY JOINT DISTRICT	Glenns Ferry High School	115,422
321	MADISON DISTRICT	Madison Middle School	115,297
373	FRUITLAND DISTRICT	Fruitland High School	113,421
91	IDAHO FALLS DISTRICT	Compass Academy	112,244
193	MOUNTAIN HOME DISTRICT	Hacker Middle School	111,971
131	NAMPA SCHOOL DISTRICT	West Middle School	111,436
273	POST FALLS DISTRICT	Post Falls Middle School	109,960
91	IDAHO FALLS DISTRICT	Eagle Rock Junior High School	108,666
253	WEST JEFFERSON DISTRICT	West Jefferson High School	106,908
151	CASSIA COUNTY JOINT DISTRICT	Declo Senior High School	106,700
3	KUNA JOINT DISTRICT	Kuna Middle School	106,122
244	MOUNTAIN VIEW SCHOOL DISTRICT	Grangeville Elementary & Jr. High	104,218
272	LAKELAND DISTRICT	Timberlake Jr - Sr High School	103,750
271	COEUR D ALENE DISTRICT	Woodland Middle School	101,828
392	MULLAN DISTRICT	Mullan Jr - Sr High School	100,000
413	FILER DISTRICT	Filer High School	99,848
61	BLAINE COUNTY DISTRICT	Carey Public School	99,175
231	GOODING JOINT DISTRICT	Gooding Middle School	98,848
137	PARMA DISTRICT	Parma High School	98,448
401	TETON COUNTY DISTRICT	Teton High School	97,486
371	PAYETTE JOINT DISTRICT	Payette High School	96,940
25	POCATELLO DISTRICT	Irving Middle School	96,724
281	MOSCOW DISTRICT	Moscow Junior High	96,555
193	MOUNTAIN HOME DISTRICT	Mountain Home Junior High School	96,175
101	BOUNDARY COUNTY DISTRICT	Bonners Ferry High School	96,000
414	KIMBERLY DISTRICT	Kimberly High School	95,688
1	BOISE INDEPENDENT DISTRICT	Fairmont Junior High School	94,478

District ID	DistrictName	BuildingName	Approx. Sq. Footage
132	CALDWELL DISTRICT	Syringa Middle School	93,048
251	JEFFERSON COUNTY JT DISTRICT	Midway Middle School	92,572
382	ROCKLAND DISTRICT	Rockland Public School	92,000
136	MELBA JOINT DISTRICT	Melba High School	91,901
391	KELLOGG JOINT DISTRICT	Kellogg High School	91,498
25	POCATELLO DISTRICT	Franklin Middle School	91,487
422	CASCADE DISTRICT	Cascade Jr - Sr High School	91,270
421	MC CALL-DONNELLY DISTRICT	McCall-Donnelly High School	91,193
252	RIRIE JOINT DISTRICT	Ririe High School	89,450
221	EMMETT INDEPENDENT DIST	Emmett High School	89,447
33	BEAR LAKE COUNTY DISTRICT	Bear Lake High School	89,236
25	POCATELLO DISTRICT	Hawthorne Middle School	88,928
322	SUGAR-SALEM JOINT DISTRICT	Sugar-Salem High School	88,884
370	HOMEDALE JOINT DISTRICT	Homedale High School	88,809
1	BOISE INDEPENDENT DISTRICT	Frank Church High School	88,102
372	NEW PLYMOUTH DISTRICT	New Plymouth High School	87,741
1	BOISE INDEPENDENT DISTRICT	Hillside Junior High School	86,725
83	WEST BONNER COUNTY DISTRICT	Priest River Lamanna High	85,200
	VALLEY SCHOOL DISTRICT	Valley Jr/Sr High & Elementary	84,197
151	CASSIA COUNTY JOINT DISTRICT	Burley Junior High School	83,098
381	AMERICAN FALLS JOINT DISTRICT	William Thomas Middle School	82,825
271	COEUR D ALENE DISTRICT	Canfield Middle School	82,604
251	JEFFERSON COUNTY JT DISTRICT	Rigby Junior High School	82,361
232	WENDELL DISTRICT	Wendell High School	82,000
274	KOOTENAI DISTRICT	Kootenai Jr - Sr High School	81,269
391	KELLOGG JOINT DISTRICT	Kellogg Middle School	79,919
371	PAYETTE JOINT DISTRICT	McCain Middle School	79,728
244	MOUNTAIN VIEW SCHOOL DISTRICT	Grangeville High School	79,612
351	ONEIDA COUNTY DISTRICT	Malad Senior High School	79,300
272	LAKELAND DISTRICT	Lakeland Junior High School	79,034
181	CHALLIS JOINT DISTRICT	Challis Senior High School	78,189
417	CASTLEFORD DISTRICT	Castleford School	76,955
52	SNAKE RIVER DISTRICT	Snake River Junior High School	76,729
783	NORTH STAR PUBLIC CHARTER SCHO	North Star Charter School	75,800
271	COEUR D ALENE DISTRICT	Lakes Middle School	75,393
340	LEWISTON INDEPENDENT DISTRICT	Sacajawea Junior High School	75,208
231	GOODING JOINT DISTRICT	Gooding High School	75,082
282	GENESEE JOINT DISTRICT	Genesee Jr -Sr High School	73,514
304	KAMIAH JOINT DISTRICT	Kamiah High School	73,505

District ID	DistrictName	BuildingName	Approx. Sq. Footage
59	FIRTH DISTRICT	Firth High School	73,099
60	SHELLEY JOINT DISTRICT	Donald J Hobbs Middle School	73,024
44	PLUMMER-WORLEY JOINT DISTRICT	Lakeside High School	72,693
331	MINIDOKA COUNTY JOINT DISTRICT	East Minico Middle School	72,515
33	BEAR LAKE COUNTY DISTRICT	Bear Lake Middle School	72,411
233	HAGERMAN JOINT DISTRICT	Hagerman Jr - Sr High School	71,734
340	LEWISTON INDEPENDENT DISTRICT	Jenifer Junior High School	71,300
148	GRACE JOINT DISTRICT	Grace Jr - Sr High School	68,683
73	HORSESHOE BEND SCHOOL DISTRICT	Horseshoe Bend High School	68,357
133	WILDER DISTRICT	Wilder Middle/High School	68,198
215	FREMONT COUNTY JOINT DISTRICT	South Fremont Junior High	68,017
370	HOMEDALE JOINT DISTRICT	Homedale Middle School	67,923
151	CASSIA COUNTY JOINT DISTRICT	Oakley Jr - Sr High School	67,700
340	LEWISTON INDEPENDENT DISTRICT	Lewiston Senior High School	67,520
291	SALMON DISTRICT	Salmon High School	67,450
331	MINIDOKA COUNTY JOINT DISTRICT	West Minico Middle School	67,400
71	GARDEN VALLEY DISTRICT	Garden Valley Jr - Sr High	67,047
84	LAKE PEND OREILLE DISTRICT	Sandpoint Middle School	65,623
58	ABERDEEN DISTRICT	Aberdeen High School	64,986
393	WALLACE DISTRICT	Wallace Jr/Sr High School	64,381
201	PRESTON JOINT DISTRICT	Preston Junior High School	64,000
132	CALDWELL DISTRICT	Jefferson Middle School	63,415
365	BRUNEAU-GRAND VIEW JOINT DIST	Rimrock Jr - Sr High School	62,240
101	BOUNDARY COUNTY DISTRICT	Boundary County Junior High School	61,975
244	MOUNTAIN VIEW SCHOOL DISTRICT	Clearwater Valley High School	61,910
121	CAMAS COUNTY DISTRICT	Camas County High School	61,302
273	POST FALLS DISTRICT	River City Middle School	61,295
302	NEZPERCE JOINT DISTRICT	Nezperce Jr - Sr High School	61,193
401	TETON COUNTY DISTRICT	Teton Middle School	60,898
171	OROFINO JOINT DISTRICT	Orofino High School	60,678
111	BUTTE COUNTY JOINT DISTRICT	Butte County Middle-High School	60,550
242	COTTONWOOD JOINT DISTRICT	Prairie High School	59,355
150	SODA SPRINGS JOINT DISTRICT	Soda Springs High School	59,152
414	KIMBERLY DISTRICT	Kimberly Middle School	58,540
373	FRUITLAND DISTRICT	Fruitland Middle School	58,540
431	WEISER DISTRICT	Weiser Middle School	58,378
415	HANSEN DISTRICT	Hansen Jr - Sr High School	58,321
314	DIETRICH DISTRICT	Dietrich School	58,292

District ID	DistrictName	BuildingName	Approx. Sq. Footage
341	LAPWAI DISTRICT	Lapwai Jr - Sr High School	57,805
41	ST MARIES JOINT DISTRICT	St. Maries High School	57,332
202	WEST SIDE JOINT DISTRICT	West Side Senior High School	56,438
232	WENDELL DISTRICT	Wendell Middle School	56,400
555	COSSA	COSSA High School	55,845
58	ABERDEEN DISTRICT	Aberdeen Middle School	55,792
412	BUHL JOINT DISTRICT	Buhl Middle School	55,603
421	MC CALL-DONNELLY DISTRICT	Payette Lakes Middle School	55,510
161	CLARK COUNTY DISTRICT	Clark County Jr - Sr High School	55,000
83	WEST BONNER COUNTY DISTRICT	Priest River Junior High School	54,940
363	MARSING JOINT DISTRICT	Marsing High School	54,866
150	SODA SPRINGS JOINT DISTRICT	Tigert Middle School	54,726
413	FILER DISTRICT	Filer Intermediate School	54,717
288	WHITEPINE JT SCHOOL DISTRICT	Deary School	54,500
149	NORTH GEM DISTRICT	North Gem Jr - Sr High School	54,400
458	LIBERTY CHARTER	Liberty Charter School	54,396
458	LIBERTY CHARTER	Liberty Charter School	54,396
413	FILER DISTRICT	Filer Middle School	53,714
305	HIGHLAND JOINT DISTRICT	Highland School	52,800
84	LAKE PEND OREILLE DISTRICT	Clark Fork Jr - Sr High School	51,868
285	POTLATCH DISTRICT	Potlatch Jr - Sr High School	51,627
59	FIRTH DISTRICT	Firth Middle School	51,529
788	IDAHO ARTS CHARTER SCHOOL	IDAHO ARTS CHARTER SCHOOL	51,364
132	CALDWELL DISTRICT	Canyon Springs High School	51,022
84	LAKE PEND OREILLE DISTRICT	Forrest M Bird Charter School	48,900
202	WEST SIDE JOINT DISTRICT	Harold B Lee Middle School	48,756
72	BASIN SCHOOL DISTRICT	Idaho City High School	48,586
182	MACKAY JOINT DISTRICT	Mackay Jr - Sr High School	47,854
291	SALMON DISTRICT	Salmon Middle School	47,474
432	CAMBRIDGE JOINT DISTRICT	Cambridge Jr - Sr High School	46,591
11	MEADOWS VALLEY DISTRICT	Meadow Valley Jr - Sr High School	46,038
171	OROFINO JOINT DISTRICT	Timberline Junior-Senior High School	45,794
287	TROY SCHOOL DISTRICT	Troy Jr - Sr High School	45,000
283	KENDRICK JOINT DISTRICT	Kendrick Jr -Sr High School	44,773
21	MARSH VALLEY JOINT DISTRICT	Marsh Valley Middle School	44,584
774	COEUR D'ALENE CHARTER ACADEMY	COEUR D'ALENE CHARTER ACADEMY	44,538
304	KAMIAH JOINT DISTRICT	Kamiah Middle School	43,346
342	CULDESAC JOINT DISTRICT	Culdesac School	43,100

District ID	DistrictName	BuildingName	Approx. Sq. Footage
372	NEW PLYMOUTH DISTRICT	New Plymouth Middle School	43,000
151	CASSIA COUNTY JOINT DISTRICT	Declo Junior High School	42,970
52	SNAKE RIVER DISTRICT	Snake River Middle School	42,579
451	VICTORY CHARTER SCHOOL	Victory Charter School	41,715
322	SUGAR-SALEM JOINT DISTRICT	Kershaw Intermediate School	41,592
433	MIDVALE DISTRICT	Midvale Jr - Sr High School	41,360
322	SUGAR-SALEM JOINT DISTRICT	Sugar-Salem Junior High School	41,150
272	LAKELAND DISTRICT	Timberlake Junior High School	41,000
137	PARMA DISTRICT	Parma Middle School	40,908
271	COEUR D ALENE DISTRICT	Project CDA - Alternative High School	40,809
243	SALMON RIVER JOINT SCHOOL DIST	Salmon River High School	40,099
455	COMPASS CHARTER SCHOOL	Compass Point Charter School	39,505
461	TAYLORS CROSSING CHARTER SCHOO	Taylor's Crossing Public Charter School	39,000
13	COUNCIL DISTRICT	Council Jr - Sr High School	38,820
351	ONEIDA COUNTY DISTRICT	ONEIDA (ALT) HIGH SCHOOL	38,500
351	ONEIDA COUNTY DISTRICT	Malad Middle School	38,500
492	ANSER CHARTER SCHOOL	Anser Public Charter School	37,500
777	POCATELLO DISTRICT	New Horizon Center	36,588
139	VALLIVUE SCHOOL DISTRICT	Thomas Jefferson Charter	36,310
135	NOTUS DISTRICT	Notus Jr - Sr High School	35,600
768	MERIDIAN CHARTER HIGH SCHOOL	MERIDIAN CHARTER HIGH SCHOOL	35,330
465	NORTH VALLEY ACADEMY	North Valley Academy	34,569
316	RICHFIELD DISTRICT	Richfield School	34,440
478	Legacy Charter School	Legacy Charter School	34,271
478	LEGACY CHARTER SCHOOL	LEGACY CHARTER SCHOOL	34,271
131	NAMPA SCHOOL DISTRICT	Ridgeline High School	33,913
418	MURTAUGH JOINT DISTRICT	Murtaugh High School	33,056
234	BLISS JOINT DISTRICT	Bliss School	32,602
151	CASSIA COUNTY JOINT DISTRICT	Cassia County Ed Center (Alt)	31,810
468	IDAHO SCIENCE & TECHNOLOGY	IDAHO SCIENCE & TECHNOLOGY	31,563
91	IDAHO FALLS DISTRICT	Emerson High School	30,942
41	ST MARIES JOINT DISTRICT	St. Maries Middle School	30,206
418	MURTAUGH JOINT DISTRICT	Murtaugh Middle School	30,020
292	SOUTH LEMHI DISTRICT	Leadore School	30,000
464	WHITE PINE CHARTER SCHOOL	White Pines Charter School	29,696
139	VALLIVUE SCHOOL DISTRICT	West Canyon Elementary School	29,352
331	MINIDOKA COUNTY JOINT DISTRICT	Mount Harrison Senior High School	29,085
454	ROLLING HILLS CHARTER SCHOOL	Rolling Hills Public Charter School	29,036

District ID	DistrictName	BuildingName	Approx. Sq. Footage
151	CASSIA COUNTY JOINT DISTRICT	Raft River Jr - Sr High School	27,900
93	BONNEVILLE JOINT DISTRICT	Lincoln High School (Alt)	27,800
463	VISION CHARTER SCHOOL	VISION CHARTER SCHOOL	27,580
61	BLAINE COUNTY DISTRICT	Silver Creek Alternative School	26,674
2	MERIDIAN JOINT DISTRICT	Central Academy	25,800
2	MERIDIAN JOINT DISTRICT	Meridian Academy	24,896
340	LEWISTON INDEPENDENT DISTRICT	Tammany Alternative Learning Center	23,845
92	SWAN VALLEY ELEMENTARY DIST	Swan Valley Elementary School	23,725
2	MERIDIAN JOINT DISTRICT	Eagle Academy	23,442
2	MERIDIAN JOINT DISTRICT	MERIDIAN MEDICAL ARTS CHARTER	22,010
472	PALOUSE PRAIRIE SCHOOL	Palouse Prairie School	21,000
481	HERITAGE COMMUNITY CHARTER	**Heritage Community Charter School**	21,000
479	HERITAGE ACADEMY	Heritage Academy	21,000
55	BLACKFOOT DISTRICT	Independence Alternate High/Bingham Co-op	17,688
3	KUNA JOINT DISTRICT	Initial Point High School	17,396
84	LAKE PEND OREILLE DISTRICT	Lake Pend Oreille Alternative H.S.	17,266
244	MOUNTAIN VIEW SCHOOL DISTRICT	Elk City School	15,528
453	RICHARD MCKENNA CHARTER	RICHARD McKENNA CHARTER HIGH	15,200
251	JEFFERSON COUNTY JT DISTRICT	Jefferson Alternative High	14,979
474	MONTICELLO MONTESSORE CHARTER	Monticello Montessori	14,857
773	BLACKFOOT COMMUNITY LEARNING	BLACKFOOT COMMUNITY LEARNING	13,076
467	WINGS CHARTER MIDDLE SCHOOL	Wings Charter Middle School	12,235
321	MADISON DISTRICT	Central High School	12,041
131	NAMPA SCHOOL DISTRICT	Parkview Alternative High School	10,833
139	VALLIVUE SCHOOL DISTRICT	Vallivue Academy	9,890
381	AMERICAN FALLS JOINT DISTRICT	American Falls Alternative Academy	9,856
139	VALLIVUE SCHOOL DISTRICT	Riverview Middle School	9,553
101	BOUNDARY COUNTY DISTRICT	Boundary County Alternative School	8,400
371	PAYETTE JOINT DISTRICT	PAYETTE ALTERNATIVE HIGH	7,700
411	TWIN FALLS DISTRICT	TWIN FALLS BRIDGE ACADEMY	7,500
93	BONNEVILLE JOINT DISTRICT	Telford Academy (Alt)	6,300
1	BOISE INDEPENDENT DISTRICT	ASCENT	6,050
181	CHALLIS JOINT DISTRICT	Stanley Elem-Jr High School	5,598
394	AVERY SCHOOL DISTRICT	Calder Elem - Jr High School	4,554
383	ARBON ELEMENTARY DISTRICT	ARBON ELEMENTARY SCHOOL	4,448
416	THREE CREEK JT ELEM DISTRICT	THREE CREEK ELEM-JR HI SCHOOL	4,340
470	KOOTENAI BRIDGE ACADEMY	KOOTENAI BRIDGE ACADEMY	4,000

District ID	DistrictName	BuildingName	Approx. Sq. Footage
25	POCATELLO DISTRICT	Alameda Center	3,984
789	UPPER CARMEN PUBLIC CHARTER	UPPER CARMEN PUBLIC CHARTER	3,500
476	ANOTHER CHOICE VIRTUAL CHARTER	ANOTHER CHOICE VIRTUAL CHARTER	3,095
291	SALMON DISTRICT	Salmon Alternative School	2,827
421	MC CALL-DONNELLY DISTRICT	Heartland High School	2,818
131	NAMPA SCHOOL DISTRICT	Alpha One	2,016
411	TWIN FALLS DISTRICT	Magic Valley Alternative High	1,960
322	SUGAR-SALEM JOINT DISTRICT	VALLEY VIEW ALTERNATIVE HIGH	1,536
41	ST MARIES JOINT DISTRICT	ST MARIES COMMUNITY ED (ALT)	768

ATTACHMENT 12 – SIGNATURE PAGE

State of Idaho

Department of Education

THOMAS R. LUNA
Superintendent of Public Instruction

650 West State Street
P. O. Box 83720
Boise, ID 83720-0027
Telephone (208) 332-6800
FAX (208) 334-2228

SIGNATURE PAGE for Use with a Manually Submitted Request for Proposal (RFP) Response

ALL RESPONSES TO THIS RFP SHALL BE TYPEWRITTEN OR HANDWRITTEN IN INK. ORIGINALS AND COPIES OF THE RESPONSE SHALL BE SUBMITTED IN ACCORDANCE WITH THE RFP. MANUALLY SUBMITTED RESPONSES MUST INCLUDE THIS SIGNATURE PAGE WITH THE ORIGINAL SIGNATURE OF AN INDIVIDUAL AUTHORIZED TO BIND THE SUBMITTING VENDOR.

NO LIABILITY WILL BE ASSUMED BY THE STATE DEPARTMENT OF EDUCATION FOR A VENDOR'S FAILURE TO OBTAIN THE TERMS AND CONDITIONS AND ANY PROPERLY ISSUED RFP ADDENDUMS IN A TIMELY MANNER FOR USE IN THE VENDOR'S RESPONSE TO THIS RFP OR ANY OTHER FAILURE BY THE VENDOR TO CONSIDER THE TERMS, CONDITIONS, AND ANY ADDENDUMS IN THE VENDOR'S RESPONSE TO THE RFP.

The words "SEALED BID" and the bid number must be noted on the outside of your SEALED BID package. To insure that your SEALED BID is handled properly, label the exterior of your package as follows:

"SEALED BID"	BUYER: STATE DEPARTMENT OF EDUCATION SEALED BID FOR: IDAHO HIGH SCHOOL WIRELESS MANAGED SERVICE PROJECT RFP NUMBER: RFP1305W CLOSES: JUNE 28, 2013 5:00 PM MT

Send your sealed bid package to:	Department of Education PO Box 83720 Boise, ID 83720-0027
FedEx, UPS or other Couriers:	Department of Education 650 West State Street Boise, ID 83702

This RFP response is submitted in accordance with all documents and provisions of the specified Bid Number and Title detailed below. By my signature below I accept the terms, conditions and requirements contained in the RFP. As the undersigned, I certify I am authorized to sign and submit this response for the Bidder/Offeror. I further acknowledge I am responsible for reviewing and acknowledging any addendums that have been issued for this RFP.

RFP Number: _____ RFP Title: _____

BIDDER/OFFEROR (Company Name) _____

ADDRESS _____

CITY, ST ZIP

PHONE:_____FAX:_____

E-Mail _____

THIS SIGNATURE PAGE MUST BE SIGNED WITH AN ORIGINAL HANDWRITTEN SIGNATURE (PREFERABLY IN BLUE INK) AND RETURNED WITH YOUR MANUALLY SUBMITTED BID OR PROPOSAL FOR YOUR BID OR PROPOSAL TO BE CONSIDERED.

_____ _____

Original Signature (Manually Signed in Ink) Date

_____ _____

Printed Name Title

EXHIBIT B

Proposal

See attached.

Tab 1. 3.3 (M) Cover Letter

June 28, 2013

Ms. Joyce Popp
Idaho Department of Education
650 W. State Street
Third Floor, RM 343
Boise, ID 83720

Re: ENA Services, LLC/Education Networks of America, Inc. (ENA) Proposal Response to RFP1305W Idaho High School Wireless Managed Service Project

Dear Ms. Popp,

ENA appreciates the opportunity to respond to the Idaho State Department of Education (SDE) RFP1305W Idaho High School Wireless Managed Service Project. As the E-Rate service provider for the Idaho Education Network (IEN) since its inception, with responsibility for implementation, project management and ongoing support, ENA is uniquely qualified to meet the requirements of this RFP. With highly skilled and experienced local customer support and project management resources and extensive experience coordinating complex service deployments to thousands of school sites across the country, we understand and appreciate the level of detail that is required for a project of this nature and believe that we have demonstrated this through our involvement in all the IEN implementation activities to date. In fact, it is our comprehensive and highly engaged involvement in the IEN project that uniquely distinguishes ENA as the most knowledgeable, reliable, ready and equipped provider to meet the full service requirements of this RFP.

ENA Information

Name:	ENA Services, LLC/Education Networks of America, Inc. (ENA)	
Address:	Corporate Office: 1101 McGavock Street, Nashville, TN 37203	
	Boise Office: 802 W. Bannock Street, Suite 405, Boise, ID 83702	
Authorized Signer:	Bob Collie, Senior Vice President and CTO	
Idaho State Director:	Garry Lough, Idaho State Director	
Telephone:	Corporate Office: 615-312-6000 or 866-615-1101	
	Boise Office: 208-629-2911	
	Bob Collie: 615-312-6004	
	Garry Lough: 208-473-2802	
Facsimile:	Corporate Office: 615-312-6099	Boise Office: 208-629-2909
E-mail:	Bob Collie: bcollie@ena.com	Garry Lough: glough@ena.com

Signature Page – Attachment 12

The **Attachment 12** Signature Page can be found in **Tab 5, Attachments.**

3.3.1 Corporate Legal Status

ENA consists of ENA Services, LLC, a licensed telecommunications company qualified to provide E-Rate eligible Internet Access and Telecommunication Services, and its parent company Education Networks of America, Inc., which owns 100 percent of ENA Services, LLC. The company has been in business since 1996, successfully delivering services of the same type and scope as have been requested in the Proposal Request.

Education Networks of America, Inc. is a C corporation incorporated December 17, 1999, in the State of Delaware. Prior to incorporation, ENA was a LLC formed in 1996. ENA's federal identification, E-Rate Service Provider Identification Number (SPIN), FCC Registration Number (FRN) and Dunn and Bradstreet (DUNS) numbers are provided below:

- Federal Employer (Tax) Identification Number (FEIN): 62-1805864
- SPIN:
  - Education Networks of America, Inc. SPIN – 143008159 FRN – 0011583515
  - ENA Services, LLC SPIN – 143030857 FRN – 0015297245
- DUNS: 01-211-9835

ENA Services, LLC, is the respondent of record for this Proposal Response and subsequent contract and should be the named vendor on potential E-Rate filings.

3.3.2 Statement of Compliance

ENA accepts and is willing to comply with the requirements of the RFP and attachments, including but not limited to the Contract Terms and Conditions included in **Attachment 3**.

3.3.4 Statement of Non-Collusion

ENA has not employed any company or person other than a bona fide employee working solely for the ENA or a company regularly employed as its marketing agent to solicit or secure this contract, and that it has not paid or agreed to pay any company or person, other than a bona fide employee working solely for ENA or a company regularly employed by the contractor as its marketing agent, any fee, commission, percentage, brokerage fee, gifts or any other consideration contingent upon or resulting from the award of this contract. ENA affirms its understanding that for breach or violation of this term, the SDE has the right to annul contract without liability or, in its discretion, to deduct from the contract price, the amount of any such fee, commission, percentage, brokerage fee, gifts or contingencies.

3.3.5 Proposal Writing Responsibility

ENA and its management team are solely responsible for writing the Proposal Response.

3.3.6 Suspension or Debarement

ENA has never been and is not currently suspended, debarred or otherwise excluded from federal or state procurement and non-procurement programs.

3.3.7 Firm and Binding Proposal

ENA's proposal will remain firm and binding for a period of ninety (90) days from the proposal opening date.

3.3.8 Executive Order 2009-10

ENA warrants that any contract resulting from this RFP is subject to Executive Order 2009-10. ENA does not knowingly hire or engage any illegal aliens or persons not authorized to work in the United States and takes proactive steps to verify that it does not hire or engage any illegal aliens or persons not authorized to work in the United States through E-Verify, an Internet-based service that allows businesses to determine the eligibility of their employees to work in the United States. ENA understands that any misrepresentation in this regard or persons not authorized to work in the United States constitutes a material breach and will be cause for the imposition of monetary penalties up to five percent (5%) of the contract price, per violation, and/or termination of its contract.

Authorized Representative and Contact Information

As a Senior Vice President and CTO of ENA, I certify that I am authorized to represent ENA and bind ENA relative to all matters contained in this Proposal Response. I also certify that the information offered in ENA's Proposal Response meets all general conditions outlined in the RFP.

The primary contact for ENA's proposal response during the proposal evaluation is:

Garry Lough:	Idaho State Director
Office:	208-473-2802
Mobile:	208-794-2657
E-Mail:	glough@ena.com

ENA is confident that no other vendor can match our years of dedication, experience and proven, successful track record. We appreciate your consideration of our Proposal Response and look forward to the opportunity to work with the SDE and high schools across the state to implement the managed wireless solution and services we have proposed. Please do not hesitate to contact Garry Lough or me if you have any questions or need clarification of any portion of ENA's Proposal Response.

Sincerely,

Bob Collie
Senior Vice President and CTO

Tab 2. 3.4 (M) Executive Summary

RFP Requirement		ENA's Response
3.4	**Executive Summary**	
Include an executive summary in the Scope of Work Proposal providing a condensed overview of the contents of the Proposal demonstrating an understanding of the services to be performed. Offerors should present their understanding of the magnitude and parameters of the Project, the objectives and the intended results. Offerors should describe their understanding of the solution and services as requested by the SDE. Offerors should summarize how their proposal meets the requirements of this RFP and why the Offeror is best qualified to perform the work required, using quantifiable and verifiable information.		ENA's response is provided below.

It has been ENA's privilege to play a key role in the implementation and support of the Idaho Education Network (IEN), which has enabled access and equity of educational opportunities for Idaho's students and communities. With the growing emergence of mobile computing devices and technologies, ENA understands that it is imperative to now implement ubiquitous wireless to extend the IEN's reach and provide seamless access in support of the growing number of mobile computing devices in use throughout Idaho's high schools.

As the managed network service provider for the IEN, as well a leading provider of K-12 specific Infrastructure as-a Service (IaaS) solutions, ENA is uniquely positioned to extend our current IEN services and provide a very robust and flexible managed wireless and content filtering solution and offer the Idaho State Department of Education (SDE) a solution that cannot be matched by any other infrastructure provider. Not only do we have the experience and proven track record in the state of Idaho, but our established relationships and level of knowledge and trust with each local school district will help to ensure this project's success.

For sixteen years, ENA has been delivering significant value to education institutions through our managed service model, providing unique solutions and benefits to K-12 schools. **ENA's core competencies are in delivering customized managed infrastructure solutions for schools and libraries and we believe our approach, coupled with our customer-centric focus, can offer continued significant value to Idaho's high schools.**

Highlighted below is a summary of how ENA's solutions and service approach will establish the best foundation for Idaho high school students and teachers to seamlessly access digital content throughout school buildings and integrate cohesively with local school networks and the IEN.

ENA Air

ENA Air leverages ENA's Infrastructure as a Service solution model to provide complete, turnkey wireless networking for schools and libraries across North America. The promise of ENA Air is that it encompasses the design, provisioning, installation, and on-going management and maintenance of the wireless network. By providing a seamless end-to-end service, ENA helps create an environment where students and staff are no longer limited by traditional classroom boundaries, and are free to access information and collaborate with fellow students and teachers from practically anywhere on campus, empowering teachers to expand their pedagogy and enhance the student learning experience. **Our managed service model provides this flexible, high-quality wireless networking to your students and teachers while also minimizing the administrative and management burden deploying and maintaining such a solution would normally create for you and your staff.**

ENA Air offers the flexibility of a locally owned and installed wireless solution and pairs it with the expertise and support of a trusted education-focused service provider and technology partner. We understand that district technology staffs are overburdened, while districts are continually challenged with reduced budgets and increased expectations for seamless technology delivery. We also understand the urgency to provide ubiquitous access to educational content for every student. ENA Air takes the headache out of wireless networking design, implementation, and support, while providing school districts with real-time analytics and reporting about their wireless networks as well as tools and resources to manage and make changes.

As a complete turnkey solution*,* ENA Air includes all necessary hardware to deploy a fully functional, high performance wireless network. This includes all necessary access points or other wireless networking devices, infrastructure such as cabling (if cabling is not available or up to specification), standards-based power over Ethernet (PoE) switching, and any ancillary hardware that may be required to monitor and manage the entire infrastructure necessary to provide ongoing, excellent wireless service to Idaho's high school students and faculty. While all hardware and software is provided and maintained by ENA, each ENA Air implementation will be designed to integrate seamlessly with the district's local network, integrate with existing Internet or IEN access and allow access to local resources while also meeting the SDE's specific statewide standards for wireless coverage and access.

A Trusted and Seasoned Partner to Idaho Education

Under the direction of Superintendent Thomas R. Luna, Governor C.L. "Butch" Otter and the Department of Administration, ENA successfully implemented the Idaho Education Network. It has proven to be one of the flagship accomplishments of both administrations as we completed the project nearly one year ahead of schedule and delivered more capacity than originally anticipated all while the project is running approximately 16% below budget. Rarely do statewide information technology projects of that scale beat deadlines and deliver more, let alone come in under budget. The IEN is unmatched in our region, even nationally, when compared to the cost efficiencies and customer service levels that state education networks provide to tax payers and the consumers of education. That spirit and commitment to the state's visionary education initiatives is what we hope to have the opportunity

to demonstrate once again via the successful implementation of the Idaho High School Wireless Managed Service Project.

Higher Service Levels and Demonstrated Ability to Deliver

What truly sets ENA apart from any other company or solution the SDE will evaluate is our demonstrated track record of providing exemplary customer service, exceeding service level agreements, and delivering highly-reliable managed wireless network services in support of mission critical education applications. **ENA is the single point of accountability for wireless network services; we call to proactively notify you of all service-affecting conditions, we are available 24x7x365 to answer any question or if you need to notify us of an issue that needs to be resolved, and it is our responsibility to coordinate with any required parties to ensure resolution.** The best indicators of our success are the positive feedback we receive on an ongoing basis from our customers and the extremely high levels of customer loyalty and customer retention we have achieved. The results of our most recent survey, conducted across our entire base of customers, are similar to the range of results we have achieved consistently over many years—between 97 and 100 percent of respondents were satisfied with ENA's services over the past five years of surveys and would recommend ENA to others.

Supporting Idaho and National Educational Initiatives

As a team member of the award of Idaho's Student Come First initiative last year, ENA understands the breadth, scope and importance of Superintendent Luna's vision for education. Superintendent Luna is not alone in his view that no matter the zip code or demographic, students should have unfettered access to quality education. That was evidenced by ENA's recent, successful participation in Hewlett Packard's award as the underlying provider for managed device, wireless and professional development services for the WSCA-NASPO Learning Technology Initiative (also known as the Multi-State Learning Technology Initiative). It is because of the experience working with the state of Idaho, and the lessons learned that we can provide similar solutions and opportunities to students and schools across the country. ENA's reputation rests on our ability to serve the education and library communities like no other.

Our understanding of the technology needs and challenges in K-12 schools coupled with our experience in providing connectivity, communication and collaboration services to meet the needs of schools and libraries is unequaled and unmatched. Now serving thousands of locations across the nation with robust data, voice and video services and support, ENA is the most qualified and uniquely positioned to provide the wireless infrastructure and services to support Idaho's education initiatives.

Summary

Students of Idaho require and deserve the individual education opportunities that are becoming the norm across the country. That can only begin to be achieved with ubiquitous access to rich, digital content where they can absorb and progress through relevant subject matter. That foundation requires a flexible, robust and resilient wireless network that can handle the demands of this generation. The

velocity of learning is speeding up and we must ensure that our education institutions are keeping up with those increasing student demands.

Now more than ever, it is imperative for you to select the right strategic partner to ensure every aspect of the strategic vision described in the RFP is embraced and delivered. ENA is confident that **we *are that partner.*** Our comprehensive and innovative approach adheres to the need for local flexibility but ensures standardization of experience for students in Idaho.

ENA is eager and ready to work in close collaboration with the SDE to support your infrastructure and education needs now and well into the future. We are excited about working with the SDE and committed to this project at every level of ENA's organization and look forward to the opportunity to extend our valued long-term partnership.

Tab 3. 3.5 (M) Scope of Work Proposal

RFP Requirement		ENA's Response
3.5	**Scope of Work Proposal**	
The Scope of Work section of the Proposal will include the Offeror's response to the service requirements described in **Section 4**.		Please see **Tab 4, Attachment 1** for ENA's full **Scope of Work Proposal Response**.

3.6 (M) Responses to Service Requirements

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3.6.2 Positive Statement

RFP Requirement	ENA's Response
3.6.2 Positive Statement	
Provide a positive statement describing how the proposed equipment and services comply with the requirements detailed in **Section 4**, Scope of Work. These statements must specifically and completely address the RFP requirements; simply referring to enclosed literature is not acceptable.	Please see ENA's response provided below as well as a detailed response in **Tab 4, Scope of Work, Attachment 1.**

ENA's managed wireless service ENA Air, builds on years of experience designing, implementing and supporting world-class, highly scalable networks for education. Our proposed solution complies with the requirements detailed in **Section 4** of the RFP and includes all infrastructure components to successfully deploy a turnkey managed wireless service such as access points, PoE switches, necessary hardware and software, cabling, and implementation and support resources necessary to deliver seamless end-to-end connectivity for Idaho's students, teachers, and administrators. The benefit of our ENA Air fully managed service is that ENA maintains operational responsibilities and ownership of the complete wireless system and will design, install, deploy, manage, maintain, remove, replace, or repair all components, as required, as part of the ongoing service without additional hardware, consulting, or licensing expense to the SDE or Idaho's school districts. All required project management, engineering, installation, and deployment of ENA Air is included, making our solution a true Infrastructure as a Service (IaaS) offering. Backed by our 24x7x365 Customer Technical Assistance Center (CTAC) with experience in supporting the IEN and districts throughout the state of Idaho, you can be sure that the support and assistance Idaho has come to appreciate for connectivity and video collaboration services will be provided as part of our ENA Air solution.

Our implementation of ENA Air will ensure more than sufficient capacity and coverage to enable all instructional and administrative areas to function wirelessly by utilizing what we believe to be the future of indoor wireless design with a hosted controller model and fully capable access point (AP) radios at the edge to realize real performance gains for current and future IEEE standards. ENA Air is fully compliant with all currently ratified IEEE wireless standards, including 802.11 a/b/g/n for both 2.4 GHz and 5 GHz frequencies. We will provide the newest ratified standards at the time of award with periodic upgrades to the most current standards on a rotational basis once every 60 months or sooner as determined by ENA in coordination with the SDE. In the event that 802.11ac is approved by the IEEE and the SDE and ENA agree it is mature enough for statewide deployment at the time of award it will be included in our initial deployments.

As the current primary contractor for the IEN, ENA is uniquely positioned to be able to provide seamless interoperability, connectivity, and content filtering supporting wireless users. ENA proposes to extend our current IEN managed service and approach to include a wireless infrastructure within the framework of Idaho education facilities. We are confident that our approach will result in a more robust overall

solution with a single entity responsible for end-to-end connectivity and, ultimately, the success of the program. ENA will work directly with each district enrolled in the program to ensure ENA Air functions in accordance with their network topology to provide access to local wired resources, applications, servers, printers, and Internet service whether provided by IEN or a third party provider.

As a hosted and fully managed wireless service, ENA Air, with ENA WebSafe content filtering, has built in redundancy and fault tolerance over that of any other non-hosted offering. By positioning all necessary management and monitoring hardware in geographically diverse and security hardened ENA facilities with battery and generator backup engineered with multiple levels of fault tolerance, ENA stands alone in its ability to provide a truly highly-available wireless and content filtering solution.

ENA will deliver CIPA-compliant content filtering to the wireless network via our ENA WebSafe filtering service. ENA WebSafe currently protects over 1.5 million K-12 students in multiple states, and has been tailored specifically to the needs of the state agency and local school districts. ENA WebSafe utilizes the latest filtering technologies to deliver rapid, highly scalable, and efficient performance often lacking in locally installed, proxy-based solutions. Although ENA WebSafe utilizes cloud-based technologies for efficiency and scalability, it is a versatile service that allows each district to set its own filtering policies, delegate Authorized Override access, and view and analyze its own utilization reports.

Reporting features for both ENA Air and ENA WebSafe offer all the capabilities you would expect in a robust IaaS service providing useful reporting, event logging, and statistics available through ENA's exceptional web interface with intelligent resolution format for viewing on any device—be it smartphone, tablet, laptop, or desktop—which allows true anywhere/anytime access to the important information administrators need on a daily basis. Please see brochures on ENA Air in **Exhibit 1.**

3.6.3 Language Provisions and Numbering

RFP Requirement	ENA's Response
3.6.3 Language Provisions and Numbering	
As a convenience and courtesy to the evaluators and readers, each Offeror is required to format this section of its proposal such that the original RFP Section 4 Language provisions and number are directly quoted and included in the proposal, followed respectively by the Offeror's response to each provision in a formatting manner which makes the original language and Offeror's response easy to distinguish and read. A format similar to the example below is preferred. *The Offeror has the option to provide additional information regarding enhancements or other marketing-type material it believes relevant to the Project. Such information must be clearly identified as supplemental or marketing material and be appended to Offeror's proposal.*	ENA acknowledges and fully complies.

3.7 (M) Solution Specifications Summary (Attachment 6)

RFP Requirement	ENA's Response
3.7 Solution Specifications Summary	
In this section of the Scope of Work Proposal, the Offeror must, in addition to the detailed response required, complete the Specifications Summary Worksheet located in **Attachment 6**. All required information must be provided on **Attachment 6**. Additional summary information may be added if the minimum information specified on the form is provided first. Information provided in **Attachment 6** must support your response to **Section 4** Requirements, detailed below.	ENA's completed **Attachment 6 – Specifications Summary Worksheet** is provided in **Tab 5, Attachments.** Additional detailed information can be found in **Tab 4, Scope of Work – Attachment 1.**

3.8 (ME) Cost Proposal – Separate Sealed Envelope

RFP Requirement	ENA's Response
3.8 Cost Proposal	
Provide your fully burdened "Cost per installation" on Attachment 2 Cost Schedule A.	ENA's **Cost Proposal Response** is included in a separately sealed envelope.

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COST PROPOSAL AND BILLING PROCEDURE 4

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II. Attachment 2 – Cost Schedule A – Solution Cost

Part 1. Cost Proposal

Below please find ENA's comprehensive price for managed wireless and content filtering services for Idaho's 9th-12th grade students, teachers, administrators, technology coordinators and other staff members. We understand the SDE proposed considerations for "Options A and B" within Schedule A, however ENA did not locate specified technical requirements for such options within the RFP. We have instead provided a combined solution cost under Schedule A in compliance with SDE requested offerings inclusive of any such options which might be individually considered Option A and B. Cost Schedule B – Optional Items further outlines any additional optional services in greater detail outside of Cost Schedule A – Solution Costs in compliance with SDE request for "Optional Additional Items".

COST Schedule A – Solution Cost ENA Air Managed Wireless Service and ENA WebSafe Prime Content Filtering Fixed Fully Burdened Cost for Project	
TOTAL COST PER YEAR	$2,111,655.00

NOTES:

1. The total fully burdened per year costs is $21.00/user/year for all 100,555 users listed in RFP1305W (93,352 9th-12th grade students and 7,203 teachers, administrators, technology directors, and other staff).

2. Price assumes a 60-month term per installation beginning on the date that implementation of ENA Air and ENA WebSafe service is complete and verified to be functional.

3. ENA Air service will include the latest IEEE-ratified and ENA-tested standards at the time of implementation with periodic upgrades to the most current standards on a rotational basis once every 60 months or sooner as determined by ENA in coordination with the SDE.

Items Included in Cost:

Line Item	Item Description
1	All necessary wireless access points, power over Ethernet (PoE) switches, and cabling to provide robust ENA Air wireless service to all 100,555 students, teachers and staff listed in this RFP
2	Site walkouts to determine optimal equipment placement and RF design for robust wireless service at all locations listed in this RFP
3	Delivery of necessary equipment to each location, unpacking of equipment, installation and testing to ensure full functionality and subsequent removal of all packaging material from site
4	Design and implementation of network access policies, SSIDs and integration with local area networks and user authentication at each location
5	Any necessary interior-only fiber runs, if required for service delivery, between IDF and MDF switching closets, using currently existing fiber and cable pathways
6	ENA WebSafe Prime content filtering for all 100,555 users
7	24x7x365 monitoring of all ENA Air wireless and ENA WebSafe content filtering service components and pro-active notification of any issues
8	Ongoing management and support of the ENA Air wireless and ENA WebSafe content filtering services throughout the life of the contract
9	Project and program management for the implementation of all ENA Air wireless and ENA WebSafe content filtering serviced described herein
10	In person professional development training sessions re: ENA Air and ENA WebSafe at six IETA sessions per year and at the annual IASA and IETA conferences. Quarterly online training sessions can be scheduled based on user demand.
11	Ongoing replacement of faulty equipment as well as software and firmware upgrades to any service components
12	Online access to the My ENA administrators' portal for all authorized district and SDE personnel for ENA Air and ENA WebSafe reporting and policy management
13	Quarterly usage reports e-mailed to the SDE program manager per the requested schedule outlined in **Cost Schedule B**.

III. Attachment 2 – Cost Schedule B – Optional Items

Cost Proposal and Billing Procedure

COST SCHEDULE B – Optional Items Additional Training and Professional Development		
Line Item	Description	Cost
1	ENA Air managed wireless service for sites outside of the core scope of this RFP with between 1 and 150 students, faculty, and staff	$3,600.00/year/site
2	ENA Air managed wireless service for sites outside of the core scope of this RFP with greater than 150 students, faculty, and staff	$20.00/user/year
3	ENA WebSafe Prime for locations that use the IEN for sole Internet Access	$1/user/year
4	ENA WebSafe Prime for locations that do not use the IEN for sole Internet Access	$2,400/year minimum Additional $1/user/year for sites with greater than 2,400 users
5	ENA WebSafe Pro (content filtering with Active Directory integration, per user-group filtering policies, and detailed user and IP address utilization reporting)	$2,400/year minimum Additional $2/user/year for sites with greater than 1,200 users
6	Additional Training Services	$600/half-day* $1,000/full-day* *Additional travel and expense charges may apply

NOTES:

1. For optional service pricing, a user is defined as a student, teacher, administrator or staff member.

2. All users at a physical location may be counted for pricing purposes.

For all other ENA optional services, please see our **Optional Services Pricing Section**.

Quarterly Usage Reports

RFP Requirement	ENA's Response
Quarterly Usage Reports	
Contractor will furnish detailed Quarterly Usage Reports of all purchases and activities for that quarter. If no purchases were made or activities occurred during a quarter, report "0" on the report. Contractor may be asked to submit additional usage reports as requested by the SDE.	ENA understands and will comply with this request.

Submission of Quarterly Usage Reports

RFP Requirement			ENA's Response
Submission of Quarterly Usage Reports			
Reporting Time Line (Fiscal Year Quarters):		Report Due:	ENA understands and will comply with this requirement. Quarterly usage reports will be e-mailed to the SDE program manager. Reports may also be made available online for authorized SDE personnel.
1st Quarter	July 1 – Sept 30	October 31st	
2nd Quarter	Oct 1 – Dec 31	October 31st	
3rd Quarter	Jan 1 – Mar 31	October 31st	
4th Quarter	Apr 1 – Jun 30	October 31st	
E-mail your completed Quarterly Usage Reports to SDE Program Manager.			
Failure to submit the required report may be cause for disqualification of Contractor for future contracts, or other action by the SDE.			

IV. Optional Services Pricing

Standard Price List – certain conditions and/or discounts may apply depending on location.

1. ENA Connectivity Services Pricing

ENA Connectivity Services

Service	Monthly Fee Per Site (unless otherwise indicated)	Note
Fully Managed WAN Services – various speeds	Case-by-case basis	1
Site Moves	Actual Telco Cost + ENA Consulting Hours	
Make Ready Services - ENA Assisted	Actual Vendor Cost + ENA Consulting Hours	
Managed District-Owned Fiber		
100 Mbps	$500.00	
Managed Fiber Upgrade to 1 Gbps	$700.00	2
Customer-Owned Firewall or Appliance Integration		
Small	$100.00	
Medium	$300.00	
Large	$500.00	
ENA NetShield Basic Firewall Protection (Only Available with ENA Managed Internet Access)		
5 Sites or Less	$500.00	
6 to 20 Sites	$750.00	6
21 to 50 Sites	$1,000.00	
51 Sites or More	$2,000.00	
Engineering Support Services (beyond directly supporting proposed connectivity services)	$125.00	3
QoS and Traffic Management Services	$25.00 per configuration, per device	
Training Services		4
Half-day	$600.00	
Full-day	$1,000.00	

ENA Connectivity Services - Continued

Notes:

1. WAN pricing is subject to evaluation of specific site and pricing is subject to availability.
2. Higher broadband service pricing is subject to evaluation of specific site and pricing is subject to availability.
3. For support services/consulting beyond ENA's managed WAN service. Project-based pricing and bulk purchase discounts are available.
4. Additional travel and expense charges may apply.
5. Not available in all markets.
6. Firewall pricing based on school district sizes. Specific pricing for a statewide service is also available.
7. Minimum quantities may apply. Site survey required.
8. ENA WebSafe Pro has a minimum price of $200.00 per month or $2,400.00 per year.

Please note:

- Pricing for optional services is for basic configurations and services for the category and are subject to change and availability.
- Customization and advanced configurations are available.
- All pricing will be agreed upon between ENA and the customer before services are installed.
- Prices listed above are not to exceed prices – pricing may be lower based on specific location review and quote.
- Government taxes and fees may apply as applicable and may change over the term of the contact.

2. ENA Voice Services Pricing

ENA's voice service is designed to be flexible. The pricing list shown below includes all our voice options. Many of these options can be combined to create a customized service bundle that meets your specific needs.

ENA SmartVoice

All ENA SmartVoice services include the following: Online User Interfaces, Administrator's Portal, and Local Number Portability (LNP) at no extra charge.

Service	Description	One-time Fee	Monthly Fee
Interconnected VoIP Extension Types			
ENA SmartVoice Prime			$12.50
ENA SmartVoice Plus			$30.00
ENA SmartVoice Pro			$45.00
ENA SmartVoice Loud Ringer			$32.00
ENA SmartVoice Auto Attendant			$40.00
Extension for Integration with Existing			$30.00
Intercom/Paging/Door Locks			
ENA SmartFax [1]			$25.00
ENA SmartFax to E-mail Add-on	Requires purchase of ENA SmartFax Service. This feature allows for one e-mail address per fax number.		$5.00
Site Set Up Fee	Per Site	$500.00	
Voicemail	Per mailbox - minimum 25 mailboxes per customer		$7.50

ENA SmartVoice Services - Continued

All ENA SmartVoice services include the following: Online User Interfaces, Administrator's Portal, and Local Number Portability (LNP) at no extra charge.

Service	Description	One-time Fee	Monthly Fee
ENA Toll Free	First 100 minutes included; extra minutes at $0.04 per minute; requires purchase of ENA SmartVoice or ENA SmartLink services.		$10.00
Toll Free Directory Listing			$15.00
Engineering Consulting			
LAN/WAN/PBX Integration w/ Premises Systems	Hourly rate	$125.00	
Training [2]			
Admin/End User/ Portal/Phone Training	Half day training	$600.00	
Admin/End User/ Portal/Phone Training	Full day training	$1,000.00	
Configuration			
Basic PBX/Extension - Configuration or Change	Service is available via Administrator's Portal at no charge. ENA can perform this service, if requested by the customer, for this one-time charge, per request.	$10.00	
Integration with Customer Firewall			Individual Case Basis
USF and Government Fees Estimate [3]	Estimate based on monthly voice service		11.00%
911/E-911 Local Government Fees [3]	Based on location		$1.00

*Phones/Handsets ****

IP Handsets - *Price includes configuration and testing*

Service	One-time Fee	Service	One-time Fee
POE-Only Powered Handsets		**Handsets - AC Power Adapter Included**	
No AC Adapter Included			
ENA SmartVoice Polycom 321 or equivalent	$90.00	ENA SmartVoice Polycom 321 or equivalent	$105.00
ENA SmartVoice Polycom 331 or equivalent	$110.00	ENA SmartVoice Polycom 331 or equivalent	$125.00
ENA SmartVoice Polycom 335 or equivalent	$120.00	ENA SmartVoice Polycom 335 or equivalent	$160.00
ENA SmartVoice Polycom 450 or equivalent	$210.00	ENA SmartVoice Polycom 450 or equivalent	$225.00
ENA SmartVoice Polycom 550 or equivalent	$210.00	ENA SmartVoice Polycom 550 or equivalent	$220.00
ENA SmartVoice Polycom 560 or equivalent	$260.00	ENA SmartVoice Polycom 560 or equivalent	$275.00
ENA SmartVoice Polycom 650 or equivalent	$260.00	ENA SmartVoice Polycom 650 or equivalent	$270.00
ENA SmartVoice Polycom 670 or equivalent	$355.00	ENA SmartVoice Polycom 670 or equivalent	$380.00
ENA SmartVoice Polycom IP 6000 Conference Phone	$625.00	ENA SmartVoice Polycom 6000 IP Conference Phone	$675.00
ENA SmartVoice Polycom VVX500 or equivalent	$260.00	ENA SmartVoice Polycom VVX500 or equivalent	$290.00
		ENA SmartVoice Aastra 6730i	$80.00
ENA SmartVoice Aastra 6731i	$100.00	ENA SmartVoice Aastra 6731i	$115.00
ENA SmartVoice Aastra 6735i	$215.00	ENA SmartVoice Aastra 6753i	$145.00
ENA SmartVoice Aastra 6737i	$235.00	ENA SmartVoice Aastra 6755i	$190.00
ENA SmartVoice Aastra 6739i	$400.00	ENA SmartVoice Aastra 6757i	$215.00

*** Phone models and pricing subject to change

~ All service endnotes are located at the end of the pricing charts

ENA SmartVoice Services - Continued

All ENA SmartVoice services include the following: Online User Interfaces, Administrator's Portal, and Local Number Portability (LNP) at no extra charge.

Service	Description	One-time Fee	Monthly Fee
ENA SmartVoice Analog Telephony Adapter	For analog phone use with ENA SmartVoice		$5.00
On Site Phone Installation	Minimum of 20 phones, price per phone	$15.00	
Accessory Items			
ENA Polycom Soundpoint Expansion Module for 650 (backlit)		$180.00	
ENA Polycom Soundpoint Expansion Module for 670 (color)		$205.00	
Power Supply for Soundpoint IP 320/330/550/650		$15.00	
Power Supply for Soundpoint IP 321/331/335/450		$20.00	
Power Supply for Soundpoint IP 560/IP 670/VVX500		$30.00	
Power supply for Soundpoint IP 6000 Conference Phone		$95.00	
Microphone Extenders for IP 6000	Includes two extension microphones	$280.00	
Plantronics Electronic Switch Hook Adapter for Headset (price includes ground shipping)		$70.00	
Power supply for Aastra 67 series phone		$20.00	
Aastra 560M(M675i) Expansion Module		$150.00	
Warranties			
1 Year Advanced Replacement Warranty		Included	

ENA SmartLink Services

All ENA SmartLink connections (Analog and PRI and IP Trunk) include the following: Unlimited local and domestic LD[4] at no extra charge. Annoyance Call Trace, Call Waiting, Caller ID, Caller ID Block/Unblock, DID, Hunting, and user-controlled Caller ID Restriction all included at no extra charge.

Service	Description	One-time Fee	Monthly Fee
ENA SmartLink Analog [5]	Includes one analog line equivalent and one phone number per line. Local Number Portability (LNP) included at no extra charge. Cannot be used for fax, modem, or alarm lines.		$45.00
ENA SmartLink PRI [6]	Full 23-channel PRI; 23 numbers included at no extra charge; LNP included at no extra charge.		$575.00
ENA IP SmartLink [7]	Minimum 100 ports/channels - price per channel		$22.00
CO-Powered POTS Line			$65.00
ENA Toll Free	First 100 minutes included; extra minutes at $0.04 per minute; requires purchase of ENA SmartVoice or ENA SmartLink services.		$10.00
Toll Free Directory Listing			$15.00
Demarc Extensions	From ENA Demarc to PBX/Key System - hourly rate	$125.00	
Additional Telephone Numbers [8]	Please see endnote		$0.80
USF and Government Fees Estimate[3]	Estimate - based on monthly voice service		11.00%
911/E-911 Local Government Fees [3]	Based on location		$1.00
~ All service endnotes are located at the end of the pricing charts			

Miscellaneous Per Use Charges - ENA SmartVoice and ENA SmartLink

Service	One-time Fee	Monthly Fee
International LD and Domestic LD to Alaska, Hawaii, and US Territories		Tariff rate/per minute
Initial Foreign Directory Listing		$8.00
Initial Toll Free Directory Listing		$15.00
Caption Set Directory Listing		$6.00
411/Directory Information Calls - Per Call		$1.00
Phone Services - Changes, Replacement, Returns – Per Incident		
Phone/Handset Configuration Change	$10.00	
Replacement Shipping and Handling	$25.00	

Service Endnotes

[1] Service not available in all markets, service check required.
[2] Additional travel and expense charges may apply.
[3] USF fees and taxes, 911 local county taxes, 411 (Directory Assisted) Calls, International and non-Continental US LD calls are billed in addition to the flat monthly rate. See miscellaneous charges for per call and per minute charges not included.
[4] By default, service comes with International LD and 900/976 Calls disabled. International LD can be re-enabled upon customer request. 411 Calls can be disabled upon customer request.
[5] For Tier 2 bids pricing changes to $50
[6] For Tier 2 bids pricing changes to $625
[7] For Tier 2 bids pricing changes to $27
[8] Availability of additional telephone numbers vary per LATA. Please see your ENA Account Services Manager for more details. Additional numbers are available with ENA SmartLink PRI and IP SmartLink service.

Please note:

- ENA's voice services are subject to our master service agreement and tariffs, and are provided by our subsidiary ENA Services, LLC.
- ENA's voice services are available only to customers with ENA's Internet access.
- ENA SmartVoice services require the customer's LAN environment to meet certain specifications.
- ENA will work to minimize any additional costs or fees to the customer.
- All pricing is contingent upon service availability.

3. ENA Live Pricing

ENA Live Services

Unlimited HD videoconferencing, desktop sharing, multipoint or single-point connection, interoperability with H323 systems.

Service	One-time Fee	Monthly Fee
ENA Live		
8 Endpoint Service Option - Provides 8 Endpoint Videoconference Call Capability		$300.00
4 Endpoint Service Option - Provides 4 Endpoint Videoconference Call Capability		$100.00
3 Endpoint Service Option - Provides 3 Endpoint Videoconference Call Capability		$70.00
Single Endpoint Option - Provides a Single Videoconference Call Capability (User has the ability to connect to a single PC or H323 device)		$20.00

ENA Live Services - Continued

Unlimited HD videoconferencing, desktop sharing, multipoint or single-point connection, interoperability with H323 systems.

ENA Live Classroom		
8 Endpoint Option - With No Administrator/PIN-Protected		$300.00
4 Endpoint Option - With No Administrator/PIN-Protected		$100.00
Software License		
Option 1 - Single purchase of 100 software clients to be installed on workstations and mobile devices. Renews each year, valid for one year after purchase.	$200.00	
Option 2 – Single purchase of software clients. Valid for as long as the customer maintains service. (Minimum of 10)		
10-99 (price per download)	$5.00	
100-249 (price per download)	$4.00	
250+ (price per download)	$3.00	
Additional On-site and Remote Training[1]		
Half-day	$600.00	
Full-day	$1,000.00	
ENA Live Equipment Options[2]		
Various equipment and room options used with ENA Live services:		
Desktop Headset Bundle	$160.00	
Includes Logitech c910 HD Web Cam, Plantronics DSP 400-600 USB Headset.		
Desktop Speakerphone Bundle	$235.00	
Includes a Logitech c910 HD Web Cam and ClearOne Chat 50.		
Classroom Bundle	$460.00	
Includes a Logitech c910 HD Web Cam and ClearOne Chat 150.		
Large Classroom Bundle	$950.00	
Includes a Logitech c910 HD Web Cam and ClearOne Chat Attach. Also includes one cable from the computer to unit 1 and 20' USB cable that attaches between unit 1 and unit 2.		
Room System	$6,000.00	
Includes VidyoRoom HD-50 Video Processor, HD Pan Tilt Zoom Camera with six presets with large viewing area, and a ClearOne Chat 150 speakerphone.		

[1]*Additional travel and expense charges may apply.*
[2]*Equivalent equipment models may be substituted based on manufacturer changes over time. ENA will discuss any substitutions with customer before confirming order.*

4. E-Mail Archiving Pricing

Gaggle E-Mail Archiving Services

Service	One-time Fee	Yearly Fee
Archiving Active Accounts (per year/per account)		$7.00
Archiving Set-up Fee	$1,000.00	
Archiving Inactive Accounts (Warehousing) (per year/per account)		$4.00
Importing Prior Data for Archive (per year of data/per account)		$4.00
Pass-thru Spam and Virus Control (per year/per account)		$5.00
Spam and Virus Control Set-up Fee	$1,000.00	

5. Consortium Partner Program Pricing

Consortium Partner Program Products

Pricing is contingent upon service availability. Please see your Account Service Manager for availability and pricing.

Service
Big Universe Online Reading and Writing Community
BrainPOP Animated Curriculum Content
CILC Professional Development and Interactive Video Content
ClassLink LaunchPad
DefinedSTEM
Education2020
Gaggle E-mail Archiving
Gaggle Student E-Mail
Grade Results
Learn360 Streaming Video
netTrekker Educational Search Engine
School Dude Online Management Tools
Think Through Math

3.9 Offeror Qualifications

3.9.1 (ME) Financial Statements

RFP Requirement	ENA's Response
3.9.1 Financial Statements	
Provide a current D&B Comprehensive Insight Plus credit report or current Experian ProfilePlus report, and the appropriate NAICS code or SIC code (http://www.census.gov/cgi-bin/sssd/naics/naicsrch?chart=2012). • The Offeror should identify with particularity any information on the Credit Report that it considers "Trade Secret" or "Confidential," as described in Section 3.11, below. The information will be held in confidence to the extent that the law allows. • Credit reports must be for the exact organization submitting the proposal in order to be scored. The credit report cannot be combined or consolidated with the information from any other entity. Proposals which do not meet this requirement will receive a score of zero (no points) for this Section (3.9.1). • The SDE will evaluate the credit information provided to answer the following question: ○ How well does management control expenses and manage resources?	ENA's response is provided below.

ENA is fully capable of delivering the services requested and has the financial strength to perform the required services. We have a successful financial track record working with schools and libraries nationwide (including the IEN) on long-term contracts, and we have served thousands of customers throughout the life of all contracts.

Copies of ENA's audited financial statements are included in **Exhibit 2**. The requested D&B Comprehensive Insight Plus credit report for Education Networks of America, Inc. (which includes ENA Services, LLC, a wholly owned subsidiary of Education Networks of America, Inc.) is provided in **Tab 6, Required Documents** as **Item 2.**

ENA is a financially responsible and stable company with a strong balance sheet and favorable operating results, ensuring ENA's long-term financial viability. In addition to our history of strong financial results, ENA has a $20 million surety bond facility with Travelers Casualty and Surety Company of America.

ENA offers its customers a simple, recurring monthly fee for our service and we invest significant upfront capital for equipment, construction and other costs without requiring upfront payments from our customers. ENA's strong working-capital position and banking relationships allow us to provide this high level of financial support to our customers.

ENA understands the financial cycles of delivering connectivity and communication services and receiving E-Rate funding. Our high levels of working capital and long-term banking relationships allow us to smoothly manage the cash flow needs of these services. ENA's financial strength has successfully supported the delivery of services to schools and libraries since the onset of the E-Rate program, and we are financially prepared to support delivery of services requested.

ENA's SIC codes are 48130201 Internet connectivity services and 48130202 Internet hosting services.

3.9.2 (ME) Office Locations

RFP Requirement	ENA's Response
3.9.2 Office Locations	
The Successful Offeror must establish a staffed, physical point of presence in Boise, Idaho within 30 calendar days after contract award. Also describe other presence the Offeror has within the State of Idaho and outside of Idaho. Explain how you will comply with this requirement.	ENA complies and our response is provided below.

As the E-Rate service provider for the IEN since its inception in 2009, ENA maintains a local, in-state office in Boise, ID and our in-state staff operates from that office.

Local Office

ENA
802 West Bannock Street, Suite 405
Boise, ID 83702
Phone: 208-629-2911

This local team is augmented by ENA's school and library-focused Customer Technical Assistance Center (CTAC) as well as our customer support personnel resources. The ENA CTAC is available via e-mail at support@ena.com and also directly by telephone, 24 hours a day, 7 days a week and 365 days a year, at 888-612-2880. Please find more information about ENA's CTAC in **Section 4.10.1, Support and Maintenance**.

In addition to our office in Boise, ID, ENA has two additional locations to serve our customers:

Tennessee Headquarter Office

ENA
1101 McGavock Street
Nashville, TN 37203
615-312-6000 or 866-615-1101

Indiana Office

ENA
320 N. Meridian Street
Suite 118
Indianapolis, IN 46204
317-622-2850

ENA has multiple statewide contracts and serves hundreds of school districts across the country. In addition to the office locations listed above, we employ local personnel resources that operate remotely and are strategically located in all the geographies we serve to meet and exceed the onsite support requirements associated with our contracts.

3.9.3 (M) Contract Performance

RFP Requirement	ENA's Response
3.9.3 Contract Performance	
If the Offeror, or any proposed subcontractor, has had a contract terminated for default during the past three years, all such instances must be described as required below. Termination for default is defined as notice to stop performance due to the Offeror's nonperformance or poor performance. • Offerors must submit full details of all terminations for default experienced by the Offeror during the past three years, including the other party's name, address and telephone number. The response to this subsection must present the Offeror's position on the matter. • If no such terminations for default have been experienced in the past three years, so declare. • If at any time during the past three years, the Offeror has had a contract terminated for convenience, non-	ENA has never had a contract terminated for default during the last three years. Additionally, ENA has not had a contract terminated for convenience, non-performance, non-allocation of funds or any other early termination reason during the last three years.

performance, non-allocation of funds, or any other reason, which termination occurred before completion of all obligations under the initial contract provisions, describe fully all such terminations including the name and address of the other contracting party and the circumstances surrounding the termination. • If no such early terminations have occurred in the past three years, so declare.	

3.9.4 Organization and Staff

3.9.4.1 (ME) Qualifications of Personnel (Attachment 5)

RFP Requirement	ENA's Response
3.9.4.1 Qualifications of Personnel	
An in-state experienced, qualified, and effective project team will be identified and provided by each Offeror. Provide resumes for all employees who will be managing and/or directly providing services under the contract. For positions that are not filled, a position description (including requisite qualifications/experience) shall be provided. Each Offeror must also complete and submit the form attached as **Attachment 5**, for its senior staff who would be assigned to this Project, in order to demonstrate its staff's experience with projects similar to this one. At a minimum, the Successful Offeror will maintain a dedicated in-state management team for the length of the Project made up of Key Employees as described in Section 12 of Attachment 3 "Contract Terms & Conditions."	ENA has complied with this requirement; please see detailed information provided below regarding ENA's personnel qualifications. Information on ENA's project staffing plan can be found in **Section 3.9.4.3, Staffing Plan**. Additional information on ENA's project management approach can be found in **Section 4.11, Project Management and Implementation** and its **Subsections 4.11.1 through 4.11.12**. Resumes for each ENA employee and vendor employee involved in the project can be found in **Tab 6, Required Documents** as **Item 3**. ENA's completed **Attachment 5 – Staff Experience with Similar Projects** for our senior staff who will be assigned to this project is provided in **Tab 5, Attachments**.

Dedicated, Experienced and Qualified Local, In-State Project Team

As noted in **Section 3.9.2, Office Locations**, as the E-Rate service provider for the IEN since its inception in 2009, ENA maintains a local, in-state office in Boise, ID and our local staff operates from that office including our State Director, Garry Lough.

The SDE is well served locally in Idaho by our in-state team. Garry Lough, the Idaho State Director, is the single point of operational and account contact for the SDE. Garry will manage the overall relationship with the SDE and is supported by a local, in-state team of highly qualified and experienced engineers, project managers and senior executive account management resources. The SDE can rely on the expert services of our local, in-state team as well as the additional company-wide comprehensive customer support personnel resources outlined below.

Personnel Qualifications

ENA is led by individuals with a profound understanding of, experience in and commitment to schools, libraries and technology. Our entire company is focused on the common goal of providing extraordinary customer service in turnkey connectivity, communication and collaboration solutions.

ENA employs highly qualified and technically skilled professionals who are dedicated to service support and superior performance in a number of disciplines. Because ENA is focused on serving schools and libraries, each member of our team has extensive experience delivering high-quality services with service excellence to our customers. The implementation of services described herein will require involvement of several ENA teams, including technical and non-technical groups. ENA assigns dedicated project management personnel resources to ensure the project is executed according to commitments and to the customer's satisfaction. In addition, dedicated account management and support personnel are assigned to guarantee ongoing end-to-end service delivery implementation and coordination. **Our engineers also apply their extensive knowledge, skills and experience in consulting with our customers to provide a reliable system to schools and libraries and their end users.**

Figure 1: Advanced Technical Certifications

The entire ENA team strives to delight each customer by meeting individual technology needs and delivering service excellence. From the initial connection through ongoing support needs, this team of professionals work hand-in-hand with our customers to achieve the desired results. When support is needed, the ENA team is ready to provide superior customer service as highlighted below:

- The ENA **Customer Technical Assistance Center (CTAC)** is the single point of contact for all customer support issues.
- Our **field engineers** are deployed throughout our service geography, thus assuring that ENA equipment is maintained in the event of a failure.

- Dedicated **Account Service Managers (ASMs)** are assigned to ensure customer satisfaction and to identify and understand each customer's unique needs.
    - Each ASM is responsible for managing his or her customer contracts.
    - Each ASM will meet with his or her assigned school districts on a regular basis and participate in the technology-planning process as appropriate to ensure both current and future requirements are being met.
- Additional support comes from the **Client Services team**, who communicates regularly with customers to understand areas for improvement in ENA's products and services.
- ENA's **Finance team** provides expertise which directly supports school districts and libraries through the complicated maze of E-Rate filings.
- ENA's **Implementation team** is in place to support a systematic roll out of ENA solutions from purchase to implementation.
- The **Administrative team** of ENA provides business strategy and leadership and demonstrates a commitment to diversity and compliance with all local, state and federal employment laws.

> **"I've never seen such customer support as I'm getting from ENA. I used to go through several phone numbers trying to get help from our previous provider. These days, ENA calls me to see if I need help."**
>
> *Chris Gibson, Technology Coordinator*
> *Jerome School District, Idaho*

The following diagram illustrates the comprehensive personnel resources dedicated to supporting our solutions and the successful operation of the services proposed:

Figure 2: Customer Support Resources

3.9.4.2 (ME) Client Relationship Manager

RFP Requirement	ENA's Response
3.9.4.2 Client Relationship Manager	
In order for the SDE to feel confident with the Successful Offeror it is important that we understand the Offeror's corporate culture. A project of this scale and complexity will require the Successful Offeror to be nimble, knowledgeable, available and empowered. It is critical that the Successful Offeror's Idaho-based team have the authority to identify problems or issues and address them quickly and creatively. Describe to what extent the Offeror's Idaho-based Client Relationship Manager (CRM) will be empowered to authorize and execute change orders, make decisions, engage additional resources and execute on creative solutions to unusual or unforeseen problems.	ENA has complied with this requirement and our response is provided below.

Idaho-Based Client Relationship Manager

ENA's primary Client Relationship Manager for the SDE is our Idaho State Director Garry Lough. He will serve as the contract, operational and account contact for the SDE to manage the Idaho High School Wireless Managed Services Project. Mr. Lough owns the overall SDE relationship and is empowered to do what it takes to ensure complete customer satisfaction including the ability to authorize and make change orders as directed by the SDE, make decisions regarding the project and expeditiously resolve problems or issues. It is his responsibility to initiate strategic planning activities and discussions as well as engage the appropriate ENA and vendor resources to ensure all current and future customer needs are met. He is joined by Mike Vance and Martin Bilbao, the local, in-state Account Service Managers (ASMs), who support every school district in Idaho. It is this team's responsibility to establish a communications plan and to schedule and conduct regular onsite account review meetings. In addition, the ASM represents the interests of the SDE and participating Idaho schools to ENA in order to ensure continuous improvements in product offerings and service effectiveness. Each local, in-state ENA team member has deep roots in the Idaho community and has worked extensively with Idaho schools over the last several years. They understand, support and promote the efforts of the SDE to improve education and student achievement through technology initiatives such as this one.

ENA's Corporate Culture

"Our technology solutions make reaching and using valuable information as easy and reliable as turning on the lights."

ENA was founded in 1996 and since its inception has been serving the K-12 education and library communities with managed system-wide and statewide connectivity, communication and collaboration services. ENA believes that today's technology solutions are about connecting people so reaching and using valuable information is as easy and reliable as turning on the lights. That is our mission, and it reflects our commitment to providing trouble-free, reliable Internet, network, Wi-Fi, voice and video services. ENA has a strong and successful history of delivering scalable and cost-effective IP-based services to K-12 schools and libraries, and our experience includes unmatched levels of success in the E-Rate funding program.

ENA's Managed Service Approach

Many service providers claim to offer a "managed service," but **with ENA, managed service means full service**. We do not offer generic services that can be adapted to a school or library environment. Instead, our solutions are education-specific, designed from the ground up to meet the needs of education, because schools and libraries are the only communities we serve. We understand the unique technology challenges that must be addressed to enable the delivery of 21st century education and services.

Compare ENA's managed service offering with traditional telecommunications and Internet service providers and you will quickly understand why ENA's solutions offer more value to our customers.

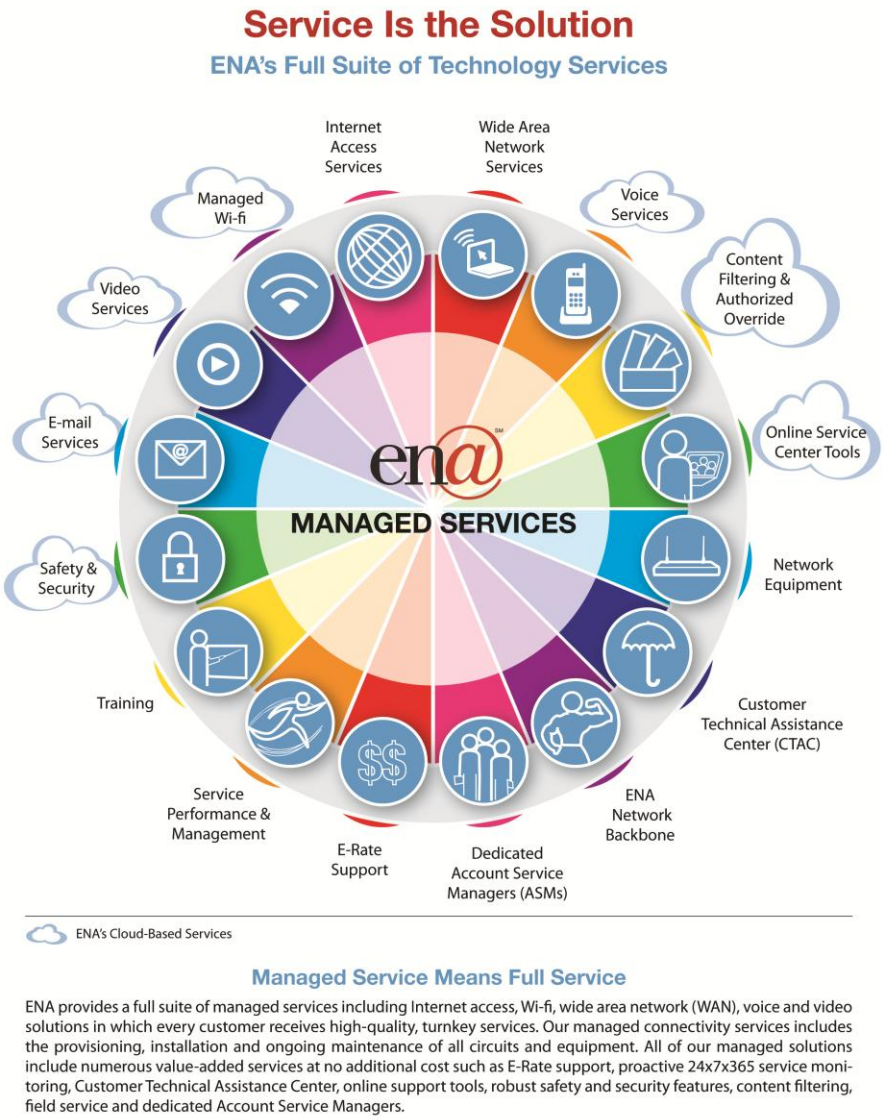


Figure 3: Managed Service Means Full Service

Key Considerations for ENA's Managed Service Approach

We are not a typical service provider—we consider ourselves ***your service partner***. ENA believes that our customer service, experience, demonstrated performance, innovation and extensive optional services are the key differentiators that distinguish us. Throughout this Proposal Response, we have provided concrete examples of our excellent service history, capability to support education and library agencies and evidence of successful long-term partnerships with our customers. As you evaluate this response, we encourage you to consider the following unique benefits of ENA's managed service solution proposal:

- **Financial Advantages.** ENA's managed network service model has an extensive history of providing cost-effective solutions. Our managed service typically delivers enhanced service with improved Total Cost of Ownership (TCO). **Benefit – Do More With Less**
- **E-Rate Experience and Expertise.** ENA is one of the top-10 national E-Rate service providers. As allowable, we assist with every step of the E-Rate process, providing ongoing guidance, training and support to ensure compliance with all E-Rate regulations. **Benefit – Maximize Your Share of E-Rate Dollars**
- **Single Point of Accountability**. ENA is solely accountable for the entire host of services we provide for your district or library. Regardless of the trouble, just contact us and we will work to resolve the issue without referring you to a host of other providers who will engage in finger pointing and not resolve your underlying issue. **Benefit – Save Time and Money**
- **Continuous Technology Improvement.** ENA supplies, configures, installs, manages, maintains and monitors all services and related on-site equipment for the life of your contract with ENA. As new technologies become available at lower costs, ENA's managed services allow our customers to take advantage of these enhancements throughout the life of the service as opposed to being locked into a single technology for the duration of any given contract. **Benefit – Equipment Headaches and Significant Capital Expenses Are Eliminated**
- **Personalized, Dedicated Account Service.** Every ENA customer is assigned an Account Service Manager (ASM) who builds a trusted relationship with you and your team and works to maintain an understanding of your unique goals and needs. **Benefit – We're There When You Need Us AND When You Don't**
- **24x7x365 Monitoring and Proactive Notification.** All calls to our Customer Technical Assistance Center (CTAC) are answered by a live person in the U.S. with the knowledge, experience and capability to resolve your issue now – not just open a new service ticket. With our proactive monitoring tools, ENA is able to contact our customers in advance of their call to alert them of a service-impacting issue over 95 percent of the time. **Benefit – ENA Has You Covered**
- **Comprehensive and Full-Service Support Capability.** The management expertise needed to meet the performance levels required in today's data, voice and video infrastructure environment puts an unnecessary burden on valuable staff resources. The managed service model helps to remove this burden. **Benefit – Focus Staff Resources on Higher Priorities**
- **Exceptional Service Delivery –** ENA has a demonstrated track record of meeting and exceeding schedules with our customers. Whether providing services to a few sites or several hundred, ENA has the personnel, processes and procedures to deliver on our committed installation timeframes. **Benefit – Customer Confidence and Peace of Mind**
- **Reliable ENA Network Backbone Infrastructure.** Our resilient fiber-optic MPLS-based backbone provides scalability, end-to-end quality of service (QoS) and traffic segmentation to guarantee service availability for all our services. **Benefit – Quick Recovery from Disruption and Disaster**
- **Beyond Bandwidth.** ENA is constantly developing and bringing innovative products and services, such as voice and video teleconferencing solutions (among others), to our customers. Over our service history, we have developed and deployed products and services to meet the evolving needs of our customers. **Benefit – Innovation and Efficiency**

Our service history, coupled with our service delivery benefits, allows us to speak confidently about our ability to be nimble, knowledgeable, available and empowered to successfully deliver the managed services as requested.

> **ENA is an A+ service provider.**
>
> *Ralph Girgenti*
> *Director of Technology*
> *Lake Station Community School Corporation, IN*

Experience in Delivering Managed Connectivity, Communication and Collaboration Services

ENA is the nation's leader in providing managed statewide and district-wide IaaS solutions to meet the unique requirements of the K-12 and library communities. The illustration below highlights our customer base and experience in serving large-scale implementations.

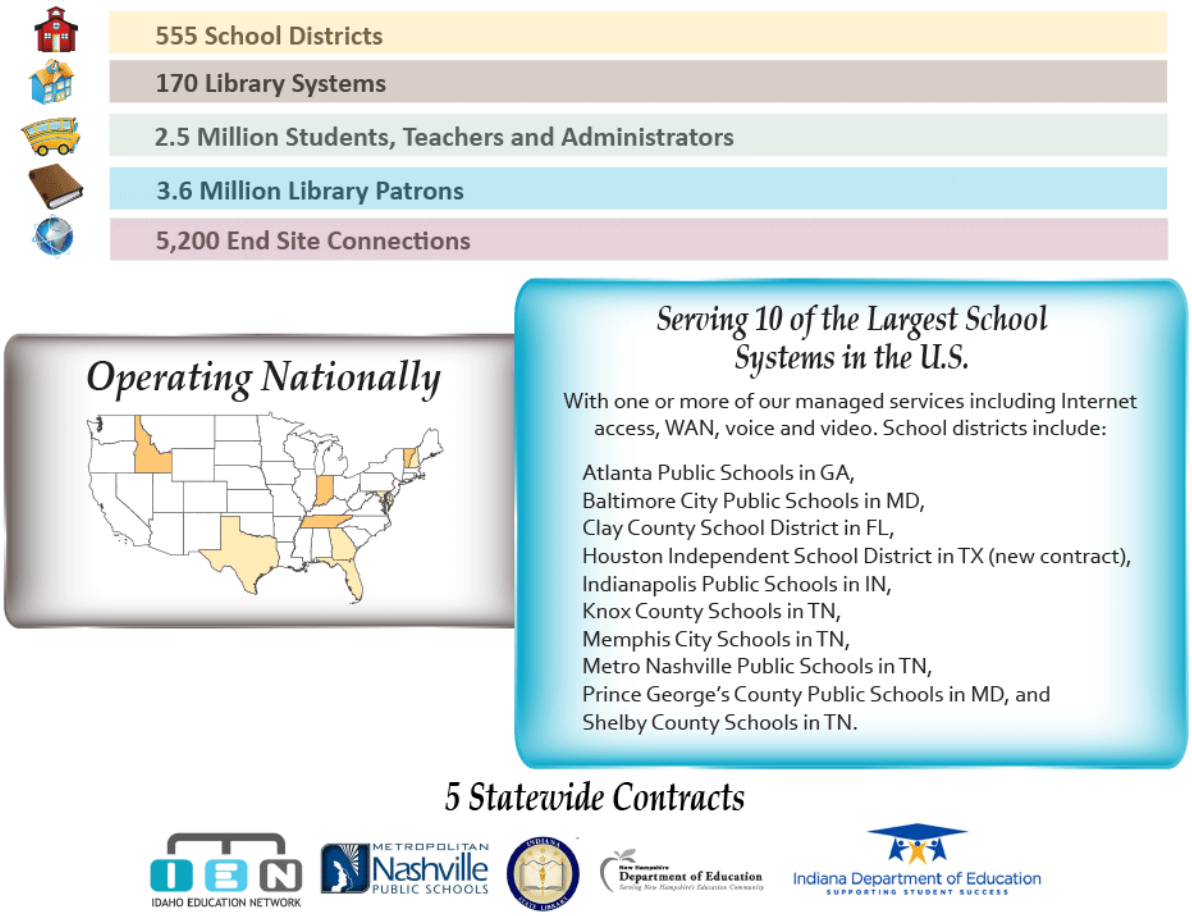


Figure 4: ENA National Coverage

3.9.4.3 (M) Staffing Plan

RFP Requirement	ENA's Response
3.9.4.3 Staffing Plan	
Offeror must provide a detailed description of its project staffing plan for all phases and tasks (any proposed subcontractors must be clearly identified in the project staffing plan), as well as an organizational chart clearly showing the structure of the Idaho team and the upstream reporting structure of the organization. The chart must accurately portray the positions, title and role in the project, including responsibilities. It is our desire that this team be entirely dedicated to the Project. If any personnel are assigned to other customers, territories or markets, those must be clearly noted on the chart. Offeror must provide a flowchart outlining its change order process and any thresholds for escalation and approval above the CRM of the Idaho-based team.	ENA has complied with this requirement and our response is provided below. The organizational chart showing the structure of the organization can be found in **Tab 6, Required Documents as Item 4.**

Project Staffing Plan

ENA is guided by experienced technology professionals who have deep expertise in managing to the highest standards of service delivery and ensure ENA remains on the cutting edge of technology service providers. We understand the business and mission of the communities we serve, and all of our solutions are designed to allow for maximum flexibility while minimizing the burden on our customers' administrative and technical resources.

As noted earlier in this proposal, ENA places significant value on ownership and accountability of all ENA employees in delivering all of our services and providing superior ongoing support to our customers. Our organizational model is functionally aligned to best serve the key needs of our customers, and their primary areas of focus, summarized below, have been detailed in other sections of this response:

- ENA's Implementation and Operations function employs world-class methodologies, processes, and skilled individuals to ensure timely, highest-quality delivery of services and products to every ENA customer. Once services are implemented, ENA customers enjoy unparalleled support and service to ensure maximum benefit is derived from ENA service and products.

- ENA's Technology function works to provide a wide range of leading-edge integrated hardware and software solutions that comprise the services and products ENA provides for schools and libraries. This highly talented and focused group has a unique understanding and appreciation for the needs of K-12 education, and they ensure our managed services are tailored to those needs. In addition, they provide internal operational support systems that enable ENA employees across

all functional areas to provide superior service and support to our customers.

- ENA's Finance function is uniquely qualified to assist our customers in fully leveraging and maximizing E-Rate funding. Additionally the Finance team coordinates easy to read and understand customized invoicing for customers.

- ENA's Client Service function brings additional products and capabilities uniquely relevant to the needs of schools and libraries through our Consortium purchasing program which brings Tennessee school districts innovative instructional and productivity applications at the best prices and other value-added services.

- ENA's Customer Services function assigns an Account Service Manager (ASM) to every ENA customer. The ASM represents the district's interests to ensure continuous improvements in ENA's product offerings and network effectiveness. The ASM is also responsible for taking the lead in the strategic planning process and engaging the appropriate team members in any customer strategic planning activities and discussions to make certain all current and future needs are met.

Based on our longstanding, relationship with the SDE and school districts of the state of Idaho and our exemplary track record delivering managed services and ongoing support, ENA is completely confident we are not only structured, but uniquely positioned to ensure the timely delivery of all the services and products required by this RFP to Idaho school districts.

ENA Key Personnel

The following is a list of the key personnel who will oversee and perform the installation and ongoing management of the services outlined in our Proposal Response. Senior staff assigned to the project is noted and resumes are included in **Tab 6, Required Documents** under **Item 3**. Several of the senior staff listed will be 100 percent dedicated as noted below and in the organization chart.

Senior Management Team

- David M. Pierce, Chief Executive Officer (CEO) and President
- Bob Collie, Senior Vice President and Chief Technology Officer (CTO)*
- Lenny Simpson, Senior Vice President of Operations*
- Rex Miller, Chief Financial Officer (CFO)
- Gayle Nelson, Vice President, Customer Services*
- Lillian Kellogg, Vice President, Client Services

Project Management and Support Team

- Implementation and Support
  - Matthew Turner, Director of Services Implementation*
  - Courtney Hulsey, Senior Project Manager
  - Joe Temple, Senior Project Manager* - 100% dedicated to Idaho project deployment
  - Kimberly Wales, Project Manager

    - Dana Briggs, Director of Customer Support*
    - Patrick Connor, Manager Field Operations
    - Donald Hall, Field Service Engineer* - 100% dedicated to Idaho field service
- Technology
    - Greg Horton, Director of Information Systems
    - Travis Wales, Director Engineering
    - Michael McKerley, Senior Director of Technology and Innovation*
    - Simon Weller, Director of Systems Architecture
    - Cory Ayers, Director of Network Architecture
    - Adrian Alvarado, Senior Product Manager*
    - Terry Guilyard, Product Manager
    - Aaron Hurt, Research and Development Engineer*
    - Barb Neligan, Customer Product Trainer
- Finance
    - Ward Chaffin, Director of Finance*
    - April Scott, Director of Finance, E-Rate
- Client Services
    - Monica Farner, Director of Marketing
- Customer Services
    - Garry Lough, Idaho Director of Customer Services* - 100% dedicated to Idaho account service management
    - Michael Vance, Account Services Manager* - 100% dedicated to Idaho account service management
    - Martin Bilbao, Account Services Manager* - 100% dedicated to account service management
    - Jay Power, Director of Solutions Engineering
    - Dan Crowley, Customer Solutions Engineer

*Senior staff assigned to the project

Simply stated, the ENA team assigned to this project has the knowledge, skills and expertise to meet and exceed every commitment we make as part of this Proposal Response.

Change Order Process

Please see **Section 4.11.10, Change Control** for a full description of ENA's change order process.

Escalation Process and Procedures

Please see **Section 4.10.1, Support and Maintenance** for a full description of ENA's escalation process and procedures.

3.9.4.4 (M) Subcontractors

RFP Requirement	ENA's Response
3.9.4.4 Subcontractors	
Subcontractors: The Project will involve High Schools throughout the state and there is an expectation that local resources will assist the successful Offeror in fulfilling the Project expectations. Explain how you will use local resources, if awarded the Contract. Local resources can be value added resellers (VARs) or other subcontractors. Describe the extent to which subcontractors will be used to comply with contract requirements and to meet the expectation that local resources are involved in fulfillment of the resulting contract. Include each position providing service and provide a detailed description of how the subcontractors are anticipated to be involved under the contract. Include a description of how the Offeror will ensure that all subcontractors and their employees will meet all the elements of the Project. Offerors must disclose the location of the subcontractor's business office and the location(s) where the work will be performed (if on-site at the Project locations identify the regions or School Districts subcontractors will serve). If the Offeror utilizes any entity other than the entity submitting the proposal to provide any of the services required by this RFP, the relationship between the two entities is considered that of a contractor-subcontractor for the purpose of this section, regardless of whether a relationship is based on an actual written contract between the two. The SDE reserves the right to require that the Successful Offeror remove/replace any subcontractors whose performance or other activities under the contract are deemed by the SDE to be unsatisfactory.	ENA complies with this requirement and response is provided below.

ENA does intend to use subcontractors for this project. However, we will engage existing ENA vendors including Royalty Electric, located in Boise, ID, to leverage proven and very capable local Idaho resources to enable high-quality timely project completion. Royalty and other ENA vendors will augment ENA's own field engineering team in performing pre-installation site surveys and will be the primary entity performing wireless network installation across the state. In addition to employing in-state resources, ENA, Royalty Electric and our other vendors will also use local Idaho businesses, to the extent practical, to acquire the necessary materials to complete the installation work.

While some inventory, testing and staging activities may occur at ENA or vendor facilities, the vast majority of the work will take place on-site at school premises for those districts that opt-in for the wireless service.

In all cases, project activities will be conducted under the auspices of an ENA Project Manager (PM), and ENA will remain responsible and accountable for all project activities, schedules and project communications. In addition, the ENA PM will conduct weekly project update meetings with SDE, and at least twice weekly steering meetings with all ENA and subcontractor key participants to identify and quickly mitigate any issues that may arise and keep the project on trajectory for success.

3.9.4.5 (ME) Subcontractors Used

RFP Requirement	ENA's Response
3.9.4.5 Subcontractors Used	
If subcontractors will be used to fulfill the roles described in **Section 3.9.4.1**, you must provide the information required in **Section 3.9.4.1** (resumes, **Attachment 5**, etc.) for all subcontractors/subcontractor personnel. If subcontractors are included in your proposal, this **Section 3.9.4.5** will be evaluated and scored as part of your response in **Section 3.9.4.1**.	As noted in **Section 3.9.4.4, Subcontractors**, ENA complies with this requirement and does not intend to use subcontractors for this project. We will engage a number of vendors, including Boise-based Royalty Electric, for installation services.

3.9.4.6 (ME) Collaboration with SDE

RFP Requirement	ENA's Response
3.9.4.6 Collaboration with SDE	
Describe the extent to which Offeror is willing to collaborate with the SDE in the implementation of this managed service.	ENA's response is provided below

ENA is very willing to collaborate with SDE and has a demonstrated history of working with the SDE and local school districts in Idaho to implement large-scale projects, such as the IEN, on time and on (or under) budget. From the inception of the IEN to date, ENA has maintained a close working relationship with the SDE to ensure students and schools are being optimally served by the IEN. In our collaborative approach we will look to the SDE for high-level strategic guidance, as appropriate, and will leverage its expertise and leadership in managing the variety of human and organizational dynamics that may become present during project execution and ongoing support. We anticipate there will be many unique demands and challenges throughout the process and we intend to navigate those obstacles arm in arm with the SDE. If the SDE has suggestions about prioritizing schools, modifying timelines or modifying approaches throughout the implementation process, we will be sensitive to those changing needs and willing to customize the service. Today we work collaboratively with SDE, local districts and

others to ensure that schools have adequate connectivity and support for video classes, online classes and online testing by providing routine visibility into our operations, sharing feedback from schools, as well as receiving input from the SDE, local districts and others. ENA believes that our experience in statewide implementations in Idaho as well as in other states across the country and our successful track record of collaboration with the SDE and local districts make us a trusted, experienced and natural partner for this project.

3.9.5 References and Offeror Experience

3.9.5.1 (ME) Attachment 8

RFP Requirement		ENA's Response
3.9.5.1	**Attachment 8**	
Provide three completed reference questionnaires, as instructed on **Attachment 8**, Reference Questionnaire. References must be submitted on the attached form, and must be received at the SDE directly from the reference, prior to the Closing Date and Time.		ENA has complied with this requirement and our response is provided below.

As instructed in **Attachment 8, References**, ENA has sent the required reference forms to the following entities:

1. State of Idaho, Department of Administration
2. State of Indiana, Department of Education
3. Memphis City Schools, TN
4. Boise Independent School District, ID (in collaboration with Aerohive)
5. Chesterfield County Public Schools, VA (in collaboration with Aerohive)

3.9.5.2 (ME) Attachment 4

RFP Requirement		ENA's Response
3.9.5.2	**Attachment 4**	
Complete and return Attachment 4, "Offeror Experience with Similar Projects."		ENA has complied with this requirement. Please find **Attachment 4, Offeror Experience with Similar Projects** in **Tab 5, Attachments.**

3.10 (M) Acknowledgement of Amendments

RFP Requirement	ENA's Response
3.10 Acknowledgement of Amendments	
This RFP may be changed by the SDE through issuance of a written amendment. Any material information given or provided to a prospective vendor with regard to this RFP will be made available in writing by the SDE to all vendors receiving the original RFP. Oral interpretations of specifications or contract terms and conditions shall not be binding on the SDE unless confirmed in writing by the SDE prior to the date for submissions. Changes to the RFP will be issued as an amendment. The right is reserved to waive any informality. If the RFP is amended, the Offeror must acknowledge each amendment with a signature on the acknowledgement form provided with each amendment. Failure to return a signed copy of each amendment acknowledgement form with the proposal may result in the proposal being found non-responsive.	ENA acknowledges receiving the following amendments: 1. Amendment 1 dated June 10, 2013 with responses to questions submitted. ENA has provided the required signed **Acknowledgement Form** in **Tab 6, Required Documents** under **Item 5**.

3.11 (M) Trade Secrets

RFP Requirement	ENA's Response
3.11 Trade Secrets	
Idaho law defines trade secrets to "…include a formula, pattern, compilation, program, computer program, device, method, technique or process that derives economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by other persons and is subject to the efforts that are reasonable under the circumstances to maintain its secrecy." The Idaho Public Records Law, Idaho Code Sections 9-337 through 9-348, allows the open inspection and copying of public records. Public records include any writing containing information relating to the conduct or administration of the public's business prepared, owned, used, or retained by a State or local agency regardless of the physical form or character. All, or most, of the information contained in your response to the SDE's RFP will be a public record subject to disclosure under the Public Records Law. The Public Records Law contains certain exemptions. One exemption potentially applicable to part of your response may be for trade secrets.	ENA acknowledges and fully complies.

RFP Requirement	ENA's Response
3.11.1 Trade Secrets	
If you consider any element of your proposal to be a trade secret, or otherwise protected from disclosure, you MUST so indicate by marking EACH PAGE of the pertinent document. Include the specific basis for your position that it be treated as exempt from disclosure. Marking your entire proposal as exempt is not acceptable or in accordance with this RFP or the Public Records Law and WILL NOT BE HONORED. In addition, a legend or statement on one (1) page that all or substantially all of the response is exempt from disclosure is not acceptable or in accordance with the Public Records Law and WILL NOT BE HONORED. Prices quoted in your Proposal are not a trade secret. In addition to marking each page of the document with a trade secret notation. Identify with particularity the precise text,	ENA acknowledges and fully complies.

illustration, or other information contained within each page marked "trade secret" (it is not sufficient to simply mark the entire page). The specific information you deem "trade secret" within each noted page must be highlighted, italicized, identified by asterisks, contained within a text border or otherwise clearly delineated from other text/information and specifically identified as a "trade secret."	

RFP Requirement	ENA's Response
3.11.2 Trade Secrets	
Provide a separate document entitled "List of Redacted Trade Secret Information," which provides a succinct list of all trade secret information noted in your proposal, listed in the order it appears in your submittal documents, identified by Page#, Section#/Paragraph#, Title of Section/Paragraph, specific portions of text/illustrations, or in a manner otherwise sufficient to allow the state's procurement personnel to determine the precise text/material subject to the notation. The SDE, to the extent allowed by law and in accordance with this RFP, will honor a designation of nondisclosure. You will be required to defend any claim of trade secret or other basis for nondisclosure in the event of an administrative or judicial challenge to the SDE's nondisclosure. Any questions regarding the applicability of the Public Records Law should be addressed to your own legal counsel. If you fail to follow the RFP instructions as they relate to the identification of trade secret information; or to otherwise identify trade secret information with particularity, your trade secret notation(s) may not be honored.	ENA acknowledges and fully complies.

Tab 4. 4 Scope of Work – Attachment 1

RFP Requirement	ENA's Response
4 Scope of Work	
Use this proposal outline as part of your response to the RFP and identify it as **Attachment 1** –Scope of Work. Keep in mind, the evaluators will be scoring your proposal based on the methodologies proposed and the completeness of the response to each item listed below. The intent of this RFP is to procure a solution which includes, but is not limited to providing High Schools with: • A complete and fully managed wireless service; • Content filtering; • Event logging; • System implementation; • User reporting, maintenance and upgrades of the technology as necessary; • Deployment management; • Help desk support; • Deployment of the wireless infrastructure; • Implementation of professional development at multiple levels; • Project management; • Customer Relations Management The Successful Offeror will be working with the SDE and / or its vendors or contractors, school districts, and other related parties to successfully implement the Project.	ENA has complied with this requirement and the information contained in this **Tab 4, Scope of Work** constitutes **Attachment 1**.

4.1 (M) Offeror Response to Service Specifications and Requirements

RFP Requirement	ENA's Response
4.1 Offeror Response to Service Specifications and Requirements	
Section 4 represents the SDE's specifications and requirements for the Project. It also includes the information required to be supplied by the Offeror as part of its response to this RFP. For each section or subsection in **Section 4**, the Offeror must respond appropriately using the formatting provided in **Section 3.6.3**. Failure of the Offeror to complete the required information as specified in each of the bullets below may result in the Offeror's proposal not achieving its maximum scoring potential during the evaluation process or deem them unresponsive. • The appropriate response to some requirements may simply be for the Offeror to provide written acknowledgement and to agree to comply fully with the stated requirement. • More typically, the Offeror must specify and describe how its solution meets or exceeds the requirements. • Each Offeror must also specify, describe and clarify its proposal's characteristics and strengths as well as any weaknesses or limiting factors. • Remember, your responses to requirements designated as ME will be scored. Additional instructions are in **Section 3.6**, above, "Response to Service Requirements."	ENA acknowledges and fully complies.

4.2 Services Provided by Other Entities

RFP Requirement	ENA's Response
4.2 Services Provided by Other Entities	
• Connectivity and adequate bandwidth to each high school building – The State's existing Idaho Education Network (IEN) administered by the Idaho Department of Administration, ensures connectivity and Internet service to every school district's wide area network (WAN) internet aggregation point. The responsibility for distributing the IEN provided bandwidth to each building across the district WAN is the responsibility of the district. The amount of bandwidth provided to each district ensures that a reasonable, adequate bandwidth is available to each participating high school building. An IEN eligible high school is a high school with a 12th grade and is authorized by the State to graduate students. There are schools that are eligible for wireless managed services under this Project that are not currently receiving IEN provided services. All districts currently intending to participate in this Project must have 3 Mbps-equivalent or better connections from IEN or another ISP of their choosing. Additional information about the IEN is included on the web at http://www.ien.idaho.gov. **PLEASE NOTE**: There are schools eligible to participate under this Project which are not IEN participants. • IEN Services - The IEN provides statewide services to schools, including advice and consultation on configurations, network environments and optimization of school connections. Some technical support is also available for schools that need onsite technical advice and assistance, but this is not the IEN's focus. • Professional Development – The SDE has developed a statewide strategy to provide professional development and support for the leadership of teachers in the integration of education technology into teaching and learning. Based on this strategy and assessed needs, the SDE has designed and provided a comprehensive framework for teacher leadership and development in integrating technology. Delivery may utilize an array of	ENA acknowledges and will comply. ENA will work with the SDE to support the connectivity, IEN services, professional development and program evaluation and assessment services provided by other entities.

existing resources and relationships in Idaho. Beyond the scope of this RFP, a variety of resources will be utilized to meet the identified needs. However, in support of, or in complement to, the activities that may be undertaken by the SDE, the Offeror shall describe its interest, capacity and approach for providing resources, services or consultation on professional development and technology integration. • Program Evaluation and Assessment – The SDE reserves the right to make provisions outside the scope of this RFP for disinterested analysis and evaluation of the impact and success of the Project. The Offeror shall be prepared to supply its required reports and documents in a timely manner and format specified by the SDE that will enable adequate evaluation.	

4.3 Participation by Schools

4.3.1 (M) Opt-in

RFP Requirement	ENA's Response
4.3.1 Opt-in	
While it is expected that the vast majority of eligible Idaho high schools will participate in the Project, high schools will do so on an opt-in basis. High schools that do not opt-in initially will retain the right to opt-in at a future date. The SDE will require a formal statement of intent from local high school units if they wish to participate. High schools that opt-in at a later date would be deployed as agreed to in a revised deployment schedule. Provide written confirmation that you understand this opt-in provision and will comply.	ENA acknowledges and will comply. The service term for sites that opt-in at a future date will begin upon installation in order to ensure realization of the full initial term of service at those locations for both the site and ENA.

4.3.2 (M) School Sites

RFP Requirement	ENA's Response
4.3.2 School Sites	
As an aid to the Offeror, **Chart A** is included below to depict the approximate students by school size. A more detailed summary of the eligible schools characteristics, including the approximate square footage for each building serving students in grades 9-12, can be found in **Attachment 11**. Confirm that your solution has taken into account the approximate distribution of students by school size, and the square footage of each building requiring wireless managed service coverage and that you understand this data is only an approximation. NOTE: Offeror's should not solely rely on the data contained in **Chart A** or **Attachment 10** for detailed planning or cost estimates. Data contained in **Attachment 10** is school enrollment data and current approximate square footage for school year 2012-2013 and does not contemplate enrollment growth.	ENA has complied with this requirement and confirms that our solution has taken into account the approximate distribution of students by school size, and the square footage of each building requiring wireless managed service coverage and we understand the data provided is only an approximation.

4.4 (M) Anticipated Deployment Schedule

RFP Requirement	ENA's Response
4.4 Anticipated Deployment Schedule	
For the anticipated deployment schedule see Table A, below. In the event that the State revenue fluctuates it is conceivable that this schedule might be accelerated or extended accordingly. Confirm your ability to meet this anticipated deployment schedule.	ENA acknowledges this requirement and is committed and able to meet the proposed deadline for project completion by March 15, 2014. In order to achieve this milestone, ENA will work closely with the SDE and each school to schedule site survey and installation activities in such a manner that minimizes disruption and maximizes efficiency. ENA has the ability to deploy multiple teams to complete this work. ENA's ability to complete this project by March 15, 2014 will be limited only by the level of access allowed by the school districts to the individual sites for survey and installation activities. Provided ENA is offered reasonably unfettered site access, ENA can rapidly configure and deploy service to each school within the project timeline specified. ENA will work with the SDE to reasonably accommodate changes that accelerate or extend this schedule.

Target audience	Begin Date	Fully Deployed
All High School, Jr Highs or Middle Schools serving grades 9-12 deployed with complete wireless infrastructure	July 29, 2013	March 15, 2014
Professional Development	July 29, 2013	On-going

TABLE A – Anticipated Deployment Schedule

The teacher and staff estimates in Table B below represent the SDE's best available projection.

High School Teacher Staff Count Estimates	
Roles	**Total**
Teachers	5,976
Administrative	383
Other Staff	652
Tech. Directors	192
Total	7,203

**Administrative = Principals, Counselors & Media Specialists*

TABLE B – High School Teacher and Staff Count Estimates

Teacher counts for deployment purposes may vary slightly. Teacher counts allocated to each building will need to be adjusted to eliminate any possible duplicate counts, to account for full-time equivalents, and to determine more precisely the number and extent of teachers with multi-grade teaching assignments who work with High School students. Calculations will be based on a methodology to be supplied by the SDE to the Successful Offeror. Confirm your ability to meet this requirement.

Total	93,352

TABLE C – High School Student Count Estimates

4.5 Connectivity & Disposal Requirements

4.5.1 (ME) Connectivity

RFP Requirement	ENA's Response
4.5.1 Connectivity	
The devices utilized by the individual schools, whether it is a "Bring Your Own Device" (BYOD) model or a classroom supplied device, each student and educator must be able to connect to the wireless network, the school's pre-existing local network, and the Internet either directly through the Idaho Education Network (IEN) or the local ISP wirelessly and through a wired connection (Ethernet) within the school, and must not conflict or degrade existing connectivity alternatives. Describe how your solution meets or exceeds this requirement, including how the proposed solution evaluates, monitors and maintains the existing connectivity at existing or better status. The Offeror must describe its connectivity solution in detail in **Section 4.7**, Network Connectivity and Infrastructure.	ENA has complied with this requirement and our response is provided below.

The ENA Air solution links mobile devices, both district provided and BYOD, with other wired devices using existing school network Infrastructure and provides seamless integration with LAN components. Through years of experience integrating and transitioning K-12 networks, we will work with local districts to plan the best available method of connection that provides access for mobile devices to the wired network. In some cases this may be accomplished by connecting the wireless network at each IDF location, the site MDF location, or at the district IEN router location to support access to IEN Internet or local ISP Internet. The benefit of ENA's solution is that we will connect where the best technical outcomes can be achieved in cooperation with district architecture in order not create a conflict with or degrade existing connectivity alternatives

ENA Air wireless service is designed to work seamlessly with both IEN-served and non IEN-served locations, so there should be no difference in wireless network performance whether the site in question has connectivity from the IEN or a local ISP. As part of the ENA Air service, ENA monitors aggregate total wireless bandwidth generated by each site's wireless network users. In the event that our monitoring indicates there may be a connectivity bottleneck outside of the wireless service which will likely impact wireless users, we will work with the local technology staff to recommend the best resolution paths, which could include expanding Internet access at the site, limiting wireless users' access to Internet-based resources, or a combination of both approaches.

4.5.2 (M) Disposal

RFP Requirement	ENA's Response
4.5.2 Disposal	
The Successful Offeror will ensure that no hardware or materials supplied by it are disposed of **improperly** in Idaho. The Offeror will ensure that associated hazardous constituents are kept out of solid waste and wastewater. Examples of possible hazardous constituents are: printed circuit boards, nickel cadmium batteries, and mercury-containing lamps for screen illumination. Describe what methods you will use to meet the requirements of this section.	ENA will comply. We will ensure that any disposal by ENA of hardware or materials supplied by ENA will not be disposed of improperly in Idaho. All ENA-installed devices will be covered by a managed services agreement, which includes device repair and/or replacement as required. ENA follows rigorous recycling guidelines and procedures for device components, including printed circuit boards, nickel cadmium batteries, and any mercury-containing lamps for screen illumination.

4.6 (M) Pricing Schedules for Additional Idaho Educational Groups

RFP Requirement	ENA's Response
4.6 Pricing Schedules for Additional Idaho Educational Groups	
The Offeror's solution (hardware, services, optional items, etc.) must be available, at the same cost, to all Idaho State-funded K-12 educational providers, who may purchase it at their own expense.	ENA acknowledges and will comply.

4.7 (ME) Network Connectivity and Infrastructure

RFP Requirement	ENA's Response
4.7 Network Connectivity and Infrastructure	
The wireless network infrastructure shall connect from the proposed solution hardware at one end to the IEN demarcation at the other end. Between the two ends, the Offeror's solution must include switches as needed, the placement of access points, server capacity for applications/files, and any other components necessary to complete the solution. To minimize the need to perform local electrical upgrades, Power-over-Ethernet (POE) is preferred. Existing network hardware, servers and infrastructure may be utilized by the Offeror's solution at the Offeror's discretion. The in-school infrastructure shall be accessible wirelessly and remotely. All participating schools have 3 Mbps-equivalent or better Internet connections provided by the IEN or an ISP of the local school unit's choice. The Offeror shall provide all servers, services and resources in order to update and maintain the solution dependent hardware. Describe how your solution meets or exceeds this requirement.	ENA has complied with this requirement and our response is provided below.

ENA's managed wireless service, ENA Air, builds on our successful track record designing, implementing and supporting K-12 environments with high performance, service-oriented networks. Our proposed solution includes all necessary components required to implement a fully functional solution including;

- All required wireless access points (AP) for coverage and performance
- Power over Ethernet (PoE) Gigabit-rated switches for connectivity and electrical power delivery to access points
- Geographically redundant, ENA-hosted monitoring and management architecture including all necessary hardware, software, and related applications
- Cabling to support Gigabit bandwidth from AP to ENA-provided switches
- Ongoing monitoring, maintenance, support, and troubleshooting throughout the life of the contract
- Identification and immediate replacement of any service-affecting defective equipment as an included component of the managed service
- Implementation and support resources necessary to deliver seamless end-to-end connectivity service for Idaho's students and teachers

ENA Air leverages our experience serving the education market and working effectively with both state-level departments and local districts to design solutions that meet and exceed their needs in a cost-effective manner. We may utilize existing components available at the school level but only upon verification that they will work seamlessly with the overall implementation. ENA Air will provide access for mobile clients to connect with in-school infrastructure as necessary for complete local area network (LAN) functionality.

4.7.1 (ME) Building Readiness

RFP Requirement	ENA's Response
4.7.1 Building Readiness	
Each local school unit that opts to participate in the Project shall be responsible to ensure minimum building readiness for the installation of the successful Offeror's solution. The local school shall address structural issues, construction/renovation and abatement. The Offeror's solution shall include all costs for network and infrastructure wiring needs. The solution shall be designed to minimize necessary costs of building preparation. Describe any building readiness limitations that may impact the proposed solution.	ENA complies with this requirement. We will conduct a pre-install site survey to ascertain any work required to ready the building for installation of the new ENA Air wireless network. ENA has provided a sample pre-install site survey in **Exhibit 3**. In most cases, the primary scope of work to be performed by the local school will be to assure the building MDF and IDF(s) have sufficient rack space, power, ground, and cooling to support the network switches to which the wireless access points will be connected. ENA's solution includes all costs for network and infrastructure wiring needs to support the wireless network.

4.7.2 Local Network and Access

4.7.2.1 (ME) Wireless Coverage

RFP Requirement	ENA's Response
4.7.2.1 Wireless Coverage	
The Offeror's solution must ensure coverage such that there is sufficient capacity to connect all necessary devices to the school's network from any instructional and administrative area of the school. Students and educators will experience transparent roaming connectivity to the school's wireless LAN as they move among the various rooms and areas in the school building. The solution must	ENA complies with this requirement and our response is provided below.

include access to all high school instructional areas as well as all administrative areas including, at a minimum, academic classrooms for all content areas, frequently used study areas, media centers, assembly spaces, the library and administrative offices. The solution must provide for a site survey to be performed in order to optimize each school's coverage area.

The solution must also provide access to school network resources via the wireless network and its services, including access to shared applications, files and printers.

The wireless solution must provide complete mobility for both district-owned and district-sanctioned hardware. While at a school, wireless users must be able to experience transparent roaming connectivity to the wireless network throughout the school. The wireless users should be able to travel between schools and seamlessly connect when moving from school to school (ex. same SSID so that reconfiguration is not needed when moving between schools) and districts.

The wireless users must also be able to travel between schools in the same district, and seamlessly connect and stay connected while the user remains at the new school.

The wireless solution will provide the ability for districts to view reports, get real-time statistics, and engage in limited management of the service via a single interface.

A school or school district may elect to expand wireless coverage to additional areas or facilities at its own expense using the successful Offeror's optional expanded managed service offering or offerings. The successful Offeror must identify a cost to accomplish this and the cost must be proportional based on similar square footage, student count, staff count, age of building, existing connectivity and technical infrastructure. In order to meet these requirements, the solution must, at a minimum:

- Provide 802.11X coverage (at a minimum a/b/g/n/and ac/ad when available). We expect the newest standards at the time of award with periodic upgrades to the most current standards on a rotational basis once every 60

months or sooner as deemed necessary by Offeror; • Provide both 2.4 Ghz and 5 Ghz wireless service; • Provide a minimum of -70dbm as measured on the 2.4Ghz spectrum to all areas where service is required, per the specifications listed above; • Provide bi-directional band steering to ensure optimal distribution of clients on both the 2.4 Ghz and 5Ghz spectrum; • Provide multiple user profiles and access levels within a single wireless SSID, as such topologies will be required by certain schools; • At a minimum, provide quarterly per district and per school wireless utilization reporting, including total connected users, users per spectrum, and users per SSID; • Provide a graphical layout of signal strength throughout the network at each school Describe how your solution meets or exceeds these requirements.	

ENA's implementation of ENA Air will ensure more than sufficient capacity and coverage to enable access in all instructional areas, core administrative areas, academic classrooms, frequently used study areas, media centers, assembly spaces, library and administrative offices connecting district provided and district allowed mobile devices. Students and teachers will be able to seamlessly roam from access point to access point (AP) without needing to re-authenticate as they move among the various rooms and areas of the school building. In short, ENA Air will include:

- Full support for all currently ratified IEEE Wireless over Ethernet standards, including fully adopted 802.11a/b/g/n. We will provide the newest ratified standards at the time of award with periodic upgrades to the most current standards on a rotational basis once every 60 months or sooner as determined by ENA in coordination with the SDE. In the event that 802.11ac is approved by the IEEE and the SDE and ENA agree it is mature enough for statewide deployment at the time of award, it will be included in our initial deployments.
- 2.4 and 5 GHz coverage for all areas with a minimum 2.4 GHz coverage level of -70 dBm.
- Bi-directional bandwidth steering for adaptive radio band management that will automatically place connected wireless clients on the spectrum and channel that most optimizes performance and mitigates RF interference.

- A completely separate, fully monitored wired LAN per facility to provide PoE to access points and end-to-end network connectivity between wireless clients and the IEN internet or other customer ISP.
- Flexible IP address management and delivery (DHCP) services for all wireless devices as needed based on district capability to provide such service to mobile clients.
- Routing and security configuration to enable wireless clients to reach appropriate local resources, including printers, server services, or other LAN applications.
- WEP, WPA, and WPA2 encryption options for all network traffic between the client and the AP, as well as SSL encryption of all management traffic between the APs and the controllers.
- Certificate-based as well as optional integrated directory (LDAP/Active Directory) authentication for wireless users.
- Seamless roaming between APs in the same school and seamless and automatic connectivity when a device is moved from one school to another in the same district.
- Sophisticated wireless policy management that will enable ENA to provide variable wireless bandwidth and access control to different users not only based on their authenticated username but also their device type.
- Policy creation per-user, per-user type, per-device type, per-location, time-of-day day-of-week, within a single SSID to increase radio efficiencies and reduce in-air radio congestion of broadcasted SSID polls typically found in less efficient multiple SSID solutions.
- Optional rogue AP detection and neutralization.
- Scalable design and available pricing to allow for wireless coverage growth as schools expand, desire coverage beyond the SDE specified location or implement new computing initiatives.
- Fault tolerant design with intelligent radio awareness to automatically increase RF output from adjacent APs around a failed unit.
- Round-the-clock network monitoring and support.
- On-line real-time and historical reporting, including top talkers, utilization by username or device, total wireless traffic utilization, total utilization by SSID and spectrum, total unique users per SSID and spectrum, and maximum concurrent users per SSID and spectrum. Historical reporting will be available on a daily, weekly, monthly, and quarterly basis

Additionally, ENA can provide graphical representations of signal strength per ENA Air location, if an accurate, to-scale blue print or other similar documentation is provided by the local district or school. If no accurate blue print or scaled diagram is available, a graphical representation of overall signal strength may not be possible, but ENA can provide measurement of signal strength at specific locations within a school if there are ever concerns about coverage capacity.

4.7.2.2 (ME) Wireless Access

RFP Requirement	ENA's Response
4.7.2.2 Wireless Access	
The devices will access the Offeror's wireless solution, which will include the network, switch, servers, and access points and associated hardware to provide a robust network environment for student and educator network connection requirements. The Offeror will provide and deploy a POE switch or switches, sized for the school's needs, based on site analysis approved by the SDE. This includes access to the school environment via the wireless network and its services, including access to shared applications and files. If servers are in the proposal, they are presumed to be located at the school, but the Offeror may propose an alternate server location if a justification is provided that describes a better solution. Describe your solution's capabilities as well as its limitations (e.g., interference susceptibility, distance and object penetration); including which wireless industry standards (e.g. 802.11b, 802.11g, 802.11n, 802.11ac, and 802.11ad as it becomes available etc.). The wireless solution shall provide complete mobility for devices. While at a school, the user(s) of device(s) must be able to experience transparent roaming connectivity to the wireless network throughout the school. If the device is brought to another school in the same district, then the device must seamlessly connect and stay connected while the user remains at the school. The wireless solution will provide the ability for districts to view, and print statistics, and manage all access points and controllers from a single interface. Describe how your solution meets or exceeds this requirement.	ENA complies and our response is provided below.

ENA Air will provide a robust wireless environment so that wireless devices in the schools will be able to seamlessly and securely access both local and Internet-based content and resources. ENA Air service includes all components necessary to provide a robust wireless experience, including all necessary access points, cabling, switching, and controller and management software and hardware. We will deploy one or more PoE switches per location as part of the ENA Air implementation, based on the size of the school and the necessary arrangement of installed access points. Please note that in those locations that serve a small number of students, such as detention centers, alternative learning centers,

or nursing homes, ENA may determine to use smaller form PoE injectors or local power supplies rather than rack-mountable PoE switches. Quantity and location of both access points and switches will be determined upon site survey at each participating district location(s), review of site maps, and discussion with the district technology staff to ensure successful delivery. The ENA Air service will be integrated into the local area network (LAN) either at IDF or MDF to provide for seamless access to school services, shared applications, files, print services, or any other service on the wired network.

ENA Air is a fully compliant with currently ratified IEEE Wireless standards. These standards include 802.11a/b/g/n on both the 2.4 GHz and 5 GHz spectrums. We will provide the newest ratified standards at the time of award with periodic upgrades to the most current standards on a rotational basis once every 60 months or sooner as determined by ENA in coordination with the SDE. In the event that 802.11ac is approved by the IEEE and the SDE and ENA agree it is mature enough for statewide deployment at the time of award, it will be included in our initial deployments. ENA and our partners both closely monitor and participate in IEEE standards-setting bodies, and as newer standards such as 802.11ad WiGig become more fully realized, ENA will evaluate and propose upgrade and/or service refresh options. We do note that while manufacturers often promote the newest wireless standards, immediate adaption of new standards is not always the most cost-effective solution for schools. ENA makes its recommendations not only based on technology availability, but also based on mobile device capabilities and the expected adoption of new standards over time.

Any solution operating within 802.11 wireless standards are based upon the FCC ISM band or "unlicensed" frequencies and susceptible to intermittent interference from local devices such as microwaves, wireless phones, or rogue APs. With that in mind, ENA Air is designed to operate intelligently to allocate radio power automatically where needed to overcome interference to improve signal to noise ratios (SNR) and boost signal to users. Each AP radio is designed to run at half power which provides efficient spectrum operation and flexibility. Should any one AP fail or become obstructed by physical structure, other AP radios in the vicinity can automatically increase power to cover the impacted coverage area. Additionally, ENA Air offers a rogue AP detection solution to neutralize unauthorized radio interference and introduction.

Performing site surveys for each location receiving ENA Air is also necessary to understand building construction materials and composition. All building material causes some loss of signal, which can actually be used to benefit the wireless architecture and prohibit channel overlap and RF broadcast interference. For this reason, ENA does not recommend installing access points in hallways, but instead within classrooms themselves. This enables coverage to be strongest where students are learning, and also allows us to leverage building material RF propagation loss, creating efficient RF space and performance across the overall system.

Wireless users will be able to seamlessly roam from different areas of the same building where ENA Air is installed without needing to re-authenticate. ENA utilizes APs that share user session information, and as device leaves the primary coverage area of one AP and enters the coverage area of another, those two APs share all relevant authentication and session information, so that device handoff between APs is seamless and does not require re-authentication. Additionally, per SDE requirements, users will be able to visit different schools in the same district where ENA Air is installed without needing to change their wireless or authentication settings. ENA will provide this seamless transition from

school to school by creating a district-wide SSID and authentication schema in collaboration with local district resources.

Districts will have access to the My ENA admin portal, which will provide reporting and analytics for ENA Air as well as reporting and policy management for ENA WebSafe. Specific historical and real-time reporting for ENA Air will include:

- Top talkers
- Specific utilization by username/device
- Aggregated total wireless traffic utilization
- Total wireless traffic utilization by SSID
- Total wireless traffic utilization by frequency
- Total unique users per SSID
- Maximum concurrent users per SSID

4.7.2.3 (ME) Wireless Bandwidth

RFP Requirement	ENA's Response
4.7.2.3 Wireless Bandwidth	
The Offeror shall provide an effective wireless solution with sufficient, measureable and necessary bandwidth. The solution must not only include sufficient and measureable aggregate bandwidth but must also be capable of being customized for varying needs within a school. For example, a concentration of physical classrooms within a school may require additional access points, faster speeds or both within that area. Describe how your solution meets or exceeds this requirement.	ENA complies and our response is provided below.

ENA Air is architected to provide coverage, performance and bandwidth where needed. While some solutions will focus strictly on the radio performance, ENA focuses on radio performance, user concentration, reduction of network bottlenecks and sufficient overall wireless bandwidth to meet and exceed customer expectations. To accomplish this, we perform a comprehensive site survey of every location that takes into account user density concentrations, school layout, instructional use of network resources and current school wired LAN design. We use this information to create a customized implementation per site that provides not only sufficient aggregate wireless bandwidth but also can concentrate coverage and bandwidth availability to specific areas of a school based on expected utilization and desired educational outcomes.

Another key aspect of ENA's managed wireless service is that we do not utilize on-premises controllers as part of the ENA Air solution. Implementations that require on-premises controllers often restrict

aggregate wireless bandwidth because the controller acts as a choke point between the wired and wireless networks. Additionally, on-premises controllers can be single points of failure that can significantly degrade network reliability. With ENA Air, the APs at each site use mesh technologies to create a virtual on site controller that does not have a single point of failure, but that continues to function seamlessly even in the unlikely event that connectivity to ENA's cloud-based management platforms are lost. Additionally, we can integrate with the local area network at each IDF or MDF, increasing total bandwidth between the wired and wireless networks without having a controller as a bottleneck or failure point.

4.7.2.4 (ME) Internet Access

RFP Requirement	ENA's Response
4.7.2.4 Internet Access	
Access to the Internet for Idaho schools is to be provided via each school's connection to the IEN or other ISP (Note: the vast majority of schools are connected via IEN). The Offeror will ensure its solution integrates with the school's connection, IEN or other, and the Offeror will work with each school and the IEN, or other ISP if the IEN is not currently providing bandwidth, to identify bandwidth and network infrastructure as described in the RFP. Describe how your solution meets this requirement.	ENA complies and our response is provided below.

As the selected network operator of the IEN, ENA will provide full end to end connectivity of wireless access to the IEN Internet connection. Should a district not be utilizing the IEN for Internet service and prefers a different ISP for default path, we will work to design their particular ENA Air solution to follow the requested path utilizing other ISP Internet services.

As part of the service, ENA is providing ENA WebSafe filtering as detailed in **Section 4.7.2.5, Content Filtering and Logging**. ENA WebSafe is a cloud-based filtering solution with multiple layers of built-in resiliency, should a district determine they will not utilize the IEN as their default Internet access service, ENA can still provide ENA WebSafe locally by either collaborating with local technology staff to make certain changes to their network in order to forward all traffic from their wireless network to ENA or by installing and managing a local ENA WebSafe Pro filtering appliance that will provide the same filtering capabilities as the standard ENA WebSafe service plus more.

4.7.2.5 (ME) Content Filtering and Logging

RFP Requirement	ENA's Response
4.7.2.5 Content Filtering and Logging	
Internet content filtering, as required by the Children's Internet Protection Act (CIPA), must be included as part of the solution. The filtering solution must be configurable in order to account for differing local district policies on acceptable Internet content and age appropriateness. Content filtering is an integral component of the requested managed wireless service, and as such, must include: • The ability for each district to manage its own filtering policies, including the decision to block specific categories of content and to maintain its own whitelist and blacklist overrides. • The ability to provide per district utilization and filtering reports, including top websites visited, top categories visited, top websites blocked, top search terms, and top authenticated users. • The ability to audit all changes to content filtering policies. All SDE-level and district-level reporting and management for both content filtering and managed wireless shall be available via the same on-line application, which authenticated district staff and SDE personnel must be able to securely access from any Internet-connected web browser and efficiently perform the content filtering functions following the training provided by the successful Offeror. Describe how your solution meets this requirement.	ENA complies and our response is provided below.

ENA is uniquely positioned to offer the SDE a content filtering solution that will not only meet the requirements of the Children's Internet Protection Act (CIPA) but can also be catered to meet each individual district's broader filtering needs. ENA has been providing CIPA-compliant content filtering solutions for K-12 schools and libraries in a centralized, cost-effective manner since 1998 and is highly experienced with current content filtering technologies as well as legislation and E-Rate requirements related to content filtering. With the recent announcement of ENA's next-generation content filtering

service, **ENA WebSafe,** we remain on the cutting edge of content filtering technology and are continuously enhancing our solution to meet the unique needs of the education marketplace.

ENA WebSafe is a cloud-based solution that provides districts extensive local control to tailor their filtering policies to meet their own unique requirements and preferences. ENA WebSafe, like ENA Air, is a fully managed service that significantly reduces the time and resources often required to manage a locally installed and supported filtering solution. ENA WebSafe provides district administration and staff the ability to choose which filtering categories will be blocked or allowed, which URLs will be added to district-specific white- and black-lists, and which users will be authorized to override filtering altogether. Additionally, ENA WebSafe offers districts robust reporting and analysis, including daily, weekly, and monthly reports of top websites visited, top websites denied, top categories blocked or allowed, top search phrases, and top authenticated users, among others. Additionally, ENA provides daily reports detailing the exact websites visited by any user with Authorized Override access. ENA's 15 years of experience providing content filtering to millions of students nationwide enables us to provide sophisticated filtering features in an exceptionally cost-effective way. Unlike many solutions on the market today, ENA does not charge per device filtered. Rather, ENA WebSafe licensing, when delivered as a cloud service for IEN users, is based on the number of students who use the service, which means that – unlike Websense, Lightspeed, and others – our filtering costs remain flat even as the ratio of devices-to-students increases.

We developed ENA WebSafe with the specific needs of the education community in mind. ENA WebSafe includes the following features:

- Highly available service configurable by local districts
- Robust CIPA-compliant URL filtering for web traffic (HTTP, port 80)
- Filtering for encrypted web traffic (HTTPS, port 443) without the need to install certificates on each filtered browser
- Full on-line administrative controls, including:
    - Policy management for each district, including the ability to choose which categories of web content are allowed or blocked as well as the ability to make real-time changes to each district's blacklist and whitelist
    - An easy to reference dashboard showing current activity of filtered users
    - Authorized Override administration
    - Request for Review Manager automatically integrated with block pages
- Comprehensive reporting

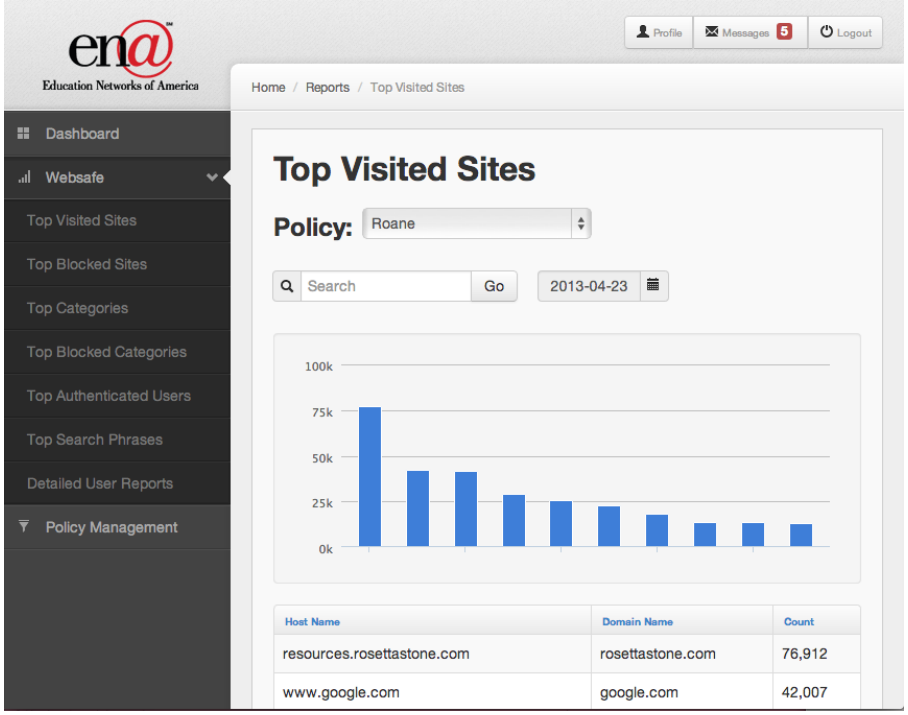


Figure 5: ENA WebSafe Online Tools

ENA WebSafe uses a combination of automatic Bayesian processing and human review to organize billions of web sites into a number of discrete categories (e.g. pornography, illicit drugs, hate/violence, etc.). Each school district will have the ability to select the particular categories that it wants to filter, and then any computer connected to the ENA Air wireless network within that district is automatically denied access to URLs within the selected categories. Even though ENA WebSafe provides local districts ultimate control, ENA is always available to help districts understand the category meanings and suggest basic filtering policies that will comply with CIPA guidelines. In addition, local users can easily request review of a site or suggest that a particular site be blocked or unblocked at any time.

Additional personalization for school districts is achieved through ENA's Authorized Override (AO) solution. AO is an integral component of ENA WebSafe. AO gives each school district the option of providing authorized users with personalized, unfiltered access to the Internet while providing visibility and reporting to district authorities to monitor and prevent abuse of this privilege. Our turnkey AO service is also designed to work transparently – without end user or work station modifications.

ENA's AO solution drives the bypass policy down to the site level allowing the ability for authorized users to selectively override blocked or restricted URLs. AO is device-driven and can detect a valid override even when a school is using NAT (RFC 3022) and private IP addresses (RFC 1918), whereas other IP-based filtering systems will override an entire school rather than the specific workstation requesting the override. ENA WebSafe's granular AO approach creates flexible and safe browsing environments permitting teachers (or other authorized users) access on only their device to web content they need for curriculum and ongoing instruction while maintaining filtering compliance for all other users.

ENA also provides optional ENA WebSafe Pro service for districts that wish to have even greater granularity of control and reporting, including the ability to integrate filtering policies with Active Directory and other LDAP-based user authentication schemas as well as the ability to provide per user and per RFC1918 IP address reporting. More information about ENA WebSafe Pro is included in our **Optional Services Section**.

4.7.2.6 (M) Existing School Networks

RFP Requirement	ENA's Response
4.7.2.6 Existing School Networks	
The solution will integrate wireless access to the school's existing network resources. While school internal networks vary, the network operating systems tend to cluster into Novell, Windows, Macintosh OS X, UNIX and Linux. All schools have Ethernet capability. The Offeror will install cabling for its solution, per the description of a fully managed service above, and the connection to the school's local network and the Idaho Education Network (IEN). At the successful Offeror's discretion, it may use existing cabling in the schools. However, if the successful Offeror does use existing cabling or infrastructure, it must agree to warranty those parts as they would newly installed equipment. If the local school has a cable warranty in the building, the successful Offeror will not void the current cabling warranty without the prior written approval of the district. The local school will arrange for electrical work based on the successful Offeror's specifications. Site construction, abatement and other activities will be performed in accordance with the project plan. As part of the installation, the Offeror will provide an overview of the resulting network to the school technical staff and train that staff in the basics of system/network operation and support. Describe how you will meet this requirement. If providing servers as part of your solution, describe how you will meet this requirement.	ENA complies and our response is provided below.

ENA Air is standards-based wireless service and is compatible with all operating systems, platforms and mobile computing devices that support currently ratified 802.11 a/b/g/n wireless standards. Please note that wireless networking is bi-directional, so bandwidth availability and measured signal strength

may be dependent upon the wireless capabilities of specific devices.

All structured cabling necessary for Gigabit AP access connectivity and electrical delivery from ENA provided PoE switching will be installed and managed by ENA in compliance with a fully managed and maintained wireless solution. Should the school building have preexisting cabling infrastructure deemed acceptable for use by both local district officials and ENA, ENA Air will employ its service over such accepted cabling facilities. Neither ENA, nor its cabling installation teams will void building warranties for current or existing infrastructure that supports wired LAN network components and will work in accordance with BICSI structured cabling standards for UTP low-voltage cabling installation. ENA will work in collaboration with local school staff to properly understand each warranty situation and accommodate to its best ability.

As a K-12 Infrastructure as a Service (IaaS) provider, ENA understands the importance of and need for technical staff training and we are committed to provide comprehensive training as described in **Section 4.9.1, Technical Training**. As part of our managed service support, we will work hand in hand with local technology staff from start to finish within the implementation phase and provide ongoing support through the CTAC 24x7x365 live help desk providing proactive and professional assistance. Please see **Section 4.10.1, Support and Maintenance** for information on ENA's CTAC services. District technology staff will be introduced to the ENA Air portal and given ongoing assistance as needed to maintain the managed wireless service for successful operation.

ENA Air is a hosted service without need for deployment of local on premises servers.

4.7.2.7 (ME) Growth

RFP Requirement	ENA's Response
4.7.2.7 Growth	
Suitable architecture must be provided to allow for growth in the wireless network infrastructure if additional grades in the school begin to utilize the infrastructure or the population of the school utilizing the infrastructure grows. Describe how you will meet this requirement.	ENA complies and our response is provided below.

ENA Air managed wireless is designed to be scalable at all levels of service. Should the number of users at a location increase, or should a school wish to add additional grades to the wireless service, or add wireless service in areas of the building not currently accounted for in the SDE requirements, ENA will work directly with the district to provide additional coverage and capacity. ENA has provided optional pricing for students and faculty beyond high school, per the SDE's request.

Additionally, ENA will work with local districts to identify if and where coverage or performance issues exist. If the structure of a building is modified, or if user population densities change within a building, ENA will work to alter the ENA Air service implementation to ensure all users covered under the service have adequate access. ENA Air is designed to offer maximum performance for a defined set of users

within a particular building as well as provide guest access to visiting users, if guest access is desired by the school. Should a district add or remove users to the wireless service impacting coverage or negating the need for coverage, ENA will work with SDE and its participating districts to modify the service and billing accordingly, addressing any additional growth requirements.

4.8 Performance and Quality

RFP Requirement	ENA's Response
4.8 Performance and Quality	
In order to provide high quality 802.11a/b/n/ab wireless access that will work with multiple devices of different wireless sensitivity, including laptops and tablets of different manufacture, the wireless solution should provide RF signal strength of at least -70dBm or better as measured in the 2.4 Ghz spectrum in all locations where wireless service is to be provided. Signal strength will be measured by an industry-standard Wi-Fi measurement tool, such as the Fluke AirCheck or similar device. The Offerors solution must provide a minimum -70dBm signal strength in all areas where service is to be provided. The Offerors solution must allow a multitude of different wireless devices for students and educators to roam with transparent connectivity from different areas of the school or building without losing connectivity and without needing to re-authenticate to different wireless access points. Furthermore, minimum wireless signal strength of -70 dBm will allow almost all modern wireless devices to negotiate a connection with sufficient bandwidth to stream video, participate in Web 2.0 interactive applications and generally have an excellent online educational experience, given that the site has sufficient Internet access. The successful Offeror's wireless network performance will be tested using an endpoint device that meets the following minimum requirements: • Windows 7 Professional, SP1 • 2GB RAM • Wireless N Network Card • 250GB HDD These minimums are established using the metrics defined in **Attachment 6**.	ENA complies and our response is provided below.

ENA Air complies with the SDE requirements for performance and quality providing the following key elements and performance verification methods:

- Minimum wireless RF signal strength of -70dBm or better across all identified coverage areas
- Provide wireless access for all mobile device platforms that comply with 802.11 a/b/g/n IEEE wireless standards or newest ratified standards available at time of award
- Validation of wireless RF signal strength, signal to noise ratios, and overall coverage using industry standard measurement tools and testing
- Transparent and seamless roaming across the ENA Air wireless network without need for re-authentication or manual user intervention to maintain access

ENA's response to **Attachment 6** can be found in **Tab 5, Attachments**.

4.8.1 (ME) Uptime

<table>
<tr><th>RFP Requirement</th><th>ENA's Response</th></tr>
<tr><td colspan="2">4.8.1 Uptime</td></tr>
<tr><td>The Offeror will ensure that all functions of its solution are reliable and available to the schools, educators and students as set forth in the RFP. Uptime shall be as follows:
<table>
<tr><th>PERIOD OF PRIME USAGE</th><th>UPTIME PERCENTAGE</th></tr>
<tr><td>7:00 AM 5:00 PM, Local Site Time, Monday-Friday, excluding holidays</td><td>99%</td></tr>
<tr><td>All other times</td><td>95%</td></tr>
</table>
No scheduled downtime will be allowed for the solution except (1) for scheduled preventative maintenance, or (2) with the approval of the local school coordinator for issues affecting only the local school, or (3) with the approval of the SDE for system-wide outages. Uptime shall be measured from 12:01 am to 11:59 pm. in a calendar day.

Describe how your solution meets or exceeds this requirement.</td><td>ENA will comply and our response is provided below.</td></tr>
</table>

ENA understands and will meet and exceed the uptime requirement of the SDE, including 99% uptime and availability of the overall ENA Air and cloud-hosted ENA WebSafe solution at a site between 7 AM to 5 PM local site time, and 95% uptime during all other times. ENA Air accounts for uptime with three key differentiators over that of other solutions:

- Cloud-based wireless management hosted within geographically diverse ENA data centers offering automatic failover of all hardware, software, and applications. In the event a district loses their Internet access, ENA Air will continue to function locally providing wireless access to users.
- Intelligent RF output of all radios allowing coverage resiliency with the loss of any one AP in an area. Our support will leverage rapid onsite replacement of failed equipment using field equipment inventory as well as options for local equipment spare in dense radio environments where deemed necessary. This means that the ENA Air solution remains up and available at a site even if individual AP(s) may not be in service.
- Professional and proactive CTAC support tailored for the K-12 community. Through established maintenance processes developed for our K-12 customers, ENA will provide advanced notification, flexible scheduling around key K-12 events (assessments or other), and coordination with impacted users for all maintenance events.

4.8.2 (ME) Response Time

RFP Requirement	ENA's Response
4.8.2 Response Time	
The solution must provide services to all students and educators concurrently on the wireless network with quality response time that does not hinder or impede effective instruction and learning in the classroom. This requirement includes the ability for students to browse the Internet, download files and use streaming video without unreasonable delay. Describe how your solution meets or exceeds this requirement.	ENA complies and our response is provided below.

ENA Air will provide service to all students and educators concurrently on the wireless network with quality response time that does not hinder or impede effective instruction and learning in the classroom. As a standard, we plan to use dual radio MIMO access points that support extremely high data rates of throughput to the portable computing devices at a site. Furthermore, our service includes complex air time fairness algorithms and bandwidth allocation policies, created in coordination with the local technology staff, so that we can ensure students and teachers served will be able to have more than adequate capacity to reach local LAN-based resources. It is important to note that adequate access to wired Internet-based resources may be affected by factors other than wireless capacity, in particular the capacity of the wide-area network connecting the school to other district resources, as well as the capacity and saturation level of the Internet access to the district itself.

4.8.3 (ME) Business Continuity/Disaster Recovery

RFP Requirement	ENA's Response
4.8.3 Business Continuity/Disaster Recovery	
Provide a proposed disaster recovery/business continuity plan to cover replacement of the provided hardware and other solution elements in the event of theft or loss through a catastrophic event. Upon approval by the SDE the Successful Offeror will implement the final plan in coordination with the SDE, to ensure that the affected school's provided infrastructure/solution is restored by the start of next school day at 7 AM, local time.	ENA complies and our response is provided below.

ENA agrees with this requirement and shall comply by preparing and implementing a plan, in coordination with the school districts to ensure next school day restoration of the provided solution infrastructure following a catastrophic event. This plan shall leverage spare wireless infrastructure components carried by ENA's field service resources and regional inventory cache. Time to restore full service will be directly affected by the extent of loss or damage to the site. Restoration of service will begin as soon as ENA is given full access to the site with authority to proceed from the district, assuming the necessary facilities are in full operating condition (e.g. no ongoing construction or repair activity, available power, ground, rack space, etc.) and approved for occupancy.

Additional business continuity/disaster recovery planning shall be conducted with the SDE as well as the enlisted input from participating districts.

1. Natural Disaster/Act of God

Should wireless infrastructure equipment deployed by ENA be damaged or destroyed by a catastrophic event beyond the control of the SDE, district or ENA, we will work with the district to restore service as soon as possible based on accessibility and safety conditions. ENA will work with the SDE and districts to determine if it would be possible to deploy service at an alternate location until original sites are operational.

2. Loss of Infrastructure

ENA expects that the SDE and districts will secure and protect equipment with the same level of diligence that it would use to protect its own equipment. For equipment that is removed without ENA's written permission, stolen or damaged, ENA will work with district personnel to replace the component within 24 hours of formal notification of the loss. Lost, stolen or equipment damaged due to negligence determined by ENA to be out of our control must be replaced at the customer's expense.

All of the core equipment supporting this initiative are housed in highly reliable facilities and configured in a manner to provide extremely reliable service. Please see **Section 4.8.1, Uptime** and **Section 4.8.4, Server Failure** for details on the high-reliability of ENA's hosted wireless service.

4.8.4 (M) Server Failure

RFP Requirement	ENA's Response
4.8.4 Server Failure	
If the solution includes servers, then the solution must provide redundancy or other fallback strategy in the event of server failure. This will provide continued operation in the event of server hardware or software failure. If providing servers as part of your solution, describe how you will meet this requirement.	ENA complies and our response is provided below.

The ENA Air service does not utilize or need local servers. Rather, we utilize a triply redundant cloud-based architecture to ensure optimal uptime and throughput. At the core of our solution, we use a geographically redundant management and monitoring infrastructure so that we can continue to manage and gather monitoring and reporting data from each ENA Air site even in the event of catastrophic failure to any one of our management nodes. Our management nodes utilize multiple levels of data center fault tolerance within cooling, electrical power, UPS, generator, located at hardened secure facilities. Secondly, the ENA access points we will install as part of the ENA Air service create a local virtual controller that can continue to provide full local service, including all local SSIDs, wireless access policies and integration with local user authentication sources, even in the event that network connectivity to one or both of our core management nodes is lost. Third, ENA Air's implementation normally includes enough coverage overlap so that if one or multiple local access points fail, neighboring access points will automatically note the failure of a neighbor and immediately invite the clients that had been connected to the failed access points to re-connect, so that no local loss of connectivity occurs.

4.8.5 (M) UPS

RFP Requirement	ENA's Response
4.8.5 UPS	
The Offeror must include sufficient Uninterruptible Power Supply (UPS) capacity to those parts of the solution where a power loss could cause data loss or corruption, instability or other long-term negative effects on the solution. The solution will be able to be fully-enabled upon restoration of power without reconfiguration or significant intervention. Therefore, necessary included servers and key infrastructure hardware such as switches and wireless access points shall have a UPS with capacity to allow for the hardware to remain operative in the case of a power outage. This UPS must allow personnel enough time to satisfactorily shut down the server(s) or the infrastructure hardware provided. Describe how your solution meets or exceeds this requirement.	ENA complies and our response is provided below.

As a fully hosted and managed wireless service, ENA complies and hosts all key ENA Air and ENA WebSafe server components in geographically diverse hardened data centers. These server components are protected by facility biometric security, fault tolerant redundant HVAC cooling and humidity controls, multiple levels of power redundancy with UPS battery backup as well as multiple generator units configured in resilient electrical design to avoid the failure of backup power with the loss of any one or multiple generator components. By backing up key hosted servers with such strong facility operation across geographic regions, the loss of data is mitigated to provide proper long-term operation.

ENA Air fully integrates with local district wired network infrastructure, and we use local power and, if available, locally-owned and managed UPS facilities where possible for ENA provided switching. By utilizing local power and available UPS facilities, real world power availability at a location is realized, reducing false positive notifications and increasing support accuracy.

4.8.6 (ME) Performance Metrics

RFP Requirement	ENA's Response
4.8.6 Performance Metrics	
The Offeror must track and record operational Performance and Quality metrics necessary to ensure the successful management of the project. Such performance metrics will be reported monthly, by school as necessary, to the SDE Program Manager. The reporting will include such items as incidents, device and system failure, available connections metrics, connection failures rates, types, downtime, repair turnaround times, trends, remediation needed, unresolved issues, recommended improvements and other factors necessary to ensure a successful project. Reporting should also include information that is required to enforce compliance to standards. Describe how you will meet this requirement and provide recommended metrics for consideration by the SDE and a sample report using the recommended metrics. The successful Offeror will provide the metrics selected by the SDE in a report format approved by the SDE.	ENA will meet the performance metrics specified herein and our detailed response is provided below. ENA has provided a sample dashboard report in **Tab 6, Required Documents** as **Item 6.** This is the dashboard that we currently use for performance metrics for the IEN that will be customized for this project.

ENA Air performance metrics can be measured and tracked in two specific ways working hand in hand to deliver complete visibility tracking progress, network operation, failure and remediation metrics, trends, and reporting in full compliance with the SDE requested deliverables.

The first method for measurement and tracking will be provided through our CTAC monitoring reports. Over many years of serving education customers, we have developed a reporting system capable of compiling every customer support interaction for either resolution of incident events or requested assistance. By creating standards based keyword identifiers and definitions in accordance with industry-leading Help Desk Institute (HDI) and Information Technology Infrastructure Library (ITIL) methodologies, we can quickly create reports for our customers based on trended items most valuable for their organizational needs.

The second method of measurement and tracking will leverage ENA Air's real-time compiled wireless data from the hosted controller environment. This data, secured in transit by SSL encryption, encompasses reporting events only and carries with it no district traffic or transmissions. Available for viewing in multiple popular formats, ENA will work with the SDE to verify any additional or modified requests to deliver powerful and effective reporting.

4.8.7 (M) Wireless Security

RFP Requirement	ENA's Response
4.8.7 Wireless Security	
The solution must protect against eavesdropping and unauthorized access. The solution may include encryption or other techniques to provide this assurance which the local school may turn on or off as local policy indicates. Describe how your solution will provide such protections.	ENA complies and our response is provided below.

By default, ENA utilizes strong encryption even prior to user or device authentication to resources provided through the ENA Air wireless network. In certain man-in-the-middle attacks, authentication information can be obtained when initial authentication is unencrypted. ENA Air SSL secure web authentication via captive portal and SSL encryption of management traffic between AP and the hosted controller platforms ensure protected access and mitigate such attacks. Our service is designed to be both secure and flexible, and we can implement wireless security policies that incorporate a variety of WPA authentication mechanisms, including the WPA2 pre-shared key (PSK) protocol known as WPA Personal, the 802.1X authentication (often referred to as WPA Enterprise), with the more recent encryption algorithms TKIP (also known as Temporal Key Integrity Protocol) and advanced encryption standard CCMP (or Counter Mode with Cipher Block Chaining Message Authentication Code Protocol). In addition to the encryption of data between clients and the wireless access points, and the various authentication methods ENA can support, ENA can also provide rogue AP detection to identify, and optionally, to eliminate other "rogue" APs that may be introduced to the school WLAN and prevent those APs from successfully allowing clients to attach. While no security solution is 100% infallible and security should always be a matter of continued scrutiny, ENA maintains industry-leading focus of trends and threats which may impact its customers. Upon industry approval or general availability of new mitigation tactics which may benefit best practice, ENA will review to determine if it is valuable to incorporate these methods into future security design.

4.8.8 (ME) Authorization Control

RFP Requirement	ENA's Response
4.8.8 Authorization Control	
Security must allow access to authorized users only and strictly to those resources, files, applications, and services that they are authorized to use. Security will be definable by an administrator, both on an individual user basis and by class of users (educators, students, parents, administrators, etc.). Identification of a user must be unique to each individual. Operating systems and the application software must have the ability to be restricted or locked down in an appropriate way so as to prevent inadvertent or deliberate changes in key settings and thereby reduces support requirements. Describe how your solution meets or exceeds this requirement.	ENA complies and our response is provided below.

ENA can provide user, device and role-based authentication to the wireless network as long as the local district provides an Active Directory or other LDAP-based through which we can authenticate users. For districts that do not have Active Directory or other user authentication schemas, we can provide a variety of security options, all of which include secure encryption between mobile device and the ENA Air access points. In coordination with local technology staff and administration, we can craft highly flexible network access and security policies per user or group, or per location or device type to ensure that only authorized users or devices have access to appropriate local resources, files, applications, and services.

ENA will work with each district to craft a security solution in tandem with local security requirements or authentication, authorization and accounting measures already in practice.

4.8.9 (M) Backups

RFP Requirement	ENA's Response
4.8.9 Backups	
In order to protect the solution from data loss, corruption or hardware failure, backup and recovery capabilities are required to permit regular, periodic backup of the administrative and configuration data, logging information and filtering, and user files, and to restore all of the above on demand. The ability to perform automatic scheduling of backup functions is desired. This should include automatic backup from the Hardware to a server or some other facility on at least a daily basis to prevent data loss where data shall never be deleted except by the owner/administrator. The back-up should provide for archiving of the various logs, usage, etc. for at least one school year. Describe your process, any storage limitations, and length of backup storage, to meet or exceed the requirement.	ENA complies and our response is provided below.

The ENA Air cloud-based controller and management systems are inherently fault tolerant and disaster recovery-focused in their design without additional provision or complexity. All data, logging, and software operating within the hosted controller and management environment are stored in multiple geographically diverse data centers as well as offloaded to a database operating within geographically diverse virtual servers for rapid failover and service recovery. The beauty of ENA Air is that backups never need to be scheduled as they occur automatically in real-time without manual intervention or impact to the continuous operation of the wireless network.

We will provide enough data storage to provide daily, weekly, monthly and quarterly reports.

4.9 (M) Training, Integration, and Consultation

4.9.1 (ME) Technical Training

RFP Requirement	ENA's Response
4.9.1 Technical Training	
The Offeror will provide an appropriate level of technical training on the solution, its local support requirements, and its applications for technical support personnel. Note that the State has no authority to require school personnel to participate in training; however, it is projected that the vast majority of personnel would do so on a voluntary basis. This training would include basic use of the solution in a network environment, the monitoring and logging and use and access of server(s) if provided by the Offeror. Training must be done in the context of how to best access digital assets in an educational setting as it pertains to attaching digital assets to the wireless managed network. The Offeror's training needs to be contextually relevant and not just a "skills" class. In addition, the Offeror shall include specific training on trouble-shooting and maintenance for technical support personnel. The Successful Offeror will set up a helpdesk to provide support to the district technicians who will generally require a person with a more senior skill set with whom to work. Describe the staffing levels you will include to provide continuous training and support; as well as a description of positions of the staff, their titles, responsibilities, and why this staffing level is adequate for continuous support. Separately and specifically address your first year program that will make available sufficient training for technicians to deploy the solution prior to the start of school year 2013-2014. Describe your plan to make training times and locations convenient to the participating personnel and how you will provide school personnel multiple options to sign-up for training in their region. Describe your proposed solution to accomplish the training requirements described above, including a preliminary	ENA complies and our response is provided below. ENA understands that a final Training Plan and curricula will need to be submitted to the SDE for approval if ENA is the successful Offeror and awarded a contract.

training plan, content and method, recommended duration, recommended location(s), materials included, instructor to participant ratio, and qualifications of each instructor. Also describe how you will ensure school technicians are provided adequate support and training, as well as how you will provide continuous training during the contract as personnel change. Provide information on how school technicians may contact you with additional questions and needs, the contact method, response times, and escalation procedures. The successful Offeror will submit a final training plan and curricula to the SDE for approval. Upon approval, the successful Offeror shall implement the plan.	

Preliminary Training Plan

ENA understands the importance and value of technical training to the success of this project. As such we have developed a comprehensive training plan for technical support personnel as described below.

Content

To fully take advantage of all of ENA Air features and functionality Idaho school technical support personnel will be able to:

1. Successfully support the efforts of school staff to connect mobile and classroom digital assets to the ENA Air network.
2. In the event of connectivity issues, have the knowledge and skills needed to diagnose if the solution resides with the digital devices, ENA Air or a broader LAN or WAN issue.
3. If the connectivity issue is diagnosed as residing with ENA Air, have the information needed to successfully contact the ENA CTAC.
4. Access and use ENA Air's online analytics and reporting tools to monitor and log use and access of the service.

Method

ENA understands that in order to achieve maximum success, the training topics and information need to be contextually relevant and framed in real world scenarios that school technical support personnel will encounter in supporting school staff use of ENA Air. ENA will structure the training to be contextually relevant and meet the needs of the technology support personnel.

To ensure that all school technical support personnel have adequate initial and ongoing access to training, ENA will provide a comprehensive technical training program that combines:

1. Facilitator-led, onsite, kick-off training sessions to address the above objectives. These sessions will include at least one onsite product trainer with a videoconferencing connection to other members of the product team as appropriate.
2. Learning sessions conducted via videoconferencing or webinar to address the above objectives. These sessions may be scheduled as needed or, if it is helpful to school technical support personnel, ENA can set an ongoing schedule of learning sessions.
3. A bank of online learning resources including help videos, support documentation, and product information to address the above objectives.

Recommended Duration

The recommended duration of each training session is 1.5 hours.

Recommended Location(s)

For maximum access to training for Idaho school technical support staff, ENA recommends conducting the initial, on-site facilitated sessions at each of the six IETA regional meeting the month prior to implementation.

In addition, we recommend conducting either the full or a customized version of the training at the Idaho School Administrators Association (IASA) and Idaho Secondary School Principals conferences to ensure that these stakeholders have the information they need to fully take advantage of all the ENA Air features and functionality. Areas of emphasis would include ENA Air diagnostic reports and analytical tools, as well as how to contact the ENA CTAC for 7x24x365 service support.

Materials

Materials will include: ENA Air User Guide, video tutorials and content on the ENA Air online help site.

Instructor to Participant Ratio

Facilitator-led, onsite training sessions: A minimum of two ENA product training facilitators (one onsite, one connected via videoconference) to a maximum of thirty participants at the IETA, IASA, and Idaho Secondary School Principals meetings.

Videoconferencing training sessions: One ENA product training facilitator to a maximum of eight technical support personnel.

Ongoing Training

ENA will provide continuous training on ENA Air to Idaho schools as personnel changes through video-teleconference learning sessions scheduled on an as-needed basis. Idaho technical personnel may alert ENA to this need by contacting their Account Service Manager.

Contact for Support

School technical personnel have multiple ways to contact ENA for support as outlined below:

- Technical personnel may email or call their Account Service Manager at any time and expect a response within one business day.
- Technical personnel may also call the ENA CTAC and a customer service engineer will either resolve the issue or escalate the issue to the appropriate staff member. Information on ENA's CTAC is provided in **Section 4.10.1, Support and Maintenance**.

Staffing Levels and Product Training Team

The ENA Air product training team is comprised of the Senior Product Manager, Product Manager, Research and Development Engineer and Product Trainer. Personnel in all four areas work closely together to ensure customers have the knowledge and skills they need to successfully use ENA products.

The Product Trainer serves as the primary point of contact for identifying, scheduling, and fulfilling customer product training needs. The Product Trainer works closely with the Senior Product Manager, Product Manager, and Research and Development Engineer to design customer product learning resources. The Senior Product Manager, Product Manager and Research and Development Engineer participate in product training events as appropriate.

The following ENA personnel lead the product training team:

1. Adrian Alvarado, Senior Product Manager
2. Terry Guilyard, Product Manager
3. Aaron Hurt, Research and Development Engineer
4. Barb Neligan, Product Trainer

Resumes for each of these professionals are provided in **Tab 6, Required Documents** as **Item 3**.

4.10 (ME) Support and Maintenance

4.10.1 Support and Maintenance

RFP Requirement	ENA's Response
4.10.1 Support and Maintenance	
Included in its solution, the Offeror will provide ongoing support to the participating schools for the duration of the Project. Since the cost is to cover the full costs of deploying and supporting the solution, each Offeror must factor a full support package into its price. The components of such a full support package must include those components necessary to assure the performance and quality specifications are met continuously and that the solution is sufficiently supported at all times. The support package must be comprehensive. Examples of supported items should include, but are not limited to: repairs, preventative maintenance, licensing (if applicable) and any other items that are included in the solution. This support will include Help Desk or Support Center service available via toll-free phone service or similar service, and will include staffing, tools and processes to meet the schools' support requirements. This also includes a system of dispatching, tracking, priority setting, reporting and escalation which ensure timely and satisfactory response and resolution. The Offeror may also employ other communication systems for delivery of just-in-time support such as Internet audio chat, text chat, web forums, etc. School users of the Help Desk will be technical staff. The Offeror will describe its Help Desk offering as well as its ongoing technical support provided for its proposed solution. The Offeror will fully describe the process and plan that will be utilized whenever a break/fix event occurs within the school's wireless service environment. This will cover the entire process of repairing or replacing any component utilized in the managed wireless solution infrastructures. The infrastructure will be defined as switches, servers, LAN devices, remote access devices, wireless components or any other equipment provided by the Offeror.	ENA complies and our response is provided below.

Each Offeror must address, at a minimum, the items above, as well as the requirements of Section 4.7, in fully describing its proposed support program to demonstrate that its approach will provide solid, effective support for the users of the solution.	

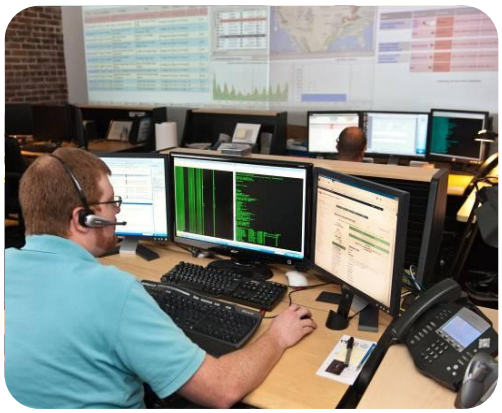
Dedicated Support Services

ENA understands that **downtime during school or library hours means lost educational opportunities** as well as lost administrative productivity. We deliver reliable service around the clock, but have focused our teams on the critical hours for schools and libraries in order to ensure that in the unlikely event of a service disruption, we are poised to immediately respond and restore service. This level of proactive customer care sets us apart from other responses you may review.

The ENA Customer Technical Assistance Center

ENA provides a 24x7x365 Customer Technical Assistance Center (CTAC) staffed with individuals highly skilled in all ENA services to provide responsive and comprehensive customer assistance on any and all service incidents and requests for service. In addition, ENA's rigorous monitoring capabilities enable proactive engagement to avoid or minimize the effect of service impacting incidents. Support calls are directed to a live person in the U.S. who is experienced in working with the customers we serve, and possess the specific skills to quickly address the incident or request, be it data, voice, video, or any of ENA's service solutions. The ENA CTAC is available via e-mail at support@ena.com and also directly by telephone, 24 hours a day, 7 days a week and 365 days a year, at 888-612-2880.

ENA's CTAC is staffed with seasoned, customer service engineers to receive virtually unlimited incident and request calls and is dedicated to the support of all services outlined in our response. Additionally, ENA provides web-based, always-available access to our incident management system. Technology Coordinators and other appropriate authorized staff will have access to the My ENA administration portal for both ENA Air and ENA WebSafe, which will allow authorized users to view utilization and analytics of their wireless network.



ENA has been operating and staffing its own CTAC for managed services since 1998. During this time, we have implemented and used monitoring tools and industry-standard, Remedy-based issue management and escalation procedures to ensure quick and efficient resolution of customer problems and incidents. Moreover, because of the experience and expertise of our CTAC customer support engineers, the majority of incidents are resolved quickly and without escalation—providing

rapid resolution and better service to our customers.

Experienced and Skilled Staff

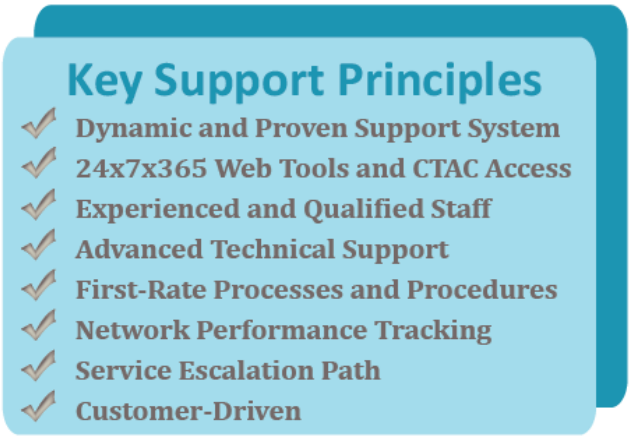
Our CTAC Director is certified in industry best practice frameworks. The CTAC utilizes the Help Desk Institute (HDI) and embraces the framework of the Information Technology Infrastructure Library (ITIL) to support our customers. The CTAC Director is (HDI) Support Center Director certified and all of ENA's CTAC customer support engineers are certified as HDI Support Center Analysts within 90 days of employment. This means that all of ENA's CTAC customer support engineers are internationally recognized as part of the world's largest (50,000 community members) IT service and support professionals' association and certified by the industry's premier certification and training entity.

The Director and the department lead are ITIL Foundations certified. Having these certifications ensures customers are receiving enhanced customer service from individuals who possess highly-refined customer service skills employing industry recognized best practice frameworks to resolve technical issues. ENA CTAC customer support engineers are trained to be focused on effective customer care and problem resolution as well as utilizing best practice support center processes and tools.

However, if the CTAC customer support engineers are unable to resolve the problem at the first point of contact, they work directly with appropriate external source vendors or expeditiously escalate it to Level 2 or Level 3 ENA engineering teams, as described in **Escalation Procedures** below, depending on the difficulty and critical nature of the issue.

Our Key Principles to Supporting Customers:

1. Create a customized, hassle-free, single-point-of-contact support system
2. Provide customers with toll-free, fax and online **communication options**
3. Furnish CTAC personnel with access to a range of **24x7x365 monitoring and management tools**
4. Empower knowledgeable CTAC customer support engineers with proven protocols
5. Allow **real-time access** for field service personnel from any location
6. **Offer customer technical personnel access to online tools** for monitoring, reported incidents and escalation activity
7. **Provide proactive monitoring** and customer notification of service interruptions

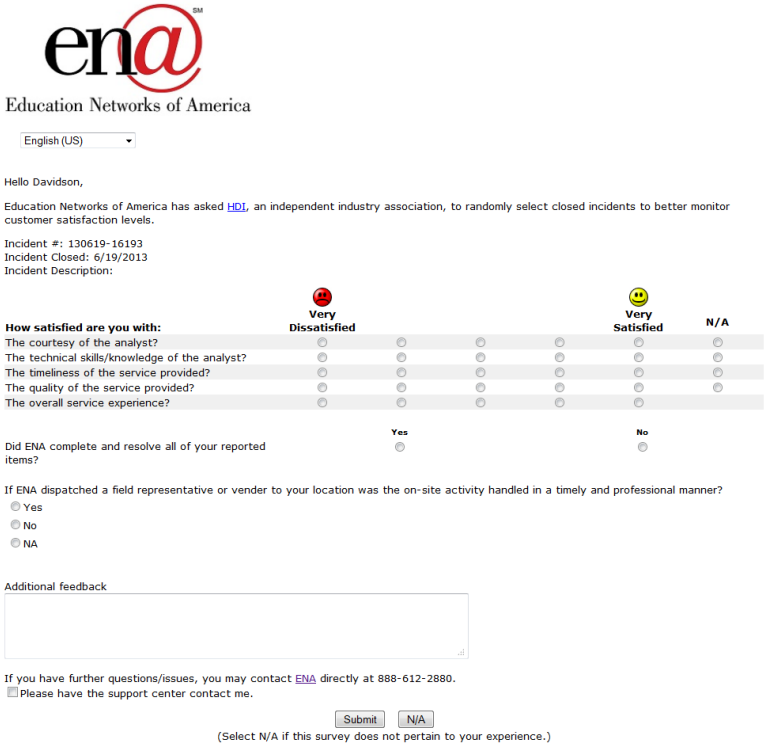


> **I always appreciate the superb support that the CTAC gives us. ENA always responds to our problems promptly and resolves them to our complete satisfaction. If only all vendors did the same.**
>
> *Cheri Bills, Technology Coordinator*
> *Western Wayne Schools, IN*

Solution management, configuration management and security management tools allow the support team to stay in front of issues and to work towards swift problem resolution.

Equally as important, they generate the key data elements that are both necessary to meet reporting requirements and to create the feedback loop that allows for continuous improvement.

Our CTAC Director constantly improves customer service by monitoring key metrics such as wait-time on calls, number of contacts per resolution and time to resolution. ENA conducts transaction-based customer satisfaction inquiries as shown in the following illustration. Any question rated a three or below or includes comments is routed to our CTAC Director for follow-up with the customer to determine areas of improvement.



Education Networks of America

English (US)

Hello Davidson,

Education Networks of America has asked HDI, an independent industry association, to randomly select closed incidents to better monitor customer satisfaction levels.

Incident #: 130619-16193
Incident Closed: 6/19/2013
Incident Description:

How satisfied are you with:	Very Dissatisfied				Very Satisfied	N/A
The courtesy of the analyst?						
The technical skills/knowledge of the analyst?						
The timeliness of the service provided?						
The quality of the service provided?						
The overall service experience?						

	Yes	No
Did ENA complete and resolve all of your reported items?		

If ENA dispatched a field representative or vender to your location was the on-site activity handled in a timely and professional manner?

- Yes
- No
- NA

Additional feedback

If you have further questions/issues, you may contact ENA directly at 888-612-2880.
Please have the support center contact me.

Submit N/A

(Select N/A if this survey does not pertain to your experience.)

Figure 6: Transaction-based Customer Satisfaction Inquiry

ENA provides an extremely reliable service. Not only do we measure how quickly we react once an incident is identified, but we also measure our overall customer satisfaction outside of a trouble situation. Below you will find summary statistics regarding our average monthly CTAC call metrics. This information demonstrates the volume of incidents we handle on a monthly basis as well as how quickly we respond and resolve incidents when they occur.

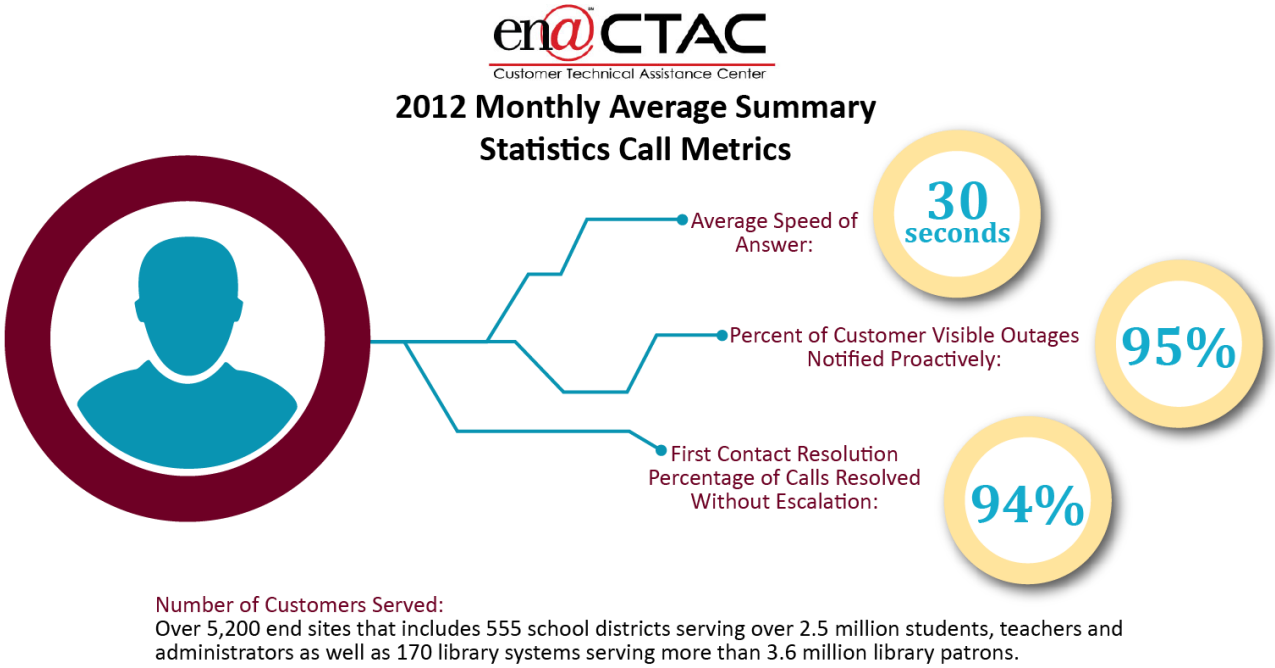


Figure 7: Average CTAC Call Metrics

Service Incident Procedures

Problem Reporting and Access to Tickets

ENA provides easy-to-use, real-time access to our internal issue management system to all customers. Our issue management system is an online, always-accessible interface that provides immediate access to all open incident activities involving customer support. **This tool allows customer administrators to open new tickets, update existing tickets and view up-to-the-minute information about incidents that might be affecting their level of service and detailed information about what action ENA is taking to correct the problem.**

An example of our online Customer Support Ticket Tracker that provides customers with an updated view of ENA's issue management system detailing all incidents being worked to resolution is provided in the following illustration.

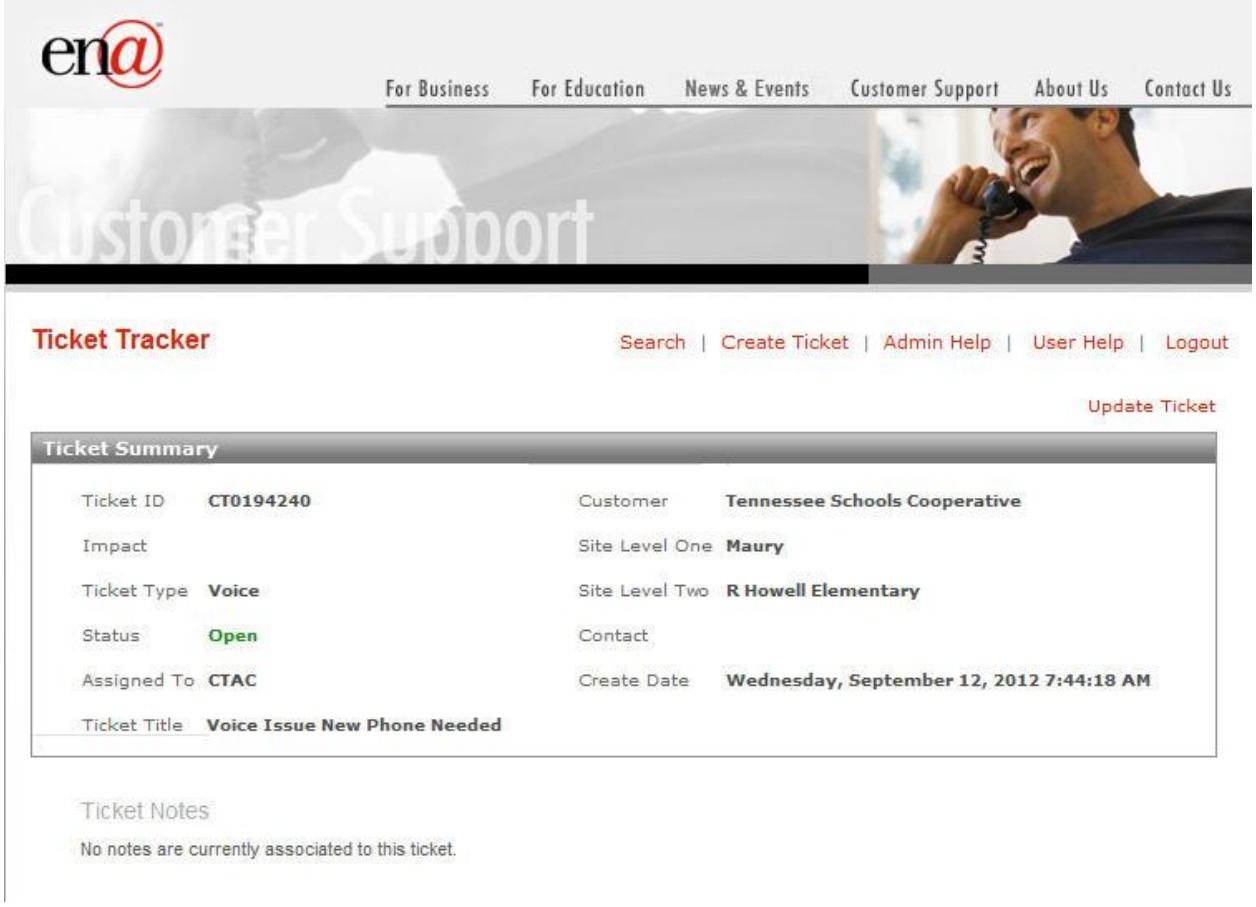


Figure 8: Web-based Customer Support Ticket Tracker

Timely Response, Follow-Through and Resolution

ENA will respond to all incidents within committed service levels or sooner upon occurrence. Response is defined as trouble isolation with communication back to the affected site and appropriate dispatch as required. Each occurrence is assigned a priority level commensurate with circumstances and impact to the customer, as outlined in the **Incident/Request Priority Level Descriptions Section.**

For prolonged service interruptions, ENA will continue to keep the affected site up-to-date on the ongoing efforts to resolve the problem until full resolution is achieved.

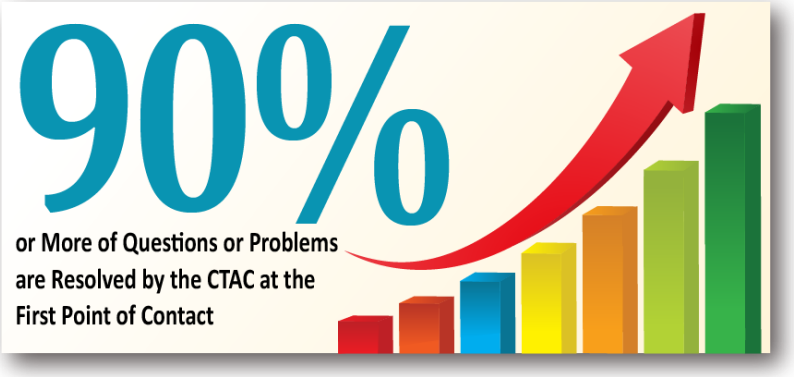
First Call Resolution

ENA has built its CTAC to be proactive and responsive on the first call. Over 90 percent of incidents and requests identified by the CTAC or the customer are resolved within the CTAC without escalation to higher support tiers.

When calls are received, ENA's approach to customer support involves an emphasis on first-call resolution. While many other help desk organizations staff their front line team with clerical support

whose main function is that of referral, ENA's CTAC customer support engineers who receive end user calls have the training and experience to resolve a majority of the incidents themselves. Because of the experience and expertise of the CTAC, many reported incidents and requests are handled on the first call.

ENA's 24x7x365 CTAC provides comprehensive data, voice and video management support and acts as your single point of contact. You only need to contact one phone number—ENA's—to resolve any and all issues.



Incident/Request Priority Level Descriptions

Each incident is addressed according to its Standard Priority Level, which is a function of the severity of impact to your operations and the urgency to restore service. The table below describes the Priority Levels.

ENA Standard Priority Levels with Description

Priority 1 Critical Incident

Definition: ENA service to customer is down, critical impact to customer business operation. ENA and customer will commit substantial resources around the clock to resolve the situation.

ENA defines a "Critical Incident" as a Customer-Impacting Outage where Internet or voice service is not available. In cases where incidents either start at the Priority 1 level or are escalated from Priority 2, ENA immediately places intense focus and resources on this incident to ensure quick and final resolution.

Priority 2 Major Incident

Definition: ENA service to customer is severely degraded, significant impact to customer business operation. ENA and customer will commit full-time resources to resolve the situation.

ENA defines a "Major Incident" as a single-cause Customer-Impacting Outage that affects more than one site, for which there is no immediate workaround. Incidents that start out in this priority level will automatically escalate to Priority 1 after one business day.

Priority 3 Minor Incident

Definition: Performance degraded, functionality impaired, most business operations not impacted.

ENA defines a "Minor Incident" as a Customer-Impacting Outage at a single remote site or other request that relates to current or potential minor network performance degradation. Incidents that start out in this priority level will automatically escalate to Priority 2 after two business days.

Priority 4 Request

Definition: Customer requests information or assistance regarding one or more ENA services.

ENA defines items in this category as customer requests for information or assistance related to our service where there is no Customer-Impacting Outage. In the case of ENA SmartVoice services and ENA Live services, Move/Add/Change/Delete actions are included within request handling. Requests, including orders, may be escalated based upon the urgency of the customer's need for the service change.

Figure 9: Priority Level Definitions

Escalation Procedures

ENA has a record of quickly and satisfactorily achieving problem resolution and has developed consistent procedures and contact processes. This is a result of our keen focus on customer service and the superior talent, experience and commitment of our team combined with our technical approach that has enabled us to earn the trust of our customers.

Escalation Matrix

The following chart outlines the ENA escalation protocol based on incident priority. This protocol ensures the right level of visibility and resource commitment for each incident so that service is restored in the shortest timeframe possible in the event of a service-impacting incident.

PRIORITY LEVEL	IMMEDIATE	15 Minutes	1 Hour	2 Hours	8 Hours	12 Hours
Priority 1 **CRITICAL ISSUE**	Managed Customer Technical Assistance Center (CTAC)	Senior Vice President (SVP) of Operations	SVP of Operations	President	-	-
Priority 2 **MAJOR ISSUE**	CTAC Director	CTAC Director	CTAC Director	SVP of Operations	CTAC Director & SVP of Operations; Escalate to Critical	-
Priority 3 **MINOR ISSUE**	Customer Support Engineers (CSE)	Customer Support Engineers (CSE)	CTAC Director	CTAC Director	CTAC Director	Escalated to Major; Notify SVP of Operations
Priority 4 **REQUEST**	Managed Customer Technical Assistance Center (CTAC)	All requests are reviewed by the CTAC team and are escalated based upon the urgency of the customer request. Move/Add/Change/Delete actions are included within request handling and are escalated upon the urgency of the customer's need for the service change.				

Figure 10: Incident Escalation Matrix

Escalation Process

We have developed an effective and efficient escalation system based on and customized for the needs of the end users of our managed services. Because we understand time is a precious and scarce commodity for our customers, we have eliminated the typical superfluous initial point of contact that exists in most service provider help desk structures.

Our CTAC customer support engineers possess and make effective use of a broad range of talent, experience and tools that are uncharacteristic of most initial point-of-contact teams. By staffing our CTAC with capable and empowered individuals, we provide a level of service tailored specifically to our customer's support needs. **The following graphic summarizes our incident-resolution methodology:**

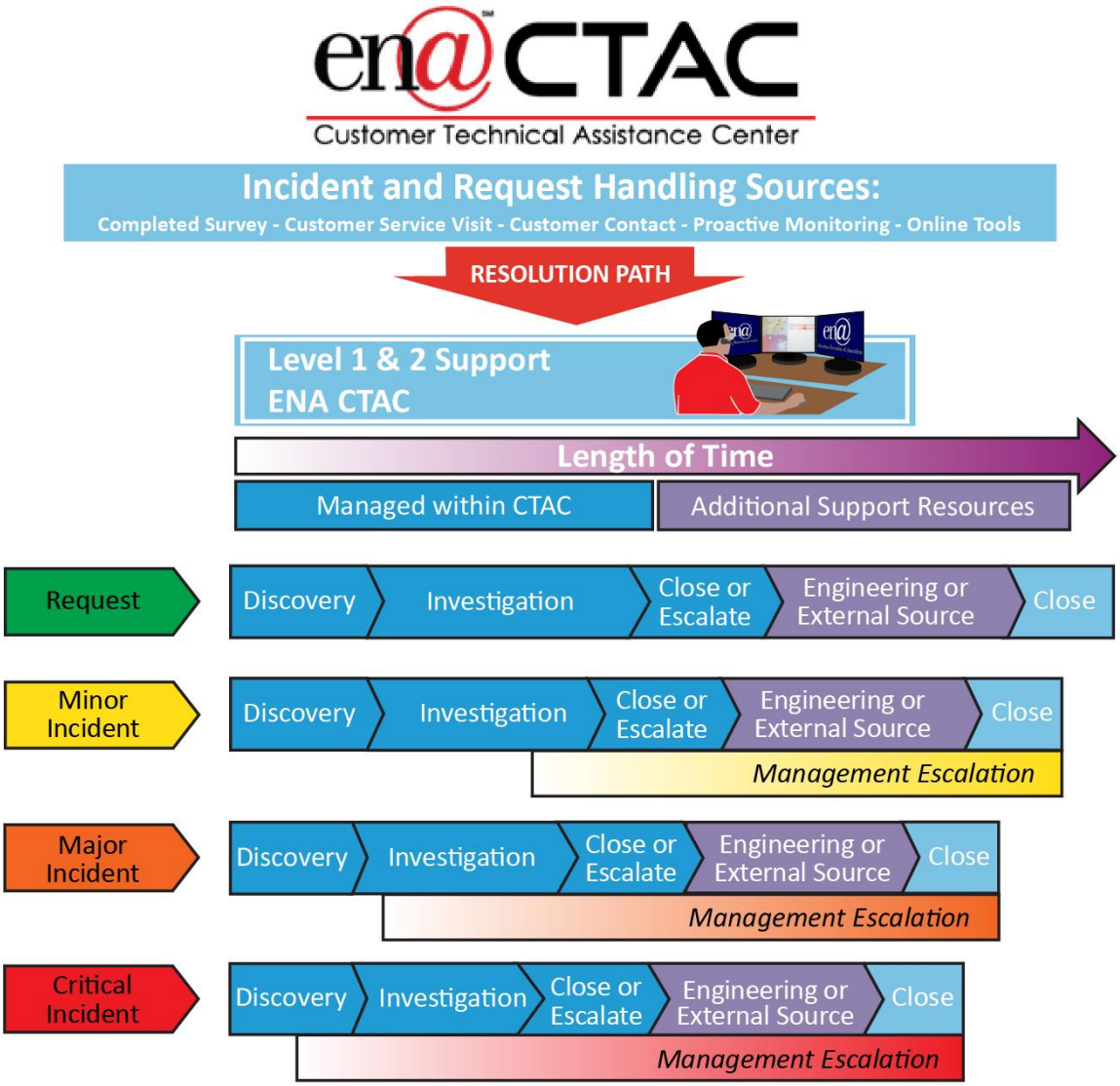


Figure 11: Customer Technical Assistance Center Incident-Resolution Methodology

ENA's Escalation Procedures are as Follows:

Upon receiving a request for assistance or otherwise identifying a problem, a CTAC customer support engineer will open a ticket within the CTAC system. In most cases the problem is resolved on the first call; however, in the case that the problem is beyond the capabilities of the CTAC team, they will escalate the incident to the Level 2 team. The CTAC customer support engineer responsible for the problem will assign a work-order ticket to an available and appropriate Level 2 engineer and inform the customer point of contact. Each attempt to notify the customer will be recorded. The CTAC system will automatically notify the Account Service Manager.

A. Should the problem be beyond the scope of the Level 2 team capabilities or our external source vendor's initial levels of support, they will reassign the work order to the Level 3 team or escalate within the external source vendor. The CTAC system will automatically notify the Level 3 team and the Account Service Manager. The CTAC team will inform the requestor of the progress.

B. The Level 3 engineering or ENA carrier escalation team will follow the problem through to resolution.

Management escalation within ENA occurs according to prescribed timetables driven by incident priority. We believe that our customers always have the right to intercede in the process if, for any reason, they believe an issue is not receiving adequate attention or appropriate remediation. Should this situation occur, the customers may contact their customer support engineer or the CTAC Manager and request to speak with anyone listed in the following ***Customer Service Escalation Path*** chart.

Figure 12: Customer Service Escalation Path

Break/Fix Support

The wireless network infrastructure is remotely monitored for service availability by the ENA CTAC. Appropriate district contacts will be notified when wireless access point routers (APs), switches supporting the wireless LAN or routers are determined to be unreachable. As long as the wireless network remains in "as installed" condition, ENA will assure that you will receive expeditious support. The "as installed" condition includes configuration files, AP locations, switch locations, devices connected to the ENA-provided network switches, or the presence of other wireless devices not provided as a part of the ENA Air solution.

The primary purpose for an in-school wireless network is to support wireless devices (laptops, tablets, phones, etc.) provided and/or authorized by the school or district to enable individual connectivity to

the network for educational and administrative purposes. As such, ENA assumes each school or district has a Technology Coordinator (TC) in place who will be the primary interface to receive end user requests for assistance or service for those devices, and that the TC will act as the primary point of contact to ENA for service and support for the ENA wireless network.

The TC is responsible for the following:

- Troubleshooting device issues— Ensuring laptops/tablets/devices accessing the wireless network are in working, capable operation.
- Resolve issues including, but not limited to:
- Application issues for those applications on the device
- Non ENA-provided hardware issues
- User connectivity issues (including off-premises connectivity)
- User desktop support
- Assist ENA with visually inspecting wireless AP hardware prior to dispatching ENA resources to resolve AP, switch or router failure.
- Ensuring that ENA-provided ENA Air and ENA WebSafe (if installed locally) equipment is protected at the same level of diligence as would be provided to district-owned equipment in the site.

If it is determined during the troubleshooting process that your network requires a replacement AP, ENA will dispatch a replacement unit to the site. ENA will plug in the AP and will ensure it successfully connects back to the ENA Air infrastructure and full functionality is restored. If preferred by the local school or district TC, ENA can drop ship an AP to the TC to replace the hardware on behalf of ENA.

The APs' firmware will stay up to date by continuously maintaining connectivity to the ENA Air servers. The APs will update firmware during prescheduled maintenance windows of Tuesdays and Thursdays between the hours of 11:00 PM – 4:00 AM local time to eliminate potential impact during school hours.

Each district TC and team shall have direct responsibility for (or shall establish) a service desk responsible for handling calls, e-mails and in-person requests directly from faculty and students who are seeking basic support for their mobile computing device. The TC shall be an onsite (or otherwise immediately available) technician, or subject matter expert. The service desk operation may also include an internal (district) support issue escalation process defined by the TC that is followed before escalating issues to the CTAC.

ENA has been providing support to the IEN network and video teleconferencing (VTC) service since inception, and our staff is very familiar with the schools and technology requirements across the state. ENA regularly surveys our customers for satisfaction and we consistently receive very high marks for our delivery and support in the state of Idaho.

Field Operations Staff Support and Spare Parts

ENA's field service engineers and resources will be deployed locally throughout your geography, **assuring we can maintain network reliability and be available at any site within the committed**

response times. This will ensure the highest levels of reliability for our customers. Our field service engineers maintain ENA-owned equipment and carry necessary spare parts to fix problems during a service call, further reducing the time to repair any service interruptions.

ENA's spare-parts policy for ENA-provided equipment is to keep, at minimum, five percent of the total number of deployed network devices and associated modules available to ENA personnel at all times, to be used to repair or replace equipment in the field.

Service Monitoring

24x7x365 Proactive Monitoring

Ninety-five percent of the time or better, ENA contacts our customers in advance of their call in the event of a service interruption. We are able to achieve this level of advance notification because of proactive trouble detection by our network monitoring system. Our sophisticated and fault-resilient network monitoring tools monitor all network devices, circuits and related managed services on a 24x7x365 basis. These tools do far more than inform us when a device is up or down. They measure and report interface and circuit errors, latency, ping loss over time and many other factors which can affect an end user's overall network experience.

Key Performance Indicator

95% of customers are notified of an outage even before they are aware it even exists!

Of the incidents not resolved based on proactive monitoring, many are resolved by our CTAC during the first call. This capability coupled with multiple communication methods (e-mail, phone and fax) for reporting troubles enables us to meet and exceed our customers' expectations for network monitoring and support.

Network Monitoring and Notification of Critical Events, Outages and Advisories

ENA's data, voice and video solutions are fully managed services, and 24x7x365 monitoring of all core elements is included as an integral part of that managed service. All components of our solutions are continually monitored for availability, functionality and health.

Our CTAC and on-call engineering teams are immediately notified of any incident that arises with our ENA network, voice and video platforms. Additionally, ENA will monitor each end site location for network availability. Our systems automatically notify ENA personnel of any end site interruption, and end sites that utilize ENA's services are clearly labeled within our notification and monitoring systems as being connectivity sites and are immediately given high-priority status.

ENA notifies customers directly of any end site or service aggregation location outage or other problem visible through ENA monitoring that might affect the end user experience. We notify by both e-mail and phone, as appropriate. **Beyond monitoring the networks we manage on behalf of our customers, ENA also participates in a number of organizations that allow us to monitor the overall health of the global Internet. Our network backbone and redundant egress designs are tailored specifically so that our customers will not experience problems due to issues with any one upstream provider or peer**;

however, if a problem propagates among several providers, or if any issue occurs on the global Internet that might adversely affect the end user's internet experience, we immediately notify all appropriate personnel. We also work regularly with all our customers to contain any security vulnerabilities, virus outbreaks and other issues that might affect either their local LAN or the overall health of their network.

Advance Notification of Service Interruption

ENA strives to notify all potentially affected customers of any planned service interruption at least 48 hours, and preferably 72 hours, in advance of the start time of that interruption. Our standard maintenance windows are Tuesdays and Thursdays from 11:00 PM to 4:00 AM local time. ENA would be willing to create different maintenance windows if desired. ENA will work with you in advance of any scheduled maintenance to ensure our standard maintenance window does not adversely affect planned work at any location on any night we schedule maintenance.

Customer-Accessible Network Monitoring and Management Tools

ENA takes pride in our ability to deliver seamless end-to-end managed network services while simultaneously allowing our customers as much insight into the details of their network activity as we can provide. **ENA has developed sophisticated, web-based network monitoring and account management tools that are highly visible and accessible to our customers**. With ENA, customers receive a 24x7x365 view of the status of their network and what is being done to correct any current incidents.

Employing our own internal systems using industry-leading software, ENA actively monitors all components of the ENA Air service, including all installed access points and POE switches, as well as the health and capabilities of our core, cloud-based controller and management environments.

ENA's customer-accessible administration portal and corresponding tools will enable local staff to see a variety of filtering and wireless utilization reports as well as make policy changes.

4.10.2 (M) Service and Support Plan

RFP Requirement	ENA's Response
4.10.2 Service and Support Plan	
The Successful Offeror will provide a complete Service and Support plan as part of this RFP addressing the SLAs and overall performance metrics as outlined. The Support Plan must be as complete as possible, given the information that has been provided. A revised Support Plan containing refined detail and specifications will be due no later than 60 calendar days after the contract award. The SDE reserves the right to require additional revisions prior to approval. Upon approval, the successful Offeror shall provide service	ENA complies and our response is provided below. ENA understands and agrees that the revised **Support Plan** will need to be completed no later than 60 calendar days after the contract award if we are the successful Offeror.

and support in accordance with the plan. Provide the Support Plan as well as written acknowledgement of your understanding and agreement that the Support Plan will need to be completed no later than 60 calendar days after the contract award should you become the Successful Offeror.	

ENA Air Service and Support Plan for Idaho SDE

1. Overview

The ENA Air service will provide access for students, teachers, administrative personnel and authorized guests within a covered area to have seamless network access for portable and other wireless-enabled devices.

2. Brief Description

ENA will design and deploy a wireless LAN infrastructure in the areas covered under a given service order. This infrastructure consists of wireless LAN switches supporting strategically-located wireless access points (APs). The APs will be connected to and receive power from a related LAN switch via approved cabling to be installed by ENA. ENA Air services are monitored on a 24x7x365 basis to ensure that any service degradation or interruption is detected and corrective action initiated promptly to restore service.

3. Period of Support

Normal telephone support is available 6:00 AM to 10:00 PM in the Mountain Time zone, Monday through Friday excluding holidays. Critical situation support is available 24x7x365 as described in **Section 4.10.1, Support and Maintenance**.

4. Scope of Activities

ENA will provide a turnkey, filtered, in-school wireless network infrastructure to support devices authorized by the SDE and/or local school district. The service is initiated via an opt-in order placed with ENA by the local school district. Upon order receipt, ENA will schedule a site walkout for each location in scope to determine physical characteristics, network wiring and distribution facility locations, make ready work required, and optimum placement of wireless network components, including wireless LAN (WLAN) switches and wireless access point (AP) devices.

ENA will next coordinate with the local technology or administrative contact to schedule and perform installation of the wireless network infrastructure, following completion by the local school district of any make ready work identified during the initial site walkout. The time required to perform the installation activity will vary based upon the number of areas covered, population to be supported, physical characteristics of the building and status of existing wiring.

As a part of the installation process, the ENA Air infrastructure will be connected to the local site network, either at each IDF, the MDF, or at the WAN or IEN demarcation point. The final step of the installation process is the execution of a test regime to validate that the wireless network is performing as designed throughout the in-scope area. Upon conclusion of the installation for a given location, ENA will obtain a sign-off from the local authorized technology or administrative contact upon presentation of successful wireless network test results for the location.

5. Program Governance

ENA will provide service performance reporting on a monthly basis to the SDE. Regular meetings (monthly at minimum) will be conducted with the SDE and designated participants to review the service provided, discuss any upcoming or requested changes, identify any new requirements, and communicate pertinent status information to key constituencies as determined by the SDE. Other meetings may be scheduled on an ad-hoc basis for targeted discussion or on a less frequent basis to address SDE needs for overall program review.

The SDE may contact ENA at any time to request information, and will have direct and immediate access to ENA executive leadership as required.

6. Project Management

The ENA assigned Project Manager (PM) will be responsible and accountable for delivering a high-quality, timely installation for each opt-in local school district. The responsibilities of the PM include project initiation via formal kickoff meeting with each local school district, setting clear expectations regarding project milestones, roles, key activities, critical success factors and communication protocol to be employed through the life of the project.

The PM will also oversee the activities of ENA subcontractors engaged to perform certain aspects of the installation to ensure they are integrated within the overall plan to seamlessly implement the ENA Air service. Detailed information on ENA's project management approach can be found in **Section 4.11, Project Management and Implementation** and its **Subsections 4.11.1 through 4.11.12**.

7. Service Request Process

The SDE and local school districts will be able to use the same ENA service and support contact information as is currently used to gain access to IEN network and VTC support services. The ENA CTAC can be reached at 888-612-2880, or via email at support@ena.com. This enables ENA to provide an integrated support model for all ENA services provided in the state of Idaho, which affords the advantage of complete knowledge of State and local school environments, contacts, and essential service requirements. Detailed information on ENA's CTAC services can be found in **Section 4.10.1, Service and Support**.

8. Service Escalation

The ENA Account Service Manager (ASM) will continue to provide comprehensive coverage related to installed and planned services. The same path exists for ENA management escalation for the ENA Air

service as for current other ENA services. Detailed information on ENA's escalation matrix can be found in **Section 4.10.1, Service and Support**.

9. Local Service

ENA field engineering will provide on-premises service as determined during problem determination efforts by the ENA CTAC. This may include wireless AP replacement, WLAN switch repair or replacement, or general troubleshooting of any element of the premises-based wireless network infrastructure.

In addition, with the concurrence of the local technology or administrative contact, ENA will provide a spare AP to enable rapid replacement by the local contact of a device determined by the CTAC to be failed or degraded. In these locations, ENA will provide detailed instructions to guide the local contact in successful AP replacement.

10. Service Levels

The ENA Air solution will be managed to deliver all functions of its solution in a reliable and available manner to the schools, educators and students as detailed in this RFP response. Wireless network infrastructure aggregate uptime shall be as follows:

CLASSIFICATION	TIME PERIOD COVERED	UPTIME PERCENTAGE
Prime time	7:00 AM - 5:00 PM, Local Site Time, Monday-Friday, excluding holidays	99%
Total time	12:01 AM to 11:59 PM, excluding holidays	95%

Scheduled downtime will be allowed (1) for scheduled preventative maintenance, or (2) with the approval of the local school coordinator for issues affecting only the local school, or (3) with the approval of the SDE for system-wide outages. ENA standard maintenance windows are 11:00 PM through 4:00 AM Central Time Tuesdays and Thursdays.

4.11 (ME) Project Management and Implementation

RFP Requirement	ENA's Response
4.11 Project Management and Implementation	
The Offeror must ensure a successful implementation for each of the participating high schools. This includes necessary site surveys, validation testing, installation and configuration of all hardware, training, support program implementation and any other necessary aspects of the solution. The Successful Offeror will be required to submit a detailed Project Plan to SDE for approval, no later than 30 calendar days after contract award. The SDE may require modifications to the Project Plan prior to approval. The Project Plan must include all aspects of the project and its deliverables, including coordination with the SDE and the schools, site-specific construction requirements, communications and reporting, timetable, Validation Testing Plans, Deployment Plans, Training Plans, and the Service and Support Plans. The Project Plan will be revised and updated on a regular basis to reflect the current status of the project. Any adjustments to Scope, Baselines, or other significant aspects of the Project are subject to the review and approval of the SDE. **Prepare and submit a Proposed Project Plan for your solution which addresses, at a minimum, the items identified in Sections 4.11.1 through 4.11.13, below.** *The SDE recognizes many of these requirements may have been addressed in other sections of this RFP but is interested in evaluating the cohesiveness of each Offeror's plan to meet the Project Plan requirements. All subsections in 4.11 are "M" (Mandatory), requiring a response. The Proposed Project Plan (containing the mandatory subsections)* ***will be evaluated in its entirety****, with one score assigned to 4.11 encompassing all subsections.*	ENA complies and our response is provided below. More detailed information is provided in **Sections 4.11.1** through **4.11.12 (please note, Section 4.11.13 was not part of the RFP document posted)**. ENA's **Proposed Project Plan** is provided in **Tab 6, Required Documents as Item 7**. ENA understands and agrees that a revised **Project Plan** will need to be completed and submitted to the SDE for approval no later than 30 calendar days after the contract award if we are the successful Offeror.

Project Management

ENA considers a contract with a customer as a lifecycle project, and our business processes, people and skills are geared to that business model. Within that model, we have a set of rigorous processes and disciplines to ensure successful deployment across the ENA services portfolio. This model scales very effectively, from delivery of a single new or upgraded site circuit to a system-wide or statewide network, wireless, video or voice services implementation. Throughout the following **Project Implementation** narrative, we will address each of the identified subsections and outline our approach to deliver against each objective. In addition, we have attached a comprehensive project plan that outlines all of the elements, and associated timelines, to flawlessly execute and deliver against the entire breadth of the project scope.

Project Implementation

The project plan will encompass all activities required to ensure success, including site survey activities, equipment orders, required site preparation and construction, equipment configuration and installation, turn-up and test, local area network (LAN) transition and full implementation into ENA's monitoring and management systems. ENA will be responsible to ensure all of these activities take place in a timely and efficient manner as outlined further in our Proposal Response.

4.11.1 (M) Project Management Reporting

RFP Requirement	ENA's Response
4.11.1 Project Management Reporting	
The Successful Offeror will submit, on the last working day of each week, a detailed weekly progress report to the SDE's Program Manager, starting with the first month of the Agreement. Among other details, this report must include a weekly summary of the performance metrics specified in this RFP. The Successful Offeror may be required to supply additional information as requested by the SDE. Confirm your compliance with this requirement; and provide a sample "detailed weekly progress report" within your Proposed Project Plan.	ENA acknowledges and will comply. A dedicated ENA senior project manager will track and report on all aspects of the project, including performance metrics, through project completion. Weekly, detailed reports will be provided in a form agreed upon and specified by ENA and the SDE. A sample project management summary report is provided in **Tab 6, Required Documents** as **Item 8**.

4.11.2 (M) Validation Testing

RFP Requirement	ENA's Response
4.11.2 Validation Testing	
Successful Offeror shall conduct validation testing, in conjunction with the SDE, to confirm the solution meets or exceeds the functional requirements and the performance and reliability specifications as required herein resulting from this procurement process. This Validation Test will give the Successful Offeror the opportunity to test its equipment in Idaho school environments and will assure the SDE that the solution is acceptable for production deployment. The testing will include connectivity, usability and reliability during the first year. The SDE reserves the right to require additional testing by the successful Offeror. Explain in your Proposed Project Plan how you will meet this requirement.	ENA complies and our response is provided below.

After an installation is completed, an ENA field engineer will perform onsite wireless signal strength testing throughout the coverage area using an approved ENA testing device (Fluke AirCheck or other ENA-approved device). The measurements will be recorded on a floor plan and will be tested in each room without an AP or in any large area adjacent to the AP's location. The minimum signal reading should be no less than -70dBm. If any of the readings in the covered area are less than required, the ENA Project Manager will coordinate a design adjustment to ensure all covered areas are within the appropriate signal reading. Once signal strength and coverage has been verified, the ENA field engineer will then verify Internet connectivity while connected to an AP using either their own field equipment or a client device if available.

4.11.3 (M) Communication Plan

RFP Requirement	ENA's Response
4.11.3 Communication Plan	
Successful Offeror will work with the SDE to help inform the educational community of the Project Plan or any other communication necessary to fully implement the Project. The communication plan will also include key reports and the stakeholder metrics. Describe your communication plan within the Proposed Project Plan.	ENA complies and our response is provided below.

Similar to the process ENA established during the implementation of the IEN, ENA will work with the SDE to help inform the educational community of the Project Plan and status. We will develop a communication schedule and format to meet the needs of the SDE. Please see **Exhibit 4** for a sample communication newsletter from the IEN project.

As noted in **Section 4.11.1, Project Management Reporting**, ENA will provide a weekly summary status report that will clearly articulate progress at the project level. Additional detail will also be provided that specifies progress by site and district.

ENA will be happy to work with the SDE to fine tune key reports and stakeholder metrics to meet project reporting needs.

4.11.4 (M) Implementation

RFP Requirement	ENA's Response
4.11.4 Implementation	
The Successful Offeror must successfully install, configure and test all hardware and software for each participating site. For an estimated schedule, see **Table A (Section 4.4)**. Each installation will include establishment of a site work completion and satisfaction sign-off form. The Offeror's equipment and work at each site will not be considered complete nor will it be paid for until satisfaction sign-offs are obtained from both the responsible site person and the SDE's Program Manager. The Successful Offeror is responsible for delivery, installation, and maintenance of all provided hardware to each participating school and all costs related to such hardware. This includes unboxing and disposal of all packaging material. The cost of the hardware must include all expenses associated with shipping, returns, installation, warranty related expenses, and related services; as well as disposal of packaging. Describe your implementation process within your Proposed Project Plan.	ENA complies and our response is provided below.

A highly skilled and experienced senior ENA project manager (PM) will be assigned and dedicated to manage the ENA Air implementation for the SDE and participating high schools. The project manager is directly accountable to the ENA Director of Services Implementation for a successful project execution. ENA project managers have provided oversight and management for the successful deployment of hundreds of complex technology service implementations and have a full appreciation for the level of attention to detail and rigorous follow-up required to ensure on-time delivery and a smooth transition to steady state operations. Additionally, ENA project managers have worked extensively on various technology implementation projects for K-12 schools throughout the nation and are familiar with the community expectations for seamless technology delivery. ENA PMs have managed the very successful deployment of the Idaho Education Network (IEN) and significant portions of the ISN site Internet access deployments and IEN Video Teleconferencing (VTC) room installations. We are very familiar with the needs of the Idaho educational community and the standards for excellent project execution across the State.

The process begins with a formal project kickoff meeting led by the ENA project manager and SDE stakeholders, during which several important activities occur:

- Identify project team members along with roles and responsibilities
- Validate the list of sites in scope, including physical address, site contacts, access hours, and any unique requirements or restrictions
- Review the overall requirements for the wireless service
- Proposed wireless LAN design, including planned equipment
- The approach to place and connect wireless AP devices to achieve required network access coverage
- Wireless infrastructure management approach
- Request key information to support detailed project planning
- If they have not already been provided, blueprints of target sites to identify all areas requiring wireless service, including classrooms, administrative areas and common areas
- If available, building layouts of telecommunications closets
- Guidelines for site visits, badging requirements and protocol for activity coordination with the schools
- Determine critical milestone dates and deliverables
- Define overall project communications strategy and protocol
- Determine frequency, content and participants in update meetings
- Discuss the SDE and local district change management policy and practice
- Agree upon escalation criteria and procedures
- Identify key test and validation criteria for all aspects of the solution
- Identify required support process elements during project execution and in steady state
- Agree upon definition of successful project completion and structure, content, and protocol for site completion signoff form
- Confirm and establish follow-up (bi-weekly at minimum) project status meetings

As a result of the requirements gathering and clarification, and decisions reached during the kickoff meeting, the ENA project manager will finalize and baseline the initial project plan. The plan will encompass site-specific timelines consisting of site survey activities, equipment, cabling, and supplies orders, required site preparation and validation, installation of ENA-provided PoE equipment and wireless APs, integration with the local LAN in each school, and complete end-to-end testing to assure signal coverage, performance, and security. In parallel to the activities taking place at the sites, the project plan will also address the need to collaborate with SDE technical staff to design the wireless network access policies and security parameters for different user types and test integration with local Active Directory or other user credentials database.

The ENA PM will share post-install test results with the designated site contact for approval and acceptance sign-off in the format agreed-upon during the kickoff activities.

ENA's solution will leverage the skills and knowledge of the ENA CTAC to quickly address requests or identify and isolate the source of problems to enable rapid restoration of service. The CTAC will also seamlessly engage the deep skills of other ENA resources as required addressing the needs of the project. ENA will be responsible to ensure that all of these activities take place in a timely and efficient manner.

4.11.5 (M) Training

RFP Requirement		ENA's Response
4.11.5	**Training**	
Training for systems and applications must be provided for the participating schools' technical support staff. Training times and locations should be convenient to the target personnel; school personnel should have multiple options to sign-up for training in their region. The initial schedule should offer all staff the opportunity to participate in training prior to the beginning of the school year. Depending upon utilization, training may also need to be offered throughout the first school year. Schools that have earlier start dates or early deployments will receive priority scheduling to ensure that the training is completed with sufficient lead time.		ENA complies and our response is provided below.

For maximum accessibility and convenience to Idaho schools' technical support personnel, ENA will provide:

1. Onsite facilitator-led, kick-off training sessions with connection to additional ENA technical staff via videoconferencing at each of the six IETA regional meetings in the month prior to product deployment.

2. On-going training delivered via videoconferencing to be scheduled as needed or, if Idaho school technical personnel would prefer, to be delivered according to a defined schedule.

3. A comprehensive bank of online learning resources including help videos, support documentation and product information.

If awarded the contract, ENA will develop a revised training plan that runs in parallel with the implementation schedule and meets the needs of all participating school technology personnel.

Additional detailed information on ENA's training plan can be found in **Section 4.9.1, Technical Training.**

4.11.6 (M) Timeline

RFP Requirement		ENA's Response
4.11.6	**Timeline**	
Propose a timeline within your Project Plan, consistent with the RFP requirements, that you will commit to for the implementation process commencing from approval of the agreement to completion of the first year implementation. The timeline shall include all major phases and milestones.		ENA complies and our response is provided below.

ENA is committed to meeting the proposed deadline for project completion by March 15, 2014. In order to achieve this milestone, ENA will work closely with the SDE and each school to schedule site survey and installation activities in such a manner that minimizes disruption and maximizes efficiency. ENA has the ability to deploy multiple teams to complete this work. ENA's ability to complete this project by March 15, 2014 will be limited only by the level of access allowed by the school districts to the individual sites for survey and installation activities. Provided ENA is offered reasonably unfettered site access, ENA can rapidly configure and deploy service to each school within the project timeline specified.

ENA's plan is to begin immediately following approval of the agreement. Project kickoff activities will commence on week one post approval and we will work quickly to finalize communication and action plans with the SDE. Upon completion of the project kickoff activities, ENA will begin site survey and deployment planning. Through the use of multiple teams, ENA will continuously conduct site surveys while simultaneously completing service installations. Key milestones have been listed below.

Key Project Milestones

- Contract Signature 7/26/13
- Deployment Planning 8/5/13 to 8/9/13
- Site Surveys 8/12/13 to 1/24/14
- Pilot Test 9/23/13 to 10/7/13
- Site Implementations 10/18/13 to 3/14/14
- Project Completion 3/14/14

ENA is committed to working closely with each school and district to optimize scheduling and complete the project in a timely manner.

4.11.7 (M) Change Order

RFP Requirement	ENA's Response
4.11.7 Change Order	
Provide a sample Change Order process with your Proposed Project Plan. Successful Offeror and the SDE will mutually agree upon a final process as a part of the Final Project Plan.	ENA complies and our response is provided below.

ENA will accept change orders from the SDE or from authorized individuals within school districts in Idaho. The ENA Account Service Manager (ASM) will be the focal point for receiving any change orders, which is the current process in place today across Idaho for any change orders for other existing ENA services. Because the ENA Air service will be simply an additional service provided to our Idaho customers as a standard part of the ENA services portfolio, no additional process training or communication will be required, and school district personnel will be able to use the same contact protocol as that with which they are already familiar and comfortable. Please see **Section 4.1.10, Change Control** for additional details on ENA's change order process.

4.11.8 (M) Coordination with Schools

RFP Requirement	ENA's Response
4.11.8 Coordination with Schools	
Describe, in your Proposed Project Plan, how you will work with the SDE, each school and its principal or principal designee to determine the local requirements necessary to implement the solution as well as any local change requirements and costs. The Successful Offeror must accommodate school schedules and needs, even if this requires some alteration of the Contractor's customary schedule. Such accommodation must be included in your fully burdened cost (no additional, premium or overtime charges will be allowed).	ENA complies and our response is provided below.

ENA will work closely with both the SDE and each school and district to ensure planning and installation activities are performed as smoothly as possible. A dedicated ENA senior project manager will coordinate all necessary resources to initiate site survey activities to be performed at each school requiring service installation. During this site survey, ENA engineering staff will work with the local designee to document and determine the site specific installation and configuration factors such as the number of classrooms in the building, instructional areas outside of classrooms requiring wireless

access, confirm local building codes/ordinances and obtain network specific information such as IP addresses of local servers.

Once service installation is ready to be scheduled, ENA will communicate with both the SDE and each school to determine an installation timeframe that is acceptable to all parties. ENA is extremely flexible when it comes to scheduling site surveys and installations. ENA is committed to minimizing disruption to both students and staff and will work with the local designee at each school to determine a time, whether before or after hours or even on weekends, to install and activate service.

4.11.9 (M) Installation Standards

RFP Requirement	ENA's Response
4.11.9 Installation Standards	
Describe the basic physical characteristics of the proposed equipment, including dimensions, weights, electrical, HVAC/Rack Space and any other specifications that would be considered vital information. In addition to the proposed equipment, all required cables, wires, mounts and connectors will be included by the Offeror. All cabling, wiring, connectors and mounts will be installed in a manner which meets industry safety and security requirements and guidelines. No hazards will be created; any identified hazard will be identified in writing to appropriate site or the SDE. Installations must be performed in a manner that does not harm or diminish local site designs or terminate building cable warranties, other building warranties, structural integrity or, to the extent feasible, cosmetics. Installations will meet all prevailing local codes and governing body codes as well as IEEE, TIA/EIA and ISO/IEC standards for cabling and wiring. • IEEE - Institute of Electrical and Electronic Engineers • TIA/EIA - Telecommunications Industry Association/Electronic Industry Association • ISO/IEC - International Organization for Standardization/Equipment Installer's Code Describe your installation procedures within the Proposed Project Plan.	ENA complies and our response is provided below.

The wireless access points installed on premises as part of the ENA Air service are 6.7"L x 6.7" W x1.6" H. They weigh .36 kg. They will be installed either at the ceiling or higher than 7' above ground along a wall, and all installations will be safe and secure and designed not to harm or diminish local site designs, structural integrity, or cosmetics. All ENA Air installations provide both 2.4 GHz and 5 GHz wireless coverage and meet IEEE standards for both 802.11 b/g/n (2.4 GHz) as well as IEEE 802.11 a/n (5 GHz) with future coverage to provide 802.11ac at 5GHz. The power over Ethernet switches that will be installed as part of the ENA Air service are 17.4" W x 14.4" D x 1.75" H. They weigh 12.36 lbs. and require input voltage of up to 240 VAC. All installed copper Ethernet cabling will meet or exceed TIA/EIA-568 Update A5 guidelines for Enhanced Category 5 (Cat 5e), and meet all local low voltage installation standards. Cabling will also be ISO/IEC 11801 compliant to support a maximum frequency of 100 MHz for Category 5e.

All required cables, wires, mounts and connectors are included as part of the ENA Air solution for the SDE, and will be installed in a manner which meets industry safety and security requirements and guidelines. No hazards will be created; any identified hazard will be identified in writing to appropriate site or the SDE. Installations will be performed in a manner that does not harm or diminish local site designs or terminate building cable warranties, other building warranties, structural integrity or, to the extent feasible, cosmetics. Installations will meet all prevailing local codes and governing body codes as well as IEEE, TIA/EIA and ISO/IEC standards for cabling and wiring.

ENA may, over the course of the contract, employ other equipment with equivalent or better performance characteristics but which may possess differing basic physical characteristics. However, ENA anticipates that any such changes to basic physical characteristics will not impact local school requirements to accommodate the equipment.

4.11.10 (ME) Change Control

RFP Requirement	ENA's Response
4.11.10 Change Control	
A change control process will be defined. The Offeror must ensure that system and site changes are implemented effectively, reasonable, are documented and scheduled – and must ensure appropriate communication with those affected by the changes, both before and after the changes are executed. Address this requirement in your Proposed Project Plan.	ENA complies and our response is provided below.

Change Order Process

ENA's process for receiving requests for new orders and changes to existing orders is very flexible. Orders can be accepted via e-mail, fax, ENA's web-based customer service Ticket Tracker, by calling the ENA Customer Technical Assistance Center or by speaking with your Account Service Manager (ASM).

ENA also provides a web interface for services that are relatively option-free and do not require a detailed knowledge of environmental factors and customer preferences that are difficult to capture without having a detailed conversation. Because we are focused on providing the highest level of customer service and meeting customer expectations, we recommend that most orders be communicated directly to your assigned, dedicated ASM to assure the right services are recommended ordered and delivered by ENA.

We understand that change management is a key element to ensure integrity in all parts of a customer's network. ENA will work with the SDE and the participating school districts to obtain the appropriate documentation and will schedule and implement service installations, moves and changes in coordination with the SDE and each school district.

ENA has standard operating procedures for change management. Clean, accurate, available and organized data is the hallmark of change management. Our standard operating procedures for fault management, performance management and change management all feed into a unified management database, from which any event can be traced back to the originating request or configuration modification, thereby providing a clear audit trail and can ensure that incomplete or unsuccessful changes are backed out completely with no residual effects on the environment.

ENA has developed a systematic yet flexible change management process. This process ensures that all changes are properly documented and that the full impact of any change is fully understood. **The key components of this process are as follows:**

- Identify change
- Generate incident ticket (for reactive configuration) or a request ticket (for proactive configuration)
- Notify appropriate customer personnel, schedule changes and enter information into problem/project ticket as appropriate
- Replace/upgrade equipment, change configuration or perform appropriate task
- Document action
- Document details in change management systems

Whether reactive or proactive, ENA's change management service relies on standardized operating procedures and careful documentation. We consistently work to increase the automated change documentation to save additional time and increase reliability. ENA uses a number of customized and open-source products to regularly monitor a device's configuration information for changes, including software and hardware (cards, serial numbers, etc.). These tools log into each of the devices required, run various commands, identify any differences and then store those differences from the previous collection. Engineers have immediate access to the latest configuration information while in the field.

Additionally, ENA's change management processes take into account the importance of timing when planning for changes that affect schools. We understand service needs to proceed uninterrupted during normal hours, but we also know that certain activities (e.g., teacher training or meetings) often occur after normal operating hours. We address this challenge by scheduling proactive upgrades and substantive configuration changes only during our planned maintenance windows, which occur 11:00

PM through 5:00 AM local time Tuesday and Thursday. To the extent practical considering customer urgency, we will schedule emergency changes outside our normal change windows, but attempt to adhere to the 11:00 PM to 5:00 AM period to minimize impact.

While ENA has a change management system in place, ENA is flexible and will work with our customers to comply with their applicable change management processes.

ENA's ordering process for moves, adds and changes (MACs) is streamlined to ensure placing a product order or service change is easy and efficient for our customers. All orders for new service or for changes to existing services are logged and tracked in ENA's Remedy ticketing system. Upon verification of order installation/fulfillment, the order ticket is assigned to ENA's finance department to ensure the customer invoice is updated to reflect the change in service. A web-based, always-accessible interface to this system is made available to our customers, which allows customers to open new tickets and view or update existing tickets.

4.11.11 (M) Ongoing Improvements

RFP Requirement	ENA's Response
4.11.11 Ongoing Improvements	
Since the SDE is interested in investing in solutions that have long-life and upgradeability, including migration to evolving standards, each Offeror must describe its solution's ability to adapt to or incorporate improved technology. The Offeror must fully describe how it would identify progressions in technology and integrate them into products previously installed at sites. Examples might be incorporation of an emerging wireless standard or upgrades to the core operating system and application software. The SDE is seeking a solution which adheres to industry standards and open systems architectures, not proprietary solutions. Each Offeror must identify whether its solution includes proprietary aspects. If an Offeror's solution includes proprietary aspects that Offeror must include in its proposal a schedule and plan for the Offeror's migration to industry standards or clearly state that it intends to continue pursuing its proprietary approach. Describe how your solution meets these requirements, within your Proposed Project Plan.	ENA complies and our response is provided below.

Wireless networking and communication is a rapidly changing technology incorporating changes in radio standards within the AP, radio standards within the mobile device, and general adoption within the

consumer mobile device market. To support these rapid changes and increased speeds inherent with the improved technology, a hosted controller design such as ENA Air is critical to realizing new performance standards and capacity. By building robust capability locally into the AP radio at the edge with non-proprietary hardware, future standards and offerings can be delivered flexibly. Our solution does not require local controller hardware which often requires forklift replacement or challenging upgrades to support new technologies. Instead, ENA Air's hosted controller design is software based, built upon reliable and rapidly expandable enterprise server architecture within geographically diverse data centers.

Over time, as technology changes and new wireless standards are ratified through IEEE adding to current 802.11 standards, ENA will follow both the wireless architecture enhancements and adoption into consumer mobile devices. As these two components release additional capabilities, ENA will develop in partnership with the SDE an upgrade path or technology "refresh" in part or in full as needed for each district environment and mobile computing requirements. While we can't foresee what new technologies may emerge in the future, we feel we are positioned strongly to adapt and realize the needs of Idaho's mobile users.

4.11.12 (ME) Identification of Risks and Constraints

RFP Requirement	ENA's Response
4.11.12 Identification of Risks and Constraints	
Based on the Scope of Work detailed in this RFP, identify any risks or constraints that you will need to address prior to, or during the performance of the Work, as well as a description of how you will address each one. For example, an incomplete Scope of Work can be both a risk and a constraint. How would you mitigate or overcome this? Provide your response to this section within your Proposed Project Plan.	ENA complies and our response is provided below.

Risk/Constraint	Type	Description	Mitigation
Site Access	Constraint	In order to successfully deploy service and meet the requested timeline, ENA must be provided reasonably unfettered access to school locations during and after hours, as requested.	ENA is highly experienced in working with schools on projects during the school year which require building access and network maintenance. ENA will work closely with each school district to obtain dates of key events and activities that should be avoided (i.e.: testing). ENA will utilize this information to maximize our resource utilization during all aspects of the Project.

Risk/Constraint	Type	Description	Mitigation
Facility Infrastructure	Constraint	Schools must ensure that each facility infrastructure meets the minimum building readiness guidelines as defined in **Section 4.7.1, Building Readiness**.	As part of the implementation process, ENA will schedule and perform site surveys at each school location to quickly identify any infrastructure constraints. Remediation of those constraints will be tracked through our make-ready process to ensure each site is ready in a timely manner.
Make-Ready Work	Constraint	Each school will be responsible for completing any make-ready tasks identified during the site survey.	ENA works with and tracks make-ready work with each school to ensure it is completed as quickly as possible. ENA will adjust deployment scheduling as necessary to ensure locations with little to no make-ready work are scheduled first and those locations with moderate to extensive make-ready work are scheduled later in the Project.
Inadequate WAN Bandwidth	Constraint	If a school opts in that is not the primary aggregation point for the district and connectivity from that school to the primary aggregation point is less than 3 Mbps, service may be degraded or unavailable.	ENA understands that schools that opt in will have 3 Mbps or greater Internet Access provided via the IEN or other ISP. If an eligible school is not the primary aggregation point for the District and connectivity to the primary aggregation point is less than 3 Mbps, ENA will work with the school to determine if an ENA solution is possible over their WAN.
Weather	Risk	Weather may severely impact ENA and school resources' ability to travel to and access school locations.	ENA is aware of the geographical locations within the state of Idaho that are most impacted by weather. ENA will work to schedule activities at these locations during timeframes that are least likely to be impacted by weather. ENA will also closely monitor any weather situations in order to be proactive and flexible in rescheduling and maximizing resource utilization.

Risk/Constraint	Type	Description	Mitigation
School Opt-In	Constraint	At time of award, there will be no indication as to whether schools will opt in on a timely basis; therefore it will be difficult to predict if all schools will be deployed within the proposed timeline.	ENA recommends that we operate under the notion that all eligible schools will opt in within the first 60 days after contract award. This timeframe will allow for those schools to be fully deployed by the proposed timeline. Schools that opt in after the first 60 days will be subject to ENA's change order and change management processes. ENA will work with the SDE to finalize the appropriate process and contract terms to handle those schools that opt in after the initial 60 day time period.
Non-IEN Schools	Constraint	ENA currently provides Internet access to all IEN schools. Any non-IEN school may require additional equipment, configuration or local network access.	ENA will identify all non-IEN sites immediately so as to begin the process of determining any special requirements to allow for access, monitoring and reporting of those locations.
Equipment Availability	Constraint/Risk	Given the number of schools which will opt in and their desired implementation schedule to the project is unknown, there could be delays in procuring equipment in a timely manner.	ENA has worked to maintain strong relationships with our equipment providers, and based on the opt-in schedule we will ensure sufficient equipment is ordered to cover planned and projected deployments.

4.12 (M) Service Terms

4.12.1 Funding

RFP Requirement	ENA's Response
4.12.1 Funding	
Offeror understands that the SDE will hold the Successful Offeror accountable for the implementation of the PROJECT and all of the TERMS AND REMEDIES FOR LACK OF SERVICE AND PERFORMANCE IN ACCORDANCE WITH THE RFP.	ENA acknowledges and will comply.

4.12.2 Fiscal Necessity

RFP Requirement	ENA's Response
4.12.2 Fiscal Necessity	
In addition to, and not in lieu of, any other provisions for termination available to it, the SDE will have a one-time option to terminate the Project due to Fiscal Necessity as more particularly described in Attachment 3, Terms and Conditions.	ENA acknowledges and will comply.

4.12.3 Estimated Quantities

RFP Requirement	ENA's Response
4.12.3 Estimated Quantities	
The estimated volume of the Project that may result from the award of this RFP is anticipated to be the total number of schools contemplated in this RFP; however, all information in Attachment 11 are merely estimates. Actual size, locations, and user numbers may be more or less. The State does NOT guarantee and shall not be held liable for these estimates as only approximations can be given.	ENA acknowledges and will comply.

4.12.4 Title and Ownership of Assets

RFP Requirement	ENA's Response
4.12.4 Title and Ownership of Assets	
Title to and risk of loss to the hardware at each site shall remain with the successful Offeror at all times. At the conclusion of the Agreement, the Assets will be de-installed by the successful Offeror. The Successful Offeror will then be responsible for packaging, pickup, and removal of the hardware at successful Offeror's sole expense, within 30 days or as agreed to in writing by the SDE. Unless otherwise approved in writing by the SDE, de-installation shall not interrupt educational activities or damage school property.	ENA acknowledges and will comply.

4.13 (M) E-Rate

RFP Requirement	ENA's Response
4.13 E-Rate	
Upon the SDE's documented eligibility, the Successful Offeror shall provide the SDE E-Rate discounts on their bill or through reimbursement. All E-Rate eligible monthly recurring charges for the service and any one-time costs for installation of the wiring or equipment shall be included in the Successful Offeror's proposal as separate line items. The costs of any ineligible E-Rate components that may be required (such as electrical power) shall be broken out separately. The SDE understands that not all services in a proposal may be E-Rate eligible. The Offeror will designate which services in the proposal may be eligible for E-Rate discounts and the approved discounts shall be applied to the billing. The Successful Offeror shall provide information on the filed E-Rate 470, and proof that the costs are E-Rate Eligible. The SDE will ask the SLD (Schools and Libraries Division) to reconsider Funding Year 2013 eligibility after the Successful Offeror has been identified. In the event that the SDE, the schools, or both do not receive Universal Service Fund discounts for the equipment and services associated with this Agreement, due to the Successful Offeror failing to provide assistance, in the timeframe established by the SLD, regarding the Universal Service Qualification on an annual basis beginning in 2013-14, the SDE may charge the Provider the amount of discount funding which otherwise would have been received. Notwithstanding the above, the Successful Offeror shall not be obligated to pay the amount of discount funding described above in the event that non-receipt of discounts was due to SDE or Congressional inaction, inadequate federal funding or other federal inaction. Confirm your understanding of this requirement and explain how you will accomplish this.	ENA complies and our response is provided below.

ENA has worked with the SDE and the school districts of Idaho to support E-Rate funding initiatives as the SDE's selected provider for IEN. Upon award of this contract, ENA will work with SDE to pursue avenues for E-Rate funding for some or all of the wireless services requested in this RFP.

ENA will provide discounts on invoices or participate in the BEAR reimbursement process as directed by SDE based on successful E-Rate filings by SDE.

ENA's bid will break out pricing for services in a manner that will allow SDE to evaluate each service type and ENA will indicate any E-Rate options available for the services requested.

ENA will provide SDE with E-Rate support as allowable for the successful Offeror in this procurement and will partner with SDE to encourage any E-Rate actions necessary to determine this service eligible for E-Rate funding. While ENA, with direction from the SDE, will participate in such efforts, ENA cannot provide any guarantee that portions of this project will ultimately gain E-Rate funding approval.

4.14 (M) Bonding and Background Checks

RFP Requirement	ENA's Response
4.14 Bonding and Background Checks	
The SDE requires that all Contractors who come into contact with District pupils must perform background checks of all contractors and its employees. The background check must be supplied to the SDE prior to commencing work on the Project. Should the Contractor or any of its employees have limited or less contact with District pupils, a request shall be made to the SDE for a determination on the need for a background check. The determination of the SDE shall be final. In no event shall the Contractor or any of its employees come into contact with the District's pupils before the certification is completed and approved by the SDE. Confirm your understanding of this requirement and explain how you will accomplish this.	ENA will comply and our response is provided below.

ENA understands that if employees or contractors are to come into contact, limited or otherwise, with pupils throughout the duration of the contract, the SDE may require that ENA perform a background check and provide results of the background check to the SDE prior to the employee or vendor(s) commencing work on the Project.

ENA conducts extensive background checks on all of its employees prior to hire to ensure we are hiring employees suitable to work in a school environment whether or not they have contact with children or students. In lieu of providing copies of all the background results to the SDE, we will complete an affidavit confirming the named employee(s) have successfully passed a background check according to agreed upon criteria between the SDE and ENA. ENA would require the same affidavit from any venndor(s) used on this project whose employees come into contact with pupils, or employees whom the SDE determines need clearance prior to having limited contact with pupils.

Tab 5. Attachments

1. Attachment 1, Scope of Work
2. Attachment 2, Cost Schedule A and B
3. Attachment 3, Contract Terms and Conditions
4. Attachment 4, Offeror Experience with Similar projects
5. Attachment 5, Staff Experience with similar Projects
6. Attachment 6, Specification Summary Worksheet
7. Attachment 7, Offeror Questions
8. Attachment 8, References
9. Attachment 9, Definitions
10. Attachment 10, School Enrollment Data
11. Attachment 11, Estimated Known School Approximate Square Footage
12. Attachment 12, Signature Page

Attachment 1 Acknowledgement

ENA acknowledges Attachment 1, Scope of Work, and has incorporated it into the document. Please see Tab 4, Attachment 1 for ENA's full Scope of Work Proposal Response.

Attachment 2 Acknowledgement

ENA acknowledges Attachment 2, Cost Schedules and has included in them in the separately sealed Cost Proposal.

Attachment 3 Acknowledgement

ENA acknowledges Attachment 3, Contract Terms and Conditions and will comply.

ATTACHMENT 4

Offeror Experience with Similar Projects

(ME)

Instructions: Provide the following information to describe your firm's experience with similar projects – one form for each project. The information your firm provides will be used to evaluate your firm's experience with projects similar to the work described in the RFP. The Evaluation Team will also use the references your firm provides to verify the work. The Evaluation Team reserves the right to contact individuals in addition to those listed as references by your firm.

Firm Name: Education Networks of America, Inc. (ENA)

Name of Client: State of Idaho – Idaho Education Network

Address: 650 West State Street, Boise, ID 83720-0027

Client Contract References: *Greg Zickau, Chief Technology Officer **Phone Number:** (208) 332-1875
Dave Gural, Teacher, Eagle High School/IDLA **Phone Number:** (208) 850-5603
Sherrilynn Bair, Media Specialist, Snake River Library **Phone Number:** (208) 684-3063
Jared Jenks, Principal, Sugar Salem High School **Phone Number:** (208) 317-1677
Andrew Grover, Superintendent, Melba School District **Phone Number:** (208) 495-1141

Type of Entity: _____ **School** ___X___ **Government**

_____ **Non-profit** _____ **For Profit Private Sector**

1. **Approximate Number of Portable Wireless Computing Devices Installed:** See response below.

This reference demonstrates ENA's ability to successfully address the scope of work incorporated in the services requested in this RFP, particularly statewide building cabling/wiring to support IEN delivered video services to every high school. The resources utilized to complete this project will be the same resources ENA will leverage for the wireless project should ENA be awarded a contract as a result of this RFP and we already have familiarity with all high school facilities included in this scope.

2. **Approximate Number of Wireless Access Points Installed:** See response to **Item 1** above.

3. **Approximate Number of Buildings, Rooms, Square Footage Involved in the Project:** At least one video classroom in each of approximately 200 school sites throughout the state of Idaho.

4. Approximate Dates of Engagement: **From** July 2009 **to** Present

5. Describe Purpose and Objectives of Work.

The Idaho Education Network (IEN) was established in 2009 for the purpose of connecting every public high school with a scalable, high-speed bandwidth broadband connection and a fully-equipped video classroom to provide access and equity of educational opportunities for Idaho's students and communities. The Idaho Department of Administration selected ENA as the named E-Rate service provider for the Idaho Education Network (IEN) based on ENA's extensive experience in providing similar statewide services throughout the country.

6. Describe Nature of Work Performed.

ENA played a lead role in network design and configuration and the coordination of all subcontracted vendor and carrier activities, including the installation of the video classrooms and all in-building wiring and cabling that was required. ENA also played a significant role in communications with district and site technology resources throughout the entire implementation and now provides the overall network management, monitoring and ongoing support for all components of the service, which includes Internet services, wide area data transport and video services (interactive and streaming). In addition, ENA provides extensive support to the state and the individual school districts for the State Consortium E-Rate application and the districts' individual applications. The project was completed one year ahead of schedule and nearly 16 percent under budget.

Based on our strong track record in managing this project, the Office of the CIO (OCIO) asked ENA to assist with managing some challenges they were experiencing with their project to build and deploy a managed network for various state agencies. After meeting with OCIO, we created a comprehensive plan to manage the activities of all parties to the project and achieved an on-time deployment for all locations with extremely high customer satisfaction.

7. Description of Solution (including hardware, software, network environment, training, and post implementation support provided).

ENA provides all hardware, software and ongoing management and support for the IEN. This includes the provisioning of all IEN circuits, the configuration and installation of all required network equipment associated with the IEN, and the configuration, installation and ongoing support of all IEN video classrooms. ENA provides frequent webinars and training sessions for district technology directors related to ENA's support tools and various topics, such as E-Rate, content filtering, network security issues, and other topics as required.

8. Provide Names of Staff in this Proposal who participated in this Project and their role.

The following ENA staff members included in this proposal also played a very active role in the IEN project outlined above. We have included the staff member names and roles below. For more detail related to each staff member's role in this project as well ENA's overall organization, please see **Attachment 5**.

Garry Lough, Idaho Director of Customer Services
Role: Managing ENA's local Idaho team and ENA's overall relationship with the State of Idaho

Mike Vance, Account Service Manager
Role: Building and maintaining relationships with assigned local school districts to ensure customer satisfaction throughout the implementation and ongoing support of all ENA services

Martin Bilbao, Account Service Manager
Role: Building and maintaining relationships with assigned local school districts to ensure customer satisfaction throughout the implementation and ongoing support of all ENA services

Don Hall, Lead Field Engineer
Role: Responsible for all onsite activities related to implementation and support

Michael McKerley, Senior Director of Technology and Innovation
Role: Responsible for ENA's network backbone and voice system architecture as well as lead architect for ENA's products and services including ENA Air

Joe Temple, Senior Project Manager
Role: IEN Senior Project Manager, responsible for coordinating all fiber upgrades currently underway in Idaho

Bob Collie, Chief Technology Officer
Role: Executive oversight and active involvement in ENA's Carrier Management, Network Engineering, and Technology and Innovation teams responsible for this project

Gayle Nelson, Vice President of Customer Services
Role: Overall responsibility for relationship management, and recruiting and hiring of ENA's local Idaho account team

Lenny Simpson, Senior Vice President of Operations
Role: Executive oversight for implementation and support

Dana Briggs, Director of Customer Support

Role: Supervises ENA's Customer Technical Assistance Center responsible for all post-implementation support

Matthew Turner, Director of Services Implementation
Role: Responsibility for all implementation project management resources

Ward Chaffin, Director of Finance
Role: Review and approve all orders to ensure timely and accurate invoicing and assist the customer(s) throughout the E-Rate application and approval process

***Each Reference shall include a teacher, a school technical coordinator and a school administrators or similar personnel if these are not school-based projects. PROVIDE YOUR REFERENCES AS INSTRUCTED ON ATTACHMENT 8, BELOW.**

ATTACHMENT 4

Offeror Experience with Similar Projects

(ME)

Instructions: Provide the following information to describe your firm's experience with similar projects – one form for each project. The information your firm provides will be used to evaluate your firm's experience with projects similar to the work described in the RFP. The Evaluation Team will also use the references your firm provides to verify the work. The Evaluation Team reserves the right to contact individuals in addition to those listed as references by your firm.

Firm Name: Education Networks of America, Inc. (ENA)

Name of Client: State of Indiana – Indiana Department of Education

Address: 151 West Ohio Street, Indianapolis, IN 46207

Client Contract References: *Candice Dodson, Director of eLearning **Phone Number:** (317) 232-9038
James Aldridge, Chief Technology Officer, MSD Warren Township **Phone Number:** (317) 869-4328
John Keller, Director of Instructional Technology and eLearning, MSD Warren Township
Phone Number: (317) 869-4300

Type of Entity: _____ **School** ___X___ **Government**

_____ **Non-profit** _____ **For Profit Private Sector**

1. **Approximate Number of Portable Wireless Computing Devices Installed:** See response below.

This reference demonstrates ENA's ability to consistently deploy a wide variety of network services to meet the dynamic needs of 320+ school districts over a period of eight years. This includes the configuration and installation of thousands of devices, including wired and wireless network equipment, IP handsets, content filtering appliances, and other devices as required to deliver the requested service.

2. **Approximate Number of Wireless Access Points Installed:** See response to **Item 1** above.

3. **Approximate Number of Buildings, Rooms, Square Footage Involved in the Project:** See response below.

ENA has delivered a variety of data, voice and video services to 650+ school sites, which has required coordination with local resources to complete site surveys, coordination of building and wiring/cabling make-ready work, and a variety of onsite activities to implement the associated network services.

4. Approximate Dates of Engagement: **From** July 2005 **to** Present

5. Describe Purpose and Objectives of Work.

In 2005, ENA was selected as the managed Internet service provider for the K-12 school corporations (districts) across the state of Indiana. This contract, which is utilized by over 90 percent of Indiana's school districts, is funded primarily through federal E-Rate funds and a state connectivity grant with the objective of providing a statewide education network to serve the specific needs of K-12 schools and to provide a certain level of connectivity to all schools at no cost.

6. Describe Nature of Work Performed.

The initial contract awarded to ENA in 2005 required a transition of over 580 existing circuits at over 300 school district sites in less than a 4-month period. In 2009 the contract was re-bid and ENA was awarded the new contract. Throughout each contract term, ENA has managed this statewide education network by coordinating service delivery with over 40 infrastructure providers and now provides a wide variety of managed network services throughout the State of Indiana.

7. Description of Solution (including hardware, software, network environment, training, and post implementation support provided).

ENA provides all hardware, software and ongoing management and support for the Indiana K-12 Network. This includes the provisioning of all required circuits, the configuration and installation of all required network equipment associated with the K-12 Network, and any ongoing training that is required. ENA conducts regular training on ENA's support tools and various topics, such as E-Rate, content filtering, network security, and other topics as required.

8. Provide Names of Staff in this Proposal who participated in this Project and their role.

The following ENA staff members included in this proposal also played a very active role in the implementation of the services outlined above. We have included the staff member names and roles below. For more detail related to each staff member's role in this project as well ENA's overall organization, please see **Attachment 5**.

Michael McKerley, Senior Director of Technology and Innovation

Role: Responsible for ENA's network backbone and voice system architecture as well as lead architect for ENA's products and services including ENA Air

Joe Temple, Senior Project Manager

Role: Senior Project Manager, responsible for coordinating all data networking services in Indiana prior to 2012

Bob Collie, Chief Technology Officer

Role: Executive oversight and active involvement in ENA's Carrier Management, Network Engineering, and Technology and Innovation teams responsible for this project

Gayle Nelson, Vice President of Customer Services

Role: Executive oversight and responsibility for customer relationship management

Lenny Simpson, Senior Vice President of Operations

Role: Executive oversight for implementation and support

Dana Briggs, Director of Customer Support

Role: Supervises ENA's Customer Technical Assistance Center responsible for all post-implementation support

Matthew Turner, Director of Services Implementation

Role: Responsibility for all implementation project management resources

Ward Chaffin, Director of Finance

Role: Review and approve all orders to ensure timely and accurate invoicing and assist the customer(s) throughout the E-Rate application and approval process

***Each Reference shall include a teacher, a school technical coordinator and a school administrators or similar personnel if these are not school-based projects. PROVIDE YOUR REFERENCES AS INSTRUCTED ON ATTACHMENT 8, BELOW.**

ATTACHMENT 4

Offeror Experience with Similar Projects

(ME)

Instructions: Provide the following information to describe your firm's experience with similar projects – one form for each project. The information your firm provides will be used to evaluate your firm's experience with projects similar to the work described in the RFP. The Evaluation Team will also use the references your firm provides to verify the work. The Evaluation Team reserves the right to contact individuals in addition to those listed as references by your firm.

Firm Name: Education Networks of America, Inc. (ENA)

Name of Client: Memphis City Schools

Address: 3782 Jackson Ave, Memphis, TN 38108

Client Contract References: *Eric Saunders, Senior Network Specialist **Phone Number:** (901) 416-1205
Cleon Franklin, Coordinator, Instructional Technology **Phone Number:** (901) 416-2933

Type of Entity: X **School** X **Government**

_____ **Non-profit** _____ **For Profit Private Sector**

1. **Approximate Number of Portable Wireless Computing Devices Installed:** See response below.

This reference demonstrates ENA's ability to successfully address the scope of work incorporated in the services requested in this RFP, particularly the coordination and installation of LAN cabling/wiring, 2400 LAN PoE switches, and 200 edge routers, which were a prerequisite for any substantial upgrades or installation of wireless access points.

2. **Approximate Number of Wireless Access Points Installed:** See response to **Item 1** above.

3. **Approximate Number of Buildings, Rooms, Square Footage Involved in the Project:** The project included 200 school sites with an average of 59 rooms in scope, totaling approximately **11,800 rooms** equipped with PoE switches, cabling and IP handsets.

4. **Approximate Dates of Engagement:** **From** July 2008 **to** Present

5. Describe Purpose and Objectives of Work.

MCS was seeking an experienced service provider to upgrade the district's obsolete ATM data and voice infrastructure. The objective of the project was to implement a high-speed IP-based voice and data infrastructure that was reliable, flexible, scalable and provided the increased service capacity the district required.

6. Describe Nature of Work Performed.

In addition to selecting ENA's managed wide area network services and ENA's hosted Voice over IP solution, MCS relied on ENA to coordinate all activities comprising the infrastructure upgrade project. ENA directly managed the projects for the provisioning of new fiber-based circuits including the configuration and installation of ENA's network equipment at over 200 sites, and the configuration and installation of over 13,000 IP handsets across the entire district. In addition, ENA coordinated closely with all subcontractors involved to assure the configuration and installation of new PoE LAN switches in every school and all in-building wiring/cabling met the requirements to support a flawless and timely implementation.

7. Description of Solution (including hardware, software, network environment, training, and post implementation support provided).

ENA provides all hardware, software and ongoing management and support for the district's entire wide area network and voice infrastructure. This includes the provisioning of all fiber circuits, the configuration and installation of all required network equipment associated with the wide area network, and the configuration and installation of over 13,000 IP handsets. ENA provided extensive training for the solution in the form of face-to-face administrator training, face-to-face train the trainer sessions and onsite training for the technology support staff related to ENA's support tools. We also provide just-in-time video training vignettes that are available on-demand for all users on an ongoing basis.

8. Provide Names of Staff in this Proposal who participated in this Project and their role.

The following ENA staff members included in this proposal also played a very active role in the MCS project outlined above. We have included the staff member names and roles below. For more detail related to each staff member's role in this project as well ENA's overall organization, please see **Attachment 5.**

Michael McKerley, Senior Director of Technology and Innovation

Role: Responsible for ENA's network backbone and voice system architecture as well as lead architect for ENA's products and services including ENA Air

Joe Temple, Senior Project Manager

Role: Senior Project Manager, responsible for managing the wide area network data components of the MCS project

Bob Collie, Chief Technology Officer

Role: Executive oversight and active involvement in ENA's Carrier Management, Network Engineering and Technology and Innovation teams' activities related to this project

Gayle Nelson, Vice President of Customer Services

Role: Executive oversight and active involvement in account relationship management activities with district administration

Lenny Simpson, Senior Vice President of Operations

Role: Executive oversight for implementation and support. Lenny is also ENA's executive sponsor for the MCS project and was actively involved in project status meetings and implementation activities

Dana Briggs, Director of Customer Support

Role: Supervises ENA's Customer Technical Assistance Center responsible for all post-implementation support

Matthew Turner, Director of Services Implementation

Role: Responsibility for all implementation project management resources

Ward Chaffin, Director of Finance

Role: Review and approve all orders to ensure timely and accurate invoicing and assist the customer(s) throughout the E-Rate application and approval process

***Each Reference shall include a teacher, a school technical coordinator and a school administrators or similar personnel if these are not school-based projects. PROVIDE YOUR REFERENCES AS INSTRUCTED ON ATTACHMENT 8, BELOW.**

ATTACHMENT 4

Offeror Experience with Similar Projects

(ME)

Instructions: Provide the following information to describe your firm's experience with similar projects – one form for each project. The information your firm provides will be used to evaluate your firm's experience with projects similar to the work described in the RFP. The Evaluation Team will also use the references your firm provides to verify the work. The Evaluation Team reserves the right to contact individuals in addition to those listed as references by your firm.

Firm Name: ENA/Aerohive†

Name of Client: Boise Independent School District (BISD)

Address: 3722 N. Anderson St, Boise, ID 83703

Client Contract References: *Bruce McCosh, Network Administrator **Phone Number:** (208) 854-6680
Dave Roberts, Former Principal, East Jr. High School, (Note - Dave is now the CIO for BISD)
Phone Number: (208) 854-4107
Nate Dennis, Principal, Les Bois Jr High School **Phone Number:** (208) 854-5340
Pat St. Tourangeau, Head Librarian, Boise High School **Phone Number:** (208) 854-4271

Type of Entity: X **School** ____ **Government**

____ **Non-profit** ____ **For Profit Private Sector**

1. **Approximate Number of Portable Wireless Computing Devices Installed:** 3,000

2. **Approximate Number of Wireless Access Points Installed:** 400

3. **Approximate Number of Buildings, Rooms, Square Footage Involved in the Project:** 1,400,000

4. **Approximate Dates of Engagement:** **From** November 2010 **to** Present

5. **Describe Purpose and Objectives of Work.**

To eliminate off the shelf, unsanctioned, unmanaged access points. Design an affordable network that could be managed from a single location and could scale to district-wide coverage. Evaluate and

implement a system providing high-speed access and operate with minimal intervention from IT staff. Wireless network that provides enterprise grade features that operate without central management or control. Validate solution for supporting high teachers/students device count with user policy network separation.

6. Describe Nature of Work Performed.

Provided staff with the initial school walk-through and access point placement best practices. Aerohive helped with initial RF heat maps of the facilities and helped coordinate training the BISD staff. Aerohive provided on-site support for the initial deployment/network integration and continues to provide pre- and post-sales assistance.

7. Description of Solution (including hardware, software, network environment, training, and post implementation support provided).

Aerohive Hive Manager NMS and Aerohive AP320s and now AP121 Access Points. Aerohive also ensured BISD got official Aerohive training.

8. Provide Names of Staff in this Proposal who participated in this Project and their role.

Troy Roberts, Sales Director

Role: Troy was the Aerohive Regional Sales Manager responsible for management oversight of the Boise project. Troy is now the Sales Director, West Coast with executive oversight responsibility for all Aerohive Idaho-based projects.

Dean Williams, Regional Sales Manager

Role: Dean was the Aerohive Sales Engineer who played a key role in the solution design and implementation of the Boise project. He is now the Idaho Regional Sales Manager with direct management responsibility for all Aerohive Idaho-based projects

***Each Reference shall include a teacher, a school technical coordinator and a school administrators or similar personnel if these are not school-based projects. PROVIDE YOUR REFERENCES AS INSTRUCTED ON ATTACHMENT 8, BELOW.**

†ENA has chosen Aerohive as its principal technology supplier for wireless access points and Aerohive and ENA together present this reference. ENA is responsible for meeting the goals and objectives of the RFP in its entirety and as such we desire to reserve the right to substitute equipment (a) as product availability and lifecycles evolve, (b) as technology changes and/or (c) if ENA determines that, in its sole expertise, alternate hardware or vendors are required to meet ENA and the RFP's requirements.

ATTACHMENT 4

Offeror Experience with Similar Projects

(ME)

Instructions: Provide the following information to describe your firm's experience with similar projects – one form for each project. The information your firm provides will be used to evaluate your firm's experience with projects similar to the work described in the RFP. The Evaluation Team will also use the references your firm provides to verify the work. The Evaluation Team reserves the right to contact individuals in addition to those listed as references by your firm.

Firm Name: ENA/Aerohive†

Name of Client: Chesterfield School District (CSD)

Address: 4003 Cogbill Rd Richmond, VA 23234

Client Contract References: *Achim Purdy, Network Manager **Phone Number:** 804-279-1916

Type of Entity: X **School** _____ **Government**

_____ **Non-profit** _____ **For Profit Private Sector**

1. **Approximate Number of Portable Wireless Computing Devices Installed:** 15,000

2. **Approximate Number of Wireless Access Points Installed:** 2,000+

3. **Approximate Number of Buildings, Rooms, Square Footage Involved in the Project:** 62 Buildings

4. **Approximate Dates of Engagement:** **From** April 2010 **to** Present

5. **Describe Purpose and Objectives of Work**

The school district needed a WLAN that was resilient, centrally administered, easy to manage, secure and cost-effective. The existing consumer-grade wireless access points were unreliable and difficult to manage. An enterprise-class wireless system was needed to handle the influx in BYOD and computer-based testing.

6. Describe Nature of Work Performed.

Aerohive provided hardware and ensured CSD received official Aerohive training.

7. Description of Solution (including hardware, software, network environment, training, and post implementation support provided).

HiveManager NMS
AP121 Access Points
AP 330 Access Points
AP170 Outdoor Access Points

8. Provide Names of Staff in this Proposal who participated in this Project and their role.

Brice Layton, Vice President of Sales, Aerohive

Role: Brice had direct account responsibility for the Chesterfield project. He also has executive oversight responsibility for the ENA/Aerohive relationship and will be the Aerohive point of escalation for ENA related to ENA managed wireless implementations.

***Each Reference shall include a teacher, a school technical coordinator and a school administrators or similar personnel if these are not school-based projects. PROVIDE YOUR REFERENCES AS INSTRUCTED ON ATTACHMENT 8, BELOW.**

†ENA has chosen Aerohive as its principal technology supplier for wireless access points and Aerohive and ENA together present this reference. ENA is responsible for meeting the goals and objectives of the RFP in its entirety and as such we desire to reserve the right to substitute equipment (a) as product availability and lifecycles evolve, (b) as technology changes and/or (c) if ENA determines that, in its sole expertise, alternate hardware or vendors are required to meet ENA and the RFP's requirements.

ATTACHMENT 5

Staff Experience with Similar Projects

(ME)

NAME OF OFFEROR: Education Networks of America, Inc. (ENA)

Instructions: Provide the following information to describe each senior staff member's experience with a similar project(s) – one form for each employee/project. The information your firm provides will be used to evaluate your staff's experience with projects similar to the work described in this RFP. The Evaluation Team will also use the references your firm provides to verify the work

Employee Name: Garry Lough

Employee Position: Idaho Director of Customer Services

Name of Client: State of Idaho – Idaho Education Network

Type of Entity: X **Government** _____ **School**

_____ **Non-profit** _____ **For-Profit Private Sector**

1. **Approximate number of users on the client's system:** 674 schools

2. **Approximate dates of engagement:** **From** July 2009 **To** Present

3. **Describe the purpose and objectives of work.**

   The Idaho Education Network (IEN) was established in 2009 for the purpose of connecting every public high school with a scalable, high-speed bandwidth broadband connection and a fully-equipped video classroom to provide access and equity of educational opportunities for Idaho's students and communities. The Idaho Department of Administration selected ENA as the named E-Rate service provider for the Idaho Education Network (IEN) based on ENA's extensive experience in providing similar statewide services throughout the country.

4. Describe the nature of work performed.

ENA played a lead role in network design and configuration and the coordination of all subcontracted vendor and carrier activities, including the installation of the video classrooms and all in-building wiring and cabling that was required. ENA also took the lead role in communications with district and site technology resources throughout the entire implementation and now provides the overall network management, monitoring and ongoing support for all components of the service, which includes Internet services, wide area data transport and video services (interactive and streaming). In addition, ENA provides extensive support to the state and the individual school districts for the State Consortium E-Rate application and the districts' individual applications. The project was completed one year ahead of schedule and nearly 16 percent under budget.

Based on our strong track record in managing this project, the Office of the CIO (OCIO) asked ENA to assist with managing some challenges they were experiencing with their project to build and deploy a managed network for various state agencies. After meeting with OCIO, we created a comprehensive plan to manage the activities of all parties to the project and achieved an on-time deployment for all locations with extremely high customer satisfaction.

5. Describe the employee's role relative to this client's project.

Garry's role in this project began as the IEN Communications Director, a key member of the IEN staff responsible for establishing relationships and managing communications with school district administrators, technology staff, legislators, and members of the local communities throughout the implementation to ensure the success of the project. He joined ENA in early 2012 as Director of Customer Services where he serves as the local ENA executive with responsibility for managing ENA's local Idaho team and maintaining the overall health of ENA's relationship with the State and the local school districts by representing Idaho's interests throughout ENA's organization to ensure continuous improvement in customer satisfaction.

6. Describe the employee's role relative to this RFP.

Garry's role relative to this RFP will be similar to his overall role relative to IEN. He will be responsible for managing ENA's local Idaho team, engaging the right ENA resources as required, and for maintaining constant communication with SDE to ensure that ENA is meeting and exceeding all expectations throughout the entire implementation and ongoing support of the services sought in this RFP. Garry's experience in working with the SDE and other Idaho state agencies demonstrates his expertise in successfully collaborating with the Idaho SDE to deliver large-scale projects with a high-degree of excellence and customer satisfaction.

Current Supervisor's Name: Gayle Nelson **Phone Number:** 615-312-6056

Project Supervisor's Name*: Gayle Nelson **Phone Number:** 615-312-6056

* Name of supervisor(s) while working on the above Client project.

ATTACHMENT 5

Staff Experience with Similar Projects

(ME)

NAME OF OFFEROR: Education Networks of America, Inc. (ENA)

Instructions: Provide the following information to describe each senior staff member's experience with a similar project(s) – one form for each employee/project. The information your firm provides will be used to evaluate your staff's experience with projects similar to the work described in this RFP. The Evaluation Team will also use the references your firm provides to verify the work

Employee Name Mike Vance

Employee Position Account Services Manager

Name of Client: State of Idaho – Idaho Education Network

Type of Entity: X **Government** _____ **School**

_____ **Non-profit** _____ **For-Profit Private Sector**

1. **Approximate number of users on the client's system:** 674 schools

2. **Approximate dates of engagement:** **From** July 2009 **To** Present

3. **Describe the purpose and objectives of work.**

   The Idaho Education Network (IEN) was established in 2009 for the purpose of connecting every public high school with a scalable, high-speed bandwidth broadband connection and a fully-equipped video classroom to provide access and equity of educational opportunities for Idaho's students and communities. The Idaho Department of Administration selected ENA as the named E-Rate service provider for the Idaho Education Network (IEN) based on ENA's extensive experience in providing similar statewide services throughout the country.

4. Describe the nature of work performed.

ENA played a lead role in network design and configuration and the coordination of all subcontracted vendor and carrier activities, including the installation of the video classrooms and all in-building wiring and cabling that was required. ENA also took the lead role in communications with district and site technology resources throughout the entire implementation and now provides the overall network management, monitoring and ongoing support for all components of the service, which includes Internet services, wide area data transport and video services (interactive and streaming). In addition, ENA provides extensive support to the state and the individual school districts for the State Consortium E-Rate application and the districts' individual applications. The project was completed one year ahead of schedule and nearly 16 percent under budget.

Based on our strong track record in managing this project, the Office of the CIO (OCIO) asked ENA to assist with managing some challenges they were experiencing with their project to build and deploy a managed network for various state agencies. After meeting with OCIO, we created a comprehensive plan to manage the activities of all parties to the project and achieved an on-time deployment for all locations with extremely high customer satisfaction.

5. Describe the employee's role relative to this client's project.

As one of ENA's local Idaho Account Service Managers, Mike is responsible for building and maintaining relationships and customer satisfaction at the local school district level. He has been very engaged in the IEN project from its inception and has represented the interests and requirements of the local districts to ensure the highest levels of customer satisfaction and support and that the IEN is meeting their local needs.

6. Describe the employee's role relative to this RFP.

Mike will have responsibility for continuing to work directly with the school districts in his assigned territory to understand any unique requirements that need to be considered related to the wireless deployment during the implementation planning and execution stages to ensure a smooth implementation. Upon the completion of the deployment, he will visit each school district on a regular basis and maintain constant communication to ensure ongoing satisfaction with ENA's support. Mike's existing long-term account management relationships with Idaho school districts in his assigned territory will help expedite the school district communication and coordination efforts of the Idaho High School Wireless Managed Service Project contributing to an on-time and on-budget service delivery.

Current Supervisor's Name: Garry Lough **Phone Number:** 208-473-2802

Project Supervisor's Name*: Garry Lough **Phone Number:** 208-473-2802

*** Name of supervisor(s) while working on the above Client project.**

ATTACHMENT 5

Staff Experience with Similar Projects

(ME)

NAME OF OFFEROR: Education Networks of America, Inc. (ENA)

Instructions: Provide the following information to describe each senior staff member's experience with a similar project(s) – one form for each employee/project. The information your firm provides will be used to evaluate your staff's experience with projects similar to the work described in this RFP. The Evaluation Team will also use the references your firm provides to verify the work

Employee Name Don Hall

Employee Position Field Engineer

Name of Client: State of Idaho – Idaho Education Network

Type of Entity: X **Government** _____ **School**

_____ **Non-profit** _____ **For-Profit Private Sector**

1. **Approximate number of users on the client's system:** 674 schools

2. **Approximate dates of engagement:** **From** July 2009 **To** Present

3. **Describe the purpose and objectives of work.**

   The Idaho Education Network (IEN) was established in 2009 for the purpose of connecting every public high school with a scalable, high-speed bandwidth broadband connection and a fully-equipped video classroom to provide access and equity of educational opportunities for Idaho's students and communities. The Idaho Department of Administration selected ENA as the named E-Rate service provider for the Idaho Education Network (IEN) based on ENA's extensive experience in providing similar statewide services throughout the country.

4. Describe the nature of work performed.

ENA played a lead role in network design and configuration and the coordination of all subcontracted vendor and carrier activities, including the installation of the video classrooms and all in-building wiring and cabling that was required. ENA also took the lead role in communications with district and site technology resources throughout the entire implementation and now provides the overall network management, monitoring and ongoing support for all components of the service, which includes Internet services, wide area data transport and video services (interactive and streaming). In addition, ENA provides extensive support to the state and the individual school districts for the State Consortium E-Rate application and the districts' individual applications. The project was completed one year ahead of schedule and nearly 16 percent under budget.

Based on our strong track record in managing this project, the Office of the CIO (OCIO) asked ENA to assist with managing some challenges they were experiencing in their project to build and deploy a managed network for various state agencies. After meeting with OCIO, we created a comprehensive plan to manage the activities of all parties to the project and achieved an on-time deployment for all locations with extremely high customer satisfaction.

5. Describe the employee's role relative to this client's project.

Don is ENA's lead field engineer in Idaho responsible for onsite activities related to implementation and support, including the installation of customer premises ENA network equipment, onsite troubleshooting activities required for problem resolution, and for determining root cause of any problems, should they arise. Don was also actively engaged in the installation/implementation of the IEN video classroom equipment.

6. Describe the employee's role relative to this RFP.

Similar to the Idaho account service managers, Don will have responsibility for continuing to work directly with the school districts to understand any unique requirements that need to be considered related to the wireless deployment during the implementation planning and execution stages to ensure a smooth implementation. Upon the completion of the deployment, Don will perform support services as described in **Item 5** above to ensure ongoing satisfaction with ENA's service and support. Dan's comprehensive experience with and understanding of the existing infrastructure with school districts in Idaho will help expedite the Idaho High School Wireless Managed Service Project with high levels of excellence and customer satisfaction.

Current Supervisor's Name: Pat Connor **Phone Number:** 615-312-6052

Project Supervisor's Name*: Pat Connor **Phone Number:** 615-312-6052

*** Name of supervisor(s) while working on the above Client project.**

ATTACHMENT 5

Staff Experience with Similar Projects

(ME)

NAME OF OFFEROR: Education Networks of America, Inc. (ENA)

Instructions: Provide the following information to describe each senior staff member's experience with a similar project(s) – one form for each employee/project. The information your firm provides will be used to evaluate your staff's experience with projects similar to the work described in this RFP. The Evaluation Team will also use the references your firm provides to verify the work

Employee Name Martin Bilbao

Employee Position Account Services Manager

Name of Client: State of Idaho – Idaho Education Network

Type of Entity: ___X____ **Government** _____ **School**

_____ **Non-profit** _____ **For-Profit Private Sector**

1. **Approximate number of users on the client's system:** 674 schools

2. **Approximate dates of engagement:** **From** July 2009 **To** Present

3. **Describe the purpose and objectives of work.**

   The Idaho Education Network (IEN) was established in 2009 for the purpose of connecting every public high school with a scalable, high-speed bandwidth broadband connection and a fully-equipped video classroom to provide access and equity of educational opportunities for Idaho's students and communities. The Idaho Department of Administration selected ENA as the named E-Rate service provider for the Idaho Education Network (IEN) based on ENA's extensive experience in providing similar statewide services throughout the country.

4. Describe the nature of work performed.

ENA played a lead role in network design and configuration and the coordination of all subcontracted vendor and carrier activities, including the installation of the video classrooms and all in-building wiring and cabling that was required. ENA also took the lead role in communications with district and site technology resources throughout the entire implementation and now provides the overall network management, monitoring and ongoing support for all components of the service, which includes Internet services, wide area data transport and video services (interactive and streaming). In addition, ENA provides extensive support to the state and the individual school districts for the State Consortium E-Rate application and the districts' individual applications. The project was completed one year ahead of schedule and nearly 16 percent under budget.

Based on our strong track record in managing this project, the Office of the CIO (OCIO) asked ENA to assist with managing some challenges they were experiencing with their project to build and deploy a managed network for various state agencies. After meeting with OCIO, we created a comprehensive plan to manage the activities of all parties to the project and achieved an on-time deployment for all locations with extremely high customer satisfaction.

5. Describe the employee's role relative to this client's project.

As one of ENA's local Idaho Account Service Managers, Martin is responsible for building and maintaining relationships and customer satisfaction at the local school district level. He has been very engaged in the IEN project from its inception and has represented the interests and requirements of the local districts to ensure the highest levels of customer satisfaction and support and that the IEN is meeting their local needs.

6. Describe the employee's role relative to this RFP.

Martin will have responsibility for continuing to work directly with the school districts in his assigned territory to understand any unique requirements that need to be considered related to the wireless deployment during the implementation planning and execution stages to ensure a smooth implementation. Upon the completion of the deployment, he will visit each school district on a regular basis and maintain constant communication to ensure ongoing satisfaction with ENA's support. Martin's existing long-term account management relationships with Idaho school districts in his assigned territory will help expedite the school district communication and coordination efforts of the Idaho High School Wireless Managed Service Project contributing to an on-time and on-budget service delivery.

Current Supervisor's Name: Garry Lough **Phone Number:** 208-473-2802

Project Supervisor's Name*: Garry Lough **Phone Number:** 208-473-2802

*** Name of supervisor(s) while working on the above Client project**.

ATTACHMENT 5

Staff Experience with Similar Projects

(ME)

NAME OF OFFEROR: Education Networks of America, Inc. (ENA)

Instructions: Provide the following information to describe each senior staff member's experience with a similar project(s) – one form for each employee/project. The information your firm provides will be used to evaluate your staff's experience with projects similar to the work described in this RFP. The Evaluation Team will also use the references your firm provides to verify the work

Employee Name Michael McKerley

Employee Position Senior Director of Technology and Innovation

Name of Client: State of Idaho – Idaho Education Network, Memphis City Schools, and Indiana Department of Education

Type of Entity: ___X____ **Government** ___X____ **School**

_____ **Non-profit** _____ **For-Profit Private Sector**

1. **Approximate number of users on the client's system:** IEN - 674 schools
   Approximate number of users on the client's system: MCS - 120,000 students/staff
   Approximate number of users on the client's system: IDOE – 323 school districts

2. **Approximate dates of engagement:** IEN **From** July, 2009 **To** Present
   Approximate dates of engagement: MCS **From** July, 2008 **To** Present
   Approximate dates of engagement: IDOE **From** July. 2005 **To** Present

3. **Describe the purpose and objectives of work.**

   State of Idaho-IEN (IEN)
   The Idaho Education Network (IEN) was established in 2009 for the purpose of connecting every public high school with a scalable, high-speed bandwidth broadband connection and a fully-equipped video classroom to provide access and equity of educational opportunities for Idaho's

students and communities. The Idaho Department of Administration selected ENA as the named E-Rate service provider for the Idaho Education Network (IEN) based on ENA's extensive experience in providing similar statewide services throughout the country.

Memphis City Schools (MCS)
MCS was seeking an experienced service provider to upgrade the district's obsolete ATM data and voice infrastructure. The objective of the project was to implement a high-speed IP-based voice and data infrastructure that was reliable, flexible, scalable, and provided the increased service capacity the district required.

Indiana Department of Education (IDOE)
In 2005, ENA was selected as the managed Internet service provider for the K-12 school corporations (districts) across the state of Indiana. This contract, which is utilized by over 90 percent of Indiana's school districts, is funded primarily through federal E-Rate funds and a state connectivity grant with the objective of providing a statewide education network to serve the specific needs of K-12 schools and to provide a certain level of connectivity to all schools at no cost.

4. Describe the nature of work performed.

State of Idaho - IEN
ENA played a lead role in network design and configuration and the coordination of all subcontracted vendor and carrier activities, including the installation of the video classrooms and all in-building wiring and cabling that was required. ENA also took the lead role in communications with district and site technology resources throughout the entire implementation and now provides the overall network management, monitoring and ongoing support for all components of the service, which includes Internet services, wide area data transport and video services (interactive and streaming). In addition, ENA provides extensive support to the state and the individual school districts for the State Consortium E-Rate application and the districts' individual applications. The project was completed one year ahead of schedule and nearly 16 percent under budget.

Based on our strong track record in managing this project, the Office of the CIO (OCIO) asked ENA to assist with managing some challenges they were experiencing with their project to build and deploy a managed network for various state agencies. After meeting with OCIO, we created a comprehensive plan to manage the activities of all parties to the project and achieved an on-time deployment for all locations with extremely high customer satisfaction.

Memphis City Schools
In addition to selecting ENA's managed wide area network services and ENA's hosted Voice over IP solution, MCS relied on ENA to coordinate all activities comprising the infrastructure upgrade project. ENA directly managed the projects for the provisioning of new fiber-based circuits including the configuration and installation of ENA's network equipment at over 200 sites, and the configuration and installation of over 13,000 IP handsets across the entire district. ENA coordinated closely with all subcontractors involved to assure the configuration and installation of new PoE LAN switches in every school and all in-building wiring/cabling meeting all the requirements to support a flawless and timely implementation.

Indiana Department of Education
The initial contract awarded to ENA in 2005 required a transition of over 580 existing circuits at over 300 school district sites in less than a 4-month period. In 2009 the contract was re-bid and ENA was

awarded the new contract. Throughout each contract term, ENA has managed this statewide education network by coordinating service delivery with over 40 infrastructure providers and now provides a wide variety of managed network services throughout the State of Indiana.

5. Describe the employee's role relative to this client's project.

As ENA's Senior Director of Technology and Innovation, Michael is responsible for our overall system architecture and ensuring ENA's family of services meet the current and future needs of our entire education customer base. Michael has leadership responsibility for key architecture decisions related to the implementation of ENA's services within the IEN as well as ENA's other statewide and large scale projects such as the Indiana K-12 network and Memphis City Schools to ensure a network design that is highly reliable and scalable as our customers' needs grow and change. Architecture, product design and delivery oversight for the ENA Air solution falls under Michael.

6. Describe the employee's role relative to this RFP.

Michael has been with ENA for thirteen years serving as a key contributor and architect for the products and services ENA offers to the education community. He is currently responsible for leading ENA's technology research, evaluation and product development efforts which included designing and developing ENA WebSafe and ENA Air, the two primary services proposed in this RFP. Michael will not only play an integral role in the deployment of both of these services in Idaho should ENA be awarded a contract, but he will also be remain highly engaged in the ongoing project to ensure that Idaho's future requirements are prioritized as enhancements to these services are introduced.

Current Supervisor's Name: Bob Collie **Phone Number:** 615-312-6004

Project Supervisor's Name*: Bob Collie **Phone Number:** 615-312-6004

*** Name of supervisor(s) while working on the above Client project.**

ATTACHMENT 5

Staff Experience with Similar Projects

(ME)

NAME OF OFFEROR: Education Networks of America, Inc. (ENA)

Instructions: Provide the following information to describe each senior staff member's experience with a similar project(s) – one form for each employee/project. The information your firm provides will be used to evaluate your staff's experience with projects similar to the work described in this RFP. The Evaluation Team will also use the references your firm provides to verify the work

Employee Name Adrian Alvarado

Employee Position Senior Product Manager

Name of Client: See below.

Adrian Alvarado has recently joined ENA as the Senior Product Manager working in collaboration with the Technology and Innovation team on the ENA Air service proposed for the Idaho High School Wireless Managed Service Project. His experience in this service category is described below.

Type of Entity: _____ **Government** _____ **School**

_____ **Non-profit** _____ **For-Profit Private Sector**

1. **Approximate number of users on the client's system:** N/A

2. **Approximate dates of engagement:** **From** N/A **To** N/A

3. **Describe the purpose and objectives of work.**

   Not applicable.

4. **Describe the nature of work performed.**

   Not applicable.

5. Describe the employee's role relative to this client's project.

As Senior Product Manager, Adrian is responsible for ENA Air Product Management and actively supporting emerging wireless technologies, product development, product deployment and customer support initiatives for the Idaho High School Wireless Managed Service Project. He will be a primary contributor in defining and delivering new products and features that will ensure ENA continues to deliver products and services at the forefront of best-in-class educational network solutions and services to Idaho schools.

6. Describe the employee's role relative to this RFP.

Adrian's key responsibility is to provide dedicated product management support for ENA Air, which is one of the primary services proposed in this Proposal Response. As part of the Technology and Innovation team, he works closely with Research and Development teams, and the product launch pipe-line to deliver next-generation network solutions as well as support leading customer responsiveness programs and services.

Current Supervisor's Name: Michael McKerley **Phone Number:** 615-312-6067

Project Supervisor's Name*: Michael McKerley **Phone Number:** 615-312-6067

*** Name of supervisor(s) while working on the above Client project.**

ATTACHMENT 5

Staff Experience with Similar Projects

(ME)

NAME OF OFFEROR: Education Networks of America, Inc. (ENA)

Instructions: Provide the following information to describe each senior staff member's experience with a similar project(s) – one form for each employee/project. The information your firm provides will be used to evaluate your staff's experience with projects similar to the work described in this RFP. The Evaluation Team will also use the references your firm provides to verify the work

Employee Name Joe Temple

Employee Position Senior Project Manager

Name of Client: State of Idaho – Idaho Education Network, Memphis City Schools, and Indiana Department of Education

Type of Entity: X **Government** X **School**

_____ **Non-profit** _____ **For-Profit Private Sector**

1. **Approximate number of users on the client's system:** IEN - 674 schools
   Approximate number of users on the client's system: MCS - 120,000 students/staff
   Approximate number of users on the client's system: IDOE - 323 school districts

2. **Approximate dates of engagement:** IEN **From** July, 2009 **To** Present
   Approximate dates of engagement: MCS **From** July, 2008 **To** Present
   Approximate dates of engagement: IDOE **From** July. 2005 **To** Present

3. **Describe the purpose and objectives of work.**

   State of Idaho-IEN (IEN)
   The Idaho Education Network (IEN) was established in 2009 for the purpose of connecting every public high school with a scalable, high-speed bandwidth broadband connection and a fully-equipped video classroom to provide access and equity of educational opportunities for Idaho's

students and communities. The Idaho Department of Administration selected ENA as the named E-Rate service provider for the Idaho Education Network (IEN) based on ENA's extensive experience in providing similar statewide services throughout the country.

Memphis City Schools (MSC)
MCS was seeking an experienced service provider to upgrade the district's obsolete ATM data and voice infrastructure. The objective of the project was to implement a high-speed IP-based voice and data infrastructure that was reliable, flexible, scalable, and provided the increased service capacity the district required.

Indiana Department of Education (IDOE)
In 2005, ENA was selected as the managed Internet service provider for the K-12 school corporations (districts) across the state of Indiana. This contract, which is utilized by over 90 percent of Indiana's school districts, is funded primarily through federal E-Rate funds and a state connectivity grant with the objective of providing a statewide education network to serve the specific needs of K-12 schools and to provide a certain level of connectivity to all schools at no cost.

4. Describe the nature of work performed.

State of Idaho - IEN
ENA played a lead role in network design and configuration and the coordination of all subcontracted vendor and carrier activities, including the installation of the video classrooms and all in-building wiring and cabling that was required. ENA also took the lead role in communications with district and site technology resources throughout the entire implementation and now provides the overall network management, monitoring and ongoing support for all components of the service, which includes Internet services, wide area data transport and video services (interactive and streaming). In addition, ENA provides extensive support to the state and the individual school districts for the State Consortium E-Rate application and the districts' individual applications. The project was completed one year ahead of schedule and nearly 16 percent under budget.

Based on our strong track record in managing this project, the Office of the CIO (OCIO) asked ENA to assist with managing some challenges they were experiencing with their project to build and deploy a managed network for various state agencies. After meeting with OCIO, we created a comprehensive plan to manage the activities of all parties to the project and achieved an on-time deployment for all locations with extremely high customer satisfaction.

Memphis City Schools
In addition to selecting ENA's managed wide area network services and ENA's hosted Voice over IP solution, MCS relied on ENA to coordinate all activities comprising the infrastructure upgrade project. ENA directly managed the projects for the provisioning of new fiber based circuits including the configuration and installation of ENA's network equipment at over 200 sites, and the configuration and installation of over 13,000 IP handsets across the entire district. In addition, ENA coordinated closely with all subcontractors involved to assure the configuration and installation of new POE LAN switches in every school and all in-building wiring/cabling met the requirements to support a flawless and timely implementation.

Indiana Department of Education
The initial contract awarded to ENA in 2005 required a transition of over 580 existing circuits at over 300 school district sites in less than a 4-month period. In 2009 the contract was re-bid and ENA was

awarded the new contract. Throughout each contract term, ENA has managed this statewide education network by coordinating service delivery with over 40 infrastructure providers and now provides a wide variety of managed network services, including services similar to those requested in this RFP throughout the State of Indiana.

5. Describe the employee's role relative to this client's project.

Joe is a highly-experienced ENA Project Management resource for large-scale projects such as the Idaho High School Wireless Managed Service Project. He was responsible for the successful project management of all ENA data network services in IN from 2008-2012 as well as the successful implementation of the MCS wide area network at over 200 sites. He was assigned as the Senior Project Manager for the IEN in early 2013 and has been coordinating all the fiber upgrades underway resulting from the IEN contract extension.

6. Describe the employee's role relative to this RFP.

As the Senior Project Manager responsible for the ongoing support of IEN and other key Idaho projects, Joe will be responsible for scheduling, coordinating, tracking and reporting all resources, tasks and deliverables related to the services required in this RFP. He will work closely with the SDE, ENA's local team, vendors and suppliers, and all internal ENA teams to ensure successful and timely completion of all tasks and project milestones with excellence. Joe's knowledge and experience in working with the SDE as well as all the school districts in the state of Idaho will help expedite the Dan's comprehensive experience with and understanding of the existing infrastructure with school districts in Idaho will help expedite the implementation of the Idaho High School Wireless Managed Service Project with high levels of excellence and customer satisfaction.

Current Supervisor's Name: Matthew Turner **Phone Number:** 615-312-6042

Project Supervisor's Name*: Matthew Turner **Phone Number:** 615-312-6042

*** Name of supervisor(s) while working on the above Client project.**

ATTACHMENT 5

Staff Experience with Similar Projects

(ME)

NAME OF OFFEROR: Education Networks of America, Inc. (ENA)

Instructions: Provide the following information to describe each senior staff member's experience with a similar project(s) – one form for each employee/project. The information your firm provides will be used to evaluate your staff's experience with projects similar to the work described in this RFP. The Evaluation Team will also use the references your firm provides to verify the work

Employee Name Bob Collie

Employee Position Chief Technology Officer

Name of Client: State of Idaho – Idaho Education Network, Memphis City Schools, and Indiana Department of Education

Type of Entity: ___X____ **Government** ___X____ **School**

_____ **Non-profit** _____ **For-Profit Private Sector**

1. **Approximate number of users on the client's system:** IEN - 674 schools
   Approximate number of users on the client's system: MCS - 120,000 students/staff
   Approximate number of users on the client's system: IDOE - 323 school districts

2. **Approximate dates of engagement:** IEN **From** July, 2009 **To** Present
   Approximate dates of engagement: MCS **From** July, 2008 **To** Present
   Approximate dates of engagement: IDOE **From** July. 2005 **To** Present

3. **Describe the purpose and objectives of work.**

   State of Idaho-IEN (IEN)
   The Idaho Education Network (IEN) was established in 2009 for the purpose of connecting every public high school with a scalable, high-speed bandwidth broadband connection and a fully-

equipped video classroom to provide access and equity of educational opportunities for Idaho's students and communities. The Idaho Department of Administration selected ENA as the named E-Rate service provider for the Idaho Education Network (IEN) based on ENA's extensive experience in providing similar statewide services throughout the country.

Memphis City Schools (MCS)
MCS was seeking an experienced service provider to upgrade the district's obsolete ATM data and voice infrastructure. The objective of the project was to implement a high-speed IP-based voice and data infrastructure that was reliable, flexible, scalable, and provided the increased service capacity the district required.

Indiana Department of Education (IDOE)
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4. Describe the nature of work performed.

State of Idaho - IEN
ENA played a lead role in network design and configuration and the coordination of all subcontracted vendor and carrier activities, including the installation of the video classrooms and all in-building wiring and cabling that was required. ENA also took the lead role in communications with district and site technology resources throughout the entire implementation and now provides the overall network management, monitoring and ongoing support for all components of the service, which includes Internet services, wide area data transport and video services (interactive and streaming). In addition, ENA provides extensive support to the state and the individual school districts for the State Consortium E-Rate application and the districts' individual applications. The project was completed one year ahead of schedule and nearly 16 percent under budget.

Based on our strong track record in managing this project, the Office of the CIO (OCIO) asked ENA to assist with managing some challenges they were experiencing with their project to build and deploy a managed network for various state agencies. After meeting with OCIO, we created a comprehensive plan to manage the activities of all parties to the project and achieved an on-time deployment for all locations with extremely high customer satisfaction.

Memphis City Schools
In addition to selecting ENA's managed wide area network services and ENA's hosted Voice over IP solution, MCS relied on ENA to coordinate all activities comprising the infrastructure upgrade project. ENA directly managed the projects for the provisioning of new fiber based circuits including the configuration and installation of ENA's network equipment at over 200 sites, and the configuration and installation of over 13,000 IP handsets across the entire district. In addition, ENA coordinated closely with all subcontractors involved to assure the configuration and installation of new POE LAN switches in every school and all in-building wiring/cabling met the requirements to support a flawless and timely implementation.

Indiana Department of Education
The initial contract awarded to ENA in 2005 required a transition of over 580 existing circuits at over

300 school district sites in less than a 4-month period. In 2009 the contract was re-bid and ENA was awarded the new contract. Throughout each contract term, ENA has managed this statewide education network by coordinating service delivery with over 40 infrastructure providers and now provides a wide variety of managed network services, including services similar to those requested in this RFP throughout the State of Indiana.

5. Describe the employee's role relative to this client's project.

Bob leads the technology team at ENA as well as maintains responsibility for contract management, vision integration and strategic alignment for our products and services throughout the company. For the IEN and Indiana projects, Bob continues to provide executive guidance and leadership both within the company and serves as the executive sponsor for the overall project. In Memphis, Bob is responsible for technology direction and vision.

6. Describe the employee's role relative to this RFP.

Bob will continue to provide oversight to the technology teams and overall business strategy integration throughout the company for all projects, including those in Idaho. Bob is also responsible for contract management.

Current Supervisor's Name: David Pierce, CEO **Phone Number:** 615-312-6009

Project Supervisor's Name*: David Pierce, CEO **Phone Number:** 615-312-6009

*** Name of supervisor(s) while working on the above Client project.**

ATTACHMENT 5

Staff Experience with Similar Projects

(ME)

NAME OF OFFEROR: Education Networks of America, Inc. (ENA)

Instructions: Provide the following information to describe each senior staff member's experience with a similar project(s) – one form for each employee/project. The information your firm provides will be used to evaluate your staff's experience with projects similar to the work described in this RFP. The Evaluation Team will also use the references your firm provides to verify the work

Employee Name Gayle Nelson

Employee Position Vice President of Customer Services

Name of Client: State of Idaho – Idaho Education Network, Memphis City Schools, and Indiana Department of Education

Type of Entity: X **Government** X **School**

_____ **Non-profit** _____ **For-Profit Private Sector**

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4. Describe the nature of work performed.

State of Idaho - IEN
ENA played a lead role in network design and configuration and the coordination of all subcontracted vendor and carrier activities, including the installation of the video classrooms and all in-building wiring and cabling that was required. ENA also took the lead role in communications with district and site technology resources throughout the entire implementation and now provides the overall network management, monitoring and ongoing support for all components of the service, which includes Internet services, wide area data transport and video services (interactive and streaming). In addition, ENA provides extensive support to the state and the individual school districts for the State Consortium E-Rate application and the districts' individual applications. The project was completed one year ahead of schedule and nearly 16 percent under budget.

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Memphis City Schools
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5. Describe the employee's role relative to this client's project.

Gayle has responsibility for directing ENA's account management teams, customer relationship management and business development activities. Gayle has been very engaged in IEN activities which have included active participation in building awareness for the value of a statewide education network, building out ENA's local IEN team and staying actively involved in supporting Idaho's educational goals at the state level.

6. Describe the employee's role relative to this RFP.

Gayle will continue to oversee all account management activities and will be highly engaged in all new statewide projects to ensure the highest level of customer satisfaction and support. Gayle's experience in working with the SDE as well as her understanding of the key initiatives to accomplishing the vision and goals of the SDE will contribute to the successful outcome of this project.

Current Supervisor's Name: David Pierce, CEO **Phone Number:** 615-312-6009

Project Supervisor's Name*: David Pierce, CEO **Phone Number:** 615-312-6009

*** Name of supervisor(s) while working on the above Client project.**

ATTACHMENT 5

Staff Experience with Similar Projects

(ME)

NAME OF OFFEROR: Education Networks of America, Inc. (ENA)

Instructions: Provide the following information to describe each senior staff member's experience with a similar project(s) – one form for each employee/project. The information your firm provides will be used to evaluate your staff's experience with projects similar to the work described in this RFP. The Evaluation Team will also use the references your firm provides to verify the work

Employee Name Lenny Simpson

Employee Position Senior Vice President, Operations

Name of Client: State of Idaho – Idaho Education Network, Memphis City Schools, and Indiana Department of Education

Type of Entity: ___X____ **Government** ___X____ **School**

_____ **Non-profit** _____ **For-Profit Private Sector**

1. **Approximate number of users on the client's system:** IEN - 674 schools
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State of Idaho - IEN
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In addition to selecting ENA's managed wide area network services and ENA's hosted Voice over IP solution, MCS relied on ENA to coordinate all activities comprising the infrastructure upgrade project. ENA directly managed the projects for the provisioning of new fiber based circuits including the configuration and installation of ENA's network equipment at over 200 sites, and the configuration and installation of over 13,000 IP handsets across the entire district. In addition, ENA coordinated closely with all subcontractors involved to assure the configuration and installation of new POE LAN switches in every school and all in-building wiring/cabling met the requirements to support a flawless and timely implementation.

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The initial contract awarded to ENA in 2005 required a transition of over 580 existing circuits at over 300 school district sites in less than a 4-month period. In 2009 the contract was re-bid and ENA was awarded the new contract. Throughout each contract term, ENA has managed this statewide education network by coordinating service delivery with over 40 infrastructure providers and now provides a wide variety of managed network services, including services similar to those requested in this RFP throughout the State of Indiana.

5. Describe the employee's role relative to this client's project.

As ENA's Senior Vice President of Implementation, Lenny was responsible for overseeing the implementation of each of the above referenced projects, including the deployment and ongoing management of all services delivered. Lenny has a very detailed knowledge of the IEN project, in particular, and has been extremely involved in refining ENA's support process to meet Idaho's needs.

6. Describe the employee's role relative to this RFP.

Should ENA be awarded a contract as a result of this RFP, Lenny will not only oversee all implementation activities but will also be actively engaged throughout the project to ensure project deadlines are met and that ENA delivers superior service. Lenny has a demonstrated track record of successfully delivering large-scale projects for the state of Idaho. This experience will help expedite the implementation of the Idaho High School Wireless Managed Service Project with high levels of excellence and customer satisfaction.

Current Supervisor's Name: David Pierce, CEO **Phone Number:** 615-312-6009

Project Supervisor's Name*: David Pierce, CEO **Phone Number:** 615-312-6009

*** Name of supervisor(s) while working on the above Client project.**

ATTACHMENT 5

Staff Experience with Similar Projects

(ME)

NAME OF OFFEROR: Education Networks of America, Inc. (ENA)

Instructions: Provide the following information to describe each senior staff member's experience with a similar project(s) – one form for each employee/project. The information your firm provides will be used to evaluate your staff's experience with projects similar to the work described in this RFP. The Evaluation Team will also use the references your firm provides to verify the work

Employee Name Dana Briggs

Employee Position Director, Customer Support

Name of Client: State of Idaho – Idaho Education Network, Memphis City Schools, and Indiana Department of Education

Type of Entity: ___X____ **Government** ___X____ **School**

_____ **Non-profit** _____ **For-Profit Private Sector**

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   Approximate number of users on the client's system: MCS - 120,000 students/staff
   Approximate number of users on the client's system: IDOE - 323 school districts

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   Approximate dates of engagement: MCS **From** July, 2008 **To** Present
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3. **Describe the purpose and objectives of work.**

   State of Idaho-IEN (IEN)
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4. Describe the nature of work performed.

State of Idaho - IEN
ENA played a lead role in network design and configuration and the coordination of all subcontracted vendor and carrier activities, including the installation of the video classrooms and all in-building wiring and cabling that was required. ENA also took the lead role in communications with district and site technology resources throughout the entire implementation and now provides the overall network management, monitoring and ongoing support for all components of the service, which includes Internet services, wide area data transport and video services (interactive and streaming). In addition, ENA provides extensive support to the state and the individual school districts for the State Consortium E-Rate application and the districts' individual applications. The project was completed one year ahead of schedule and nearly 16 percent under budget.

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Memphis City Schools
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awarded the new contract. Throughout each contract term, ENA has managed this statewide education network by coordinating service delivery with over 40 infrastructure providers and now provides a wide variety of managed network services, including services similar to those requested in this RFP throughout the State of Indiana.

5. Describe the employee's role relative to this client's project.

Dana supervises and coordinates the work efforts of ENA's Customer Technical Assistance Center (CTAC) staff and ENA's overall incident resolution process. His team is responsible for providing post-implementation support related to the projects listed above as well as all of ENA's customers. He is actively engaged by managing customer incidents throughout the organization and through proactive problem identification, prescribed escalation procedures, notification procedures for incidents and problem management to prevent similar events. He focuses on continuous improvement of customer incident management processes and resources to increase customer satisfaction.

6. Describe the employee's role relative to this RFP.

Should ENA be awarded a contract as a result of this RFP, Dana will be involved with all pre- and post-implementation meetings to ensure support documentation is gathered for each wireless deployment. He will ensure that proactive monitoring and support is setup when service is activated. Dana and his team have a demonstrated track record of successfully delivering proactive monitoring and support for existing IEN data services. He is also experienced with providing high-quality and expeditious end user videoconferencing support for districts throughout the state of Idaho. This experience will help ensure the support of the Idaho High School Wireless Managed Service Project is met with high levels of excellence and customer satisfaction.

Current Supervisor's Name: Lenny Simpson **Phone Number:** 615-312-6082

Project Supervisor's Name*: Lenny Simpson **Phone Number:** 615-312-6082

*** Name of supervisor(s) while working on the above Client project.**

ATTACHMENT 5

Staff Experience with Similar Projects

(ME)

NAME OF OFFEROR: Education Networks of America, Inc. (ENA)

Instructions: Provide the following information to describe each senior staff member's experience with a similar project(s) – one form for each employee/project. The information your firm provides will be used to evaluate your staff's experience with projects similar to the work described in this RFP. The Evaluation Team will also use the references your firm provides to verify the work

Employee Name Matthew Turner

Employee Position Director, Services Implementation

Name of Client: State of Idaho – Idaho Education Network

Type of Entity: X **Government** X **School**

_____ **Non-profit** _____ **For-Profit Private Sector**

1. **Approximate number of users on the client's system:** 674 schools

2. **Approximate dates of engagement:** **From** July, 2009 **To** Present

3. **Describe the purpose and objectives of work.**

State of Idaho-IEN (IEN)
The Idaho Education Network (IEN) was established in 2009 for the purpose of connecting every public high school with a scalable, high-speed bandwidth broadband connection and a fully-equipped video classroom to provide access and equity of educational opportunities for Idaho's students and communities. The Idaho Department of Administration selected ENA as the named E-Rate service provider for the Idaho Education Network (IEN) based on ENA's extensive experience in providing similar statewide services throughout the country.

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5. Describe the employee's role relative to this client's project.

As the Director of Services Implementations for ENA, Matthew is responsible for the deployment, oversight and tracking of all project-related milestone activity for all of ENA's core service offerings. He is involved throughout the lifecycle of all key project deliverables, and is the first point of contact for all deployment escalations. Matthew has overseen the delivery of numerous complex deployments and engages proactively throughout the process to ensure timely and flawless execution.

6. Describe the employee's role relative to this RFP.

Should ENA be awarded this opportunity, Matthew will immediately engage from project kickoff through to final site and services delivery and activation. He will support, drive and oversee all efforts of the dedicated project management resource that will be deployed to manage this activity. Matthew will ensure proper and timely project updates are provided, and will ensure any and all escalations are addressed swiftly and with zero negative impacts to the overall health of the project.

Current Supervisor's Name: Lenny Simpson **Phone Number:** 615-312-6082

Project Supervisor's Name*: Lenny Simpson **Phone Number:** 615-312-6082

*** Name of supervisor(s) while working on the above Client project.**

ATTACHMENT 5

Staff Experience with Similar Projects

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Employee Name Ward Chaffin

Employee Position: Director of Finance

Name of Client: State of Idaho – Idaho Education Network, Memphis City Schools, and Indiana Department of Education

Type of Entity: X **Government** X **School**

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students and communities. The Idaho Department of Administration selected ENA as the named E-Rate service provider for the Idaho Education Network (IEN) based on ENA's extensive experience in providing similar statewide services throughout the country.

Memphis City Schools (MCS)
MCS was seeking an experienced service provider to upgrade the district's obsolete ATM data and voice infrastructure. The objective of the project was to implement a high-speed IP-based voice and data infrastructure that was reliable, flexible, scalable, and provided the increased service capacity the district required.

Indiana Department of Education (IDOE)
In 2005, ENA was selected as the managed Internet service provider for the K-12 school corporations (districts) across the state of Indiana. This contract, which is utilized by over 90 percent of Indiana's school districts, is funded primarily through federal E-Rate funds and a state connectivity grant with the objective of providing a statewide education network to serve the specific needs of K-12 schools and to provide a certain level of connectivity to all schools at no cost.

4. Describe the nature of work performed.

State of Idaho - IEN
ENA played a lead role in network design and configuration and the coordination of all subcontracted vendor and carrier activities, including the installation of the video classrooms and all in-building wiring and cabling that was required. ENA also took the lead role in communications with district and site technology resources throughout the entire implementation and now provides the overall network management, monitoring and ongoing support for all components of the service, which includes Internet services, wide area data transport and video services (interactive and streaming). In addition, ENA provides extensive support to the state and the individual school districts for the State Consortium E-Rate application and the districts' individual applications. The project was completed one year ahead of schedule and nearly 16 percent under budget.

Based on our strong track record in managing this project, the Office of the CIO (OCIO) asked ENA to assist with managing some challenges they were experiencing with their project to build and deploy a managed network for various state agencies. After meeting with OCIO, we created a comprehensive plan to manage the activities of all parties to the project and achieved an on-time deployment for all locations with extremely high customer satisfaction.

Memphis City Schools
In addition to selecting ENA's managed wide area network services and ENA's hosted Voice over IP solution, MCS relied on ENA to coordinate all activities comprising the infrastructure upgrade project. ENA directly managed the projects for the provisioning of new fiber based circuits including the configuration and installation of ENA's network equipment at over 200 sites, and the configuration and installation of over 13,000 IP handsets across the entire district. In addition, ENA coordinated closely with all subcontractors involved to assure the configuration and installation of new POE LAN switches in every school and all in-building wiring/cabling met the requirements to support a flawless and timely implementation.

Indiana Department of Education
The initial contract awarded to ENA in 2005 required a transition of over 580 existing circuits at over 300 school district sites in less than a 4-month period. In 2009 the contract was re-bid and ENA was

awarded the new contract. Throughout each contract term, ENA has managed this statewide education network by coordinating service delivery with over 40 infrastructure providers and now provides a wide variety of managed network services, including services similar to those requested in this RFP throughout the State of Indiana.

5. Describe the employee's role relative to this client's project.

As a key member of ENA's finance team, Ward is responsible for reviewing all orders prior to submission to ENA's implementation team and to ensure timely and accurate invoicing upon installation. Ward is also an integral member of ENA's E-Rate team and assists customers throughout the entire application submission and approval process to ensure key deadlines are met and all the necessary documentation is submitted and on file to secure critical e-rate funding.

6. Describe the employee's role relative to this RFP.

Ward will be the primary finance contact for the services under this RFP. His team will be responsible for invoicing for these services.

Current Supervisor's Name: Rex Miller, CFO **Phone Number:** 615-312-6005

Project Supervisor's Name*: Rex Miller, CFO **Phone Number:** 615-312-6005

*** Name of supervisor(s) while working on the above Client project.**

ATTACHMENT 5

Staff Experience with Similar Projects

(ME)

NAME OF OFFEROR: ENA/Aerohive

Instructions: Provide the following information to describe each senior staff member's experience with a similar project(s) – one form for each employee/project. The information your firm provides will be used to evaluate your staff's experience with projects similar to the work described in this RFP. The Evaluation Team will also use the references your firm provides to verify the work

Employee Name Dean Williams

Employee Position: Regional Sales Manager

Name of Client: Boise Independent School District (BISD)

Type of Entity: _____ **Government** ___X___ **School**

_____ **Non-profit** _____ **For-Profit Private Sector**

1. **Approximate number of users on the client's system:** 3,000

3. **Approximate dates of engagement:** **From November 2010** **To Present**

2. **Describe the purpose and objectives of work.**

To eliminate off the shelf, unsanctioned, unmanaged access points. Design an affordable network that could be managed from a single location and could scale to district-wide coverage. Evaluate and implement a system providing high-speed access and operate with minimal intervention from IT staff. Deliver a wireless network that provides enterprise grade features that operate without central management or control. Validate solution for supporting high teachers/students device count with user policy network separation.

3. Describe the nature of work performed.

Dean provided staff with the initial school walk-through and access point placement best practices. Aerohive helped with initial RF heat maps of the facilities and helped coordinate training the BISD staff. Aerohive provided on-site support for the initial deployment/network integration and continues to provide pre-and post-sales assistance.

4. Describe the employee's role relative to this client's project.

Dean Williams was the local Sales Engineer for Aerohive during the timeframe that BISD initially deployed Aerohive hardware. In addition to providing access point placement best practices, he helped with initial RF heat maps of the facilities, helped coordinate training the BISD staff and help provide onsite support for the initial deployment/network integration and continues to provide pre-and post-sales assistance.

5. Describe the employee's role relative to this RFP.

Dean Williams is the Regional Sales Manager for Aerohive for the region that includes Idaho. If ENA needs local Aerohive resources pertaining to the Idaho bid, Dean will help facilitate local resources. Those resources could include; local Aerohive engineering, troubleshooting, guidance, etc.

Current Supervisor's Name: Troy Roberts, Sales Director **Phone Number:** 408-673-0911

Project Supervisor's Name*: Troy Roberts, Sales Director **Phone Number:** 408-673-0911

*** Name of supervisor(s) while working on the above Client project.**

ATTACHMENT 6

Specification Summary Worksheet

(ME)

NAME OF OFFEROR: Education Networks of America, Inc. (ENA)

Instructions: Complete this worksheet for the network connectivity and WLAN. Fill in each blank with the requested information. You must attach additional pages to provide complete information where required. SDE does not require that all these fields be accounted for, but if an Offeror is providing an option that fits one of these categories, these fields must be completed. Please specify which items are optional, if any. If additional items (fields) need to be added to this list of products and services to best reflect your proposed solution, please make note of this and add any necessary data.

Network Connectivity

Wireless **Type** 2x2:2 and 3x3:3
Speed Maximum rate of 600Mbps and 900Mbps respectively*

*Please see wireless specifications below for individual types/speed supported per IEEE wireless 802.11 standard amendments covered in 802.11-2012

Wireless Local Area Network (WLAN)

Manufacture Aerohive **

Wireless Transmission Rate of 802.11n 2x2:2 300**Mbps per radio at a range of 50 feet**
300**Mbps per radio at a range of 100 feet**
300**Mbps per radio at a range of 200 feet**

Maximum Range of N/A* **feet**

802.11n 3x3:3 450**Mbps per radio at a range of 50 feet**
450**Mbps per radio at a range of 100 feet**
450**Mbps per radio at a range of 200 feet**

Maximum Range of N/A* **feet**

802.11ac 3x3:3 600**Mbps per radio at a range of 50 feet**
600**Mbps per radio at a range of 100 feet**
600**Mbps per radio at a range of 200 feet**

Maximum Range of N/A* **feet**

*Maximum Range will depend on building material and propagation loss. No speed degradation up to 200 feet assuming open air and constant Rx sensitivity of -71dB at 5gHz and -74dB at 2.4gHz.

Full disclosure of the capabilities and limitations of the wireless technology proposed must be included such as interference between classrooms, distance and object penetration data, and susceptibility to interference from outside sources.

ENA Response

Any solution operating within IEEE 802.11-2012 wireless standard is based upon the FCC ISM band or "unlicensed" frequencies and susceptible to intermittent interference from local devices such as microwaves, cordless phones, or rogue AP's. With that in mind, ENA Air is designed to operate intelligently to allocate radio power automatically where needed to overcome interference to improve signal to noise ratios (SNR) and boost signal to users. Each AP radio is designed to run at half power which provides efficient spectrum operation and flexibility. Should any one AP fail or become obstructed by physical structure, other AP radios in the vicinity can automatically increase power to cover the impacted coverage area. Additionally, ENA Air offers rogue AP detection to neutralize unauthorized radio interference and introduction.

Performing site surveys for each location receiving ENA Air is also necessary to understand building construction materials and composition. All material creates a calculated loss of signal which can be used to benefit the wireless architecture and prohibit channel overlap and RF broadcast interference. For this matter, ENA recommends not mounting AP's within hallways where possible and mounting AP's in accordance with best practice to leverage building material RF propagation loss, creating efficient RF space and performance across the overall system.

Describe the actual throughput for the installed wireless network (KB/sec, MB/sec, GB/sec) for a 1MB file, 1 MB Streaming Audio File, and 1 MB Streaming Video File for the following number of simultaneous users:

ENA Response

Aggregate maximum 2x2:2 AP throughput is 600 Mbps and aggregate maximum 3x3:3 AP throughput is 900 Mbps. Interface specifications of each AP wired copper interface is 1 Gbps with capability of each PoE switch to connect at customer LAN with 1 Gbps interface per switch. For each additional ENA switch connection to customer LAN, an additional 1 Gbps interface will be provided thereby increasing overall network capacity and throughput for any one cluster of wireless APs supporting the network. The aggregation throughput of all APs to the wired LAN will determine available throughput capacity to file types listed hosted locally on LAN infrastructure. While we would expect to deliver multiple 1 Gbps interfaces to the customer LAN to support the overall wireless system, for the sake of throughput analysis given the file size and type provided by SDE, we will assume at a minimum the customer LAN will support a single 1 Gbps interface from ENA Air provided switching. At this rate, 1,000 user/sessions with 1 Mbps concurrent transmission each would be accomplished in theoretically one second not counting for Ethernet overhead, customer network congestion or file location retrieval latency.

Please describe the average amount of time in hours per month the system will be down for regular scheduled maintenance. Also describe how maintenance will be accomplished so that the impact on system availability is minimized.

ENA Response

ENA Air is a hosted managed wireless service and local wireless access will continue to function even in the event of hosted controller maintenance. However, should any maintenance be deemed customer impacting with any component of the system, ENA will work with each district to schedule maintenance during a window from 11 PM – 4 AM local district time on Tuesday and Thursday (per ENA standard maintenance scheduling procedures) with minimum 48 hour lead time of notification for urgent maintenance events. ENA is highly proactive and will tailor its maintenance schedules around school assessments, or other school events which are considered priority for students, teachers, and administrators.

Please describe how backup systems will be utilized so that the impact on system availability is minimized.

ENA Response

ENA Air uses triple resiliency architecture to ensure optimal uptime and throughput. At our core of our solution, we use a geographically redundant management and monitoring infrastructure so that we can continue to manage and gather monitoring and reporting data from each ENA Air site even in the event of catastrophic failure to any one of our management nodes. Secondly, the Aerohive access points we will install as part of the ENA Air service create a local virtual controller that can continue to provide full local service, including all local SSIDs, wireless access policies and integration with local user authentication sources, even in the event that network connectivity to one or both of our core management nodes is lost. Third, ENA Air's implementation normally includes enough coverage overlap so that if one or multiple local access points fail, neighboring access points will automatically note the failure of a neighbor and immediately invite the clients that had been connected to the failed access points to re-connect, so that no local loss of connectivity occurs.

Please describe other WLAN specifications.

ENA Response

ENA Air service provides fully compliant 802.11 a/b/g/n/ac wireless service on their respectively supported 2.4 GHz and 5 GHz ranges designed to work with any 802.11-compliant device. Please see below for our detailed radio specifications:

- Radio Specifications—802.11a
  - 5.150–5.950 GHz Operating Frequency
  - Orthogonal Frequency Division Multiplexing (OFDM) Modulation
  - Rates (Mbps): 54, 48, 36, 24, 18, 12, 9, 6 w/ auto fallback

- Radio Specifications—802.11b
  - 2.4–2.5 GHz Operating Frequency
  - Direct-Sequence Spread-Spectrum(DSSS) Modulation
  - Rates (Mbps): 11, 5.5, 2, 1 w/ auto fallback
- Radio Specifications—802.11g
  - 2.4–2.5 GHz Operating Frequency
  - Orthogonal Frequency Division Multiplexing (OFDM) Modulation
  - 20 dBm (100 mW) Transmit Power
  - Rates (Mbps): 54, 48, 36, 24, 18, 12, 9, 6 w/ auto fallback
- Radio Specifications—802.11n
  - 2.4–2.5 GHz & 5.150–5.950 GHz Operating Frequency
  - 802.11n Modulation
  - Rates (Mbps): MCS0–MCS23 (6.5Mbps - 450Mbps)
  - 3x3:3 Stream Multiple-In, Multiple-Out (MIMO) Radio
  - HT20 (both 2.4GHz and HT40 High-Throughput(HT) Support)
  - A-MPDU and A-MSDU Frame Aggregation
- Radio Specifications – 802.11ac
  - 5.150-5.950 GHz Operating Frequency
  - 802.11ac Modulation OFDM QAM-256
  - 3x3:3 Stream Multiple-In, Multiple-Out Radio
  - Further specifications unavailable until IEEE ratification

Software

Identify and fully describe the applications associated with your wireless and network components of your system:

ENA Response

Application components of ENA Air are delivered through the ENA support portal, a versatile real-time monitoring system which incorporates data received by all elements of the wireless system to provide robust visibility and troubleshooting capabilities for administrators and technical staff. The simplicity of ENA's informative monitoring interface is further enhanced to be accessible from anywhere on any device via a web browser. This authoritative support application is the single source for access and monitoring to ENA Air for each participating district. ENA Air is one element of ENA's support portal and will be visible along with reporting for ENA WebSafe to deliver all valuable information in a single, easy to use interface further enhancing the overall integration of the managed service. Your users will have the information they need without being required to run or operate multiple disparate support applications or interfaces.

**ENA has chosen Aerohive as its principal technology supplier for wireless access points. ENA is responsible for meeting the goals and objectives of the RFP in its entirety and as such we desire to reserve the right to substitute equipment (a) as product availability and lifecycles evolve, (b) as technology changes and/or (c) if ENA determines that, in its sole expertise, alternate hardware or vendors are required to meet ENA and the RFP's requirements.

Attachment 7 Acknowledgement

ENA acknowledges Attachment 7, Offeror Questions and has complied.

Attachment 8 Acknowledgement

ENA acknowledges and complies with Attachment 8, References which has been delivered separately according to the instructions listed on the attachment.

Attachment 9 Acknowledgement

ENA acknowledges Attachment 9, Definitions and will comply.

Attachment 10 Acknowledgement

ENA acknowledges Attachment 10, School Enrollment Data and will comply.

Attachment 11 Acknowledgement

ENA acknowledges Attachment 11, Estimated Known School Approximate Square Footage and will comply.

ADDRESS 1101 McGavock Street
Nashville, TN 37203
CITY, ST ZIP

PHONE: (615) 312-6004 FAX: (615) 312-6099

E-Mail bcollie@ena.com

THIS SIGNATURE PAGE MUST BE SIGNED WITH AN ORIGINAL HANDWRITTEN SIGNATURE (PREFERABLY IN BLUE INK) AND RETURNED WITH YOUR MANUALLY SUBMITTED BID OR PROPOSAL FOR YOUR BID OR PROPOSAL TO BE CONSIDERED.

Original Signature (Manually Signed in Ink)

June 26, 2013
Date

Bob Collie
Printed Name

SVP and CTO
Title

ATTACHMENT 12 – SIGNATURE PAGE

State of Idaho

Department of Education

THOMAS R. LUNA
Superintendent of Public Instruction

650 West State Street
P. O. Box 83720
Boise, ID 83720-0027
Telephone (208) 332-6800
FAX (208) 334-2228

SIGNATURE PAGE for Use with a Manually Submitted Request for Proposal (RFP) Response

ALL RESPONSES TO THIS RFP SHALL BE TYPEWRITTEN OR HANDWRITTEN IN INK. ORIGINALS AND COPIES OF THE RESPONSE SHALL BE SUBMITTED IN ACCORDANCE WITH THE RFP. MANUALLY SUBMITTED RESPONSES MUST INCLUDE THIS SIGNATURE PAGE WITH THE ORIGINAL SIGNATURE OF AN INDIVIDUAL AUTHORIZED TO BIND THE SUBMITTING VENDOR.

NO LIABILITY WILL BE ASSUMED BY THE STATE DEPARTMENT OF EDUCATION FOR A VENDOR'S FAILURE TO OBTAIN THE TERMS AND CONDITIONS AND ANY PROPERLY ISSUED RFP ADDENDUMS IN A TIMELY MANNER FOR USE IN THE VENDOR'S RESPONSE TO THIS RFP OR ANY OTHER FAILURE BY THE VENDOR TO CONSIDER THE TERMS, CONDITIONS, AND ANY ADDENDUMS IN THE VENDOR'S RESPONSE TO THE RFP.

The words "SEALED BID" and the bid number must be noted on the outside of your SEALED BID package. To insure that your SEALED BID is handled properly, label the exterior of your package as follows:

"SEALED BID"	BUYER: STATE DEPARTMENT OF EDUCATION SEALED BID FOR: IDAHO HIGH SCHOOL WIRELESS MANAGED SERVICE PROJECT RFP NUMBER: RFP1305W CLOSES: JUNE 28, 2013 5:00 PM MT

Send your sealed bid package to:	Department of Education PO Box 83720 Boise, ID 83720-0027
FedEx, UPS or other Couriers:	Department of Education 650 West State Street Boise, ID 83702

This RFP response is submitted in accordance with all documents and provisions of the specified Bid Number and Title detailed below. By my signature below I accept the terms, conditions and requirements contained in the RFP. As the undersigned, I certify I am authorized to sign and submit this response for the Bidder/Offeror. I further acknowledge I am responsible for reviewing and acknowledging any addendums that have been issued for this RFP.

RFP Number: RFP1305W

RFP Title: Idaho High School Wireless Managed Service Project

BIDDER/OFFEROR (Company Name) Education Networks of America, Inc. (ENA)

Tab 6. Required Documents

1. D&B Comprehensive Insight Plus Credit Report
2. Resumes of Key Personnel
3. Organizational Chart
4. Acknowledgement Form
5. Sample Performance Metrics Dashboard
6. Proposed Project Plan
7. Sample Project Management Summary Report

Dunn & Bradstreet Comprehensive Insight Plus Report

The following is the requested D&B Comprehensive Insight Plus credit report for Education Networks of America, Inc. (which includes ENA Services, LLC, a wholly owned subsidiary of Education Networks of America, Inc.). Please note, ENA disagrees with D&B's overall assessment of ENA's financial position. Because ENA is a private company, D&B does not have access to enough information to arrive at an accurate evaluation.

Small Business Solutions

Comprehensive Insight Plus Report for
EDUCATION NETWORKS OF AMERICA, INC.
Report Printed: June 11, 2013 [redacted]

Print this report
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Company Snapshot Creditworthiness Payment History & Trends Public Filings History & Operations Banking & Finance

Company Snapshot

Business Summary

Profile
EDUCATION NETWORKS OF AMERICA, INC.
1101 Mcgavock St Ste 301
Nashville, TN 37203

Tel: 615 312-6000
www.ena.com
[redacted]

Company Stats

Year started	1996
Employees	60 (55 here)
Financing	SECURED
Chief Executive	David Pierce , Ceo

[redacted]

Industry
Telephone communications

This is a **headquarters** location.
Branch(es) or division(s) exist.

The Net worth amount in this section may have been adjusted by D&B to reflect typical deductions, such as certain intangible assets.

Likelihood this company will not pay on time over the next 12 months [redacted]

Likelihood this company will experience financial stress in the next 12 months [redacted]

Timeliness of historical payments for this company** [redacted]

Industry benchmark: Slow
**Based on 44 trade experiences on file with D&B

Payment performance trend over the past 90 days [redacted]

D&B offers guidance on credit limits for this company based on its profile as well as profiles of other companies similar in size, industry, and credit usage	Get details
Evidence of bankruptcy, fraud, or criminal proceedings in the history of this business or its management	**N/A**
Noteworthy special events in this company's file	[redacted]
Total number of suits, liens and judgments in this company's file	[redacted]
Value of open suits, liens and judgments for this company	[redacted]

Value of open records refers only to 10 most recent filings for each record type.

Company Snapshot Creditworthiness Payment History & Trends Public Filings History & Operations Banking & Finance

Creditworthiness

Summary

Likelihood this company will experience financial stress in the next 12 months

[redacted]

Likelihood this company will not pay on time over the next 12 months

[redacted]

D&B Rating: --

[redacted]

Default on Payment: Financial Stress Summary

Likelihood this company will experience financial stress in the next 12 months

[redacted]

Key Factors

[redacted]

Payment within Terms: Credit Score Summary

Likelihood this company will not pay on time over the next 12 months

[redacted]

Key Factors

[redacted]

Additional Information

Financial Stress Summary

[redacted]

Credit Score Summary

[redacted]

[redacted]

Company Snapshot | Creditworthiness | Payment History & Trends | Public Filings | History & Operations | Banking & Finance

Payment History

Summary

Average payment performance trend when weighted by dollar amount [redacted]

Company's payment performance over the past 12 months compared with its peers [redacted]

Payment History Overview

[redacted]

Historical Payment Trends: PAYDEX®

Average payment performance trend when weighted by dollar amount

Last 3 months: Trend is unchanged [redacted]

Last 12 months: 20 days beyond terms
Industry benchmark: Slow [redacted]

Based on payments collected over last 12 months.
Indications of slowness can be the result of dispute over merchandise, skipped invoices, etc. Accounts are sometimes placed for collection even though the existence or amount of the debt is disputed.

Historical Payment Trends: PAYDEX® Comparison to Industry

Company's payment performance over the past 12 months compared with its peers [redacted]

[redacted]

Shows PAYDEX scores of this Business compared to the Primary Industry from each of the last four quarters. The Primary Industry is Telephone communications, based on SIC code 4813.

Payment History Details

Date Reported	Paying Record	High Credit ($)	Now Owes ($)	Past Due ($)	Selling Terms	Last Sale Within (months)
05/13	[redacted]					
05/13						
05/13						
05/13						
05/13						
05/13						
05/13						
05/13						
05/13						
05/13						
05/13						
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03/12						
02/12						
01/12						
01/12						
01/12						
12/11						
06/11						
06/11						
06/11						
06/11						

Payment experiences reflect how bills are met in relation to the terms granted. In some instances payment beyond terms can be the result of dispute over merchandise, skipped invoices, etc.
Each experience shown is from a separate supplier. Updated trade experiences replace those previously reported.

Payment Analysis By Industry

Company's dollar-weighted payments listed by the primary industries of its suppliers

Industry	Total Received (#)	Total Dollar Amount ($)	Largest High Credit ($)	Within Terms	Slow 1-30	Slow 31-60	Slow 61-90	Slow 91+
					(% of dollar amount)			
Telephone communictns	[redacted]							
Public finance								
Whol computers/softwr								
Ret mail-order house								
Radiotelephone commun								
Computer system desgn								
Mfg computers								
Mfg process controls								
Nonclassified								
Reg misc coml sector								
Data processing svcs								
Short-trm busn credit								
Misc equipment rental								
Other payment categories								
Cash experiences								
Payment record unknown								
Unfavorable comments								
Placed for collection								
With D&B								
Other								
Total in D&B's file								

There are [redacted] payment experiences in D&B's file for the most recent 12 months, with [redacted] experiences reported during the last three month period.

Company Snapshot Creditworthiness Payment History & Trends Public Filings History & Operations Banking & Finance

Public Filings

Summary of Court Actions

The following data includes both open and closed filings found in D&B's database on the subject company.

Record Type	Open Records	Open Value	Total Records	Most Recent Filing Date
[redacted]	[redacted]			

Public filing data is for informational purposes only and is not the official record. Certified copies can only by obtained from the official source.
Number and value of open records refers only to 10 most recent filings for each record type.

UCC Filings

Collateral	Type	Sec. Party	Debtor	Date Filed	Additional Details
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

Inventory including proceeds and products - Accounts receivable including proceeds and products - Assets including proceeds and products - Equipment including proceeds and products - and OTHERS	Original	[redacted]	EDUCATION NETWORKS OF AMERICA, INC.	06/11/2008	[redacted] Filed with: SECRETARY OF STATE/UCC DIVISION, DOVER, DE Latest info Received: [redacted]

The public record items contained in this report may have been paid, terminated, vacated or released prior to the date this report was printed. Any public filings displayed in red are open.

Government Activity

Activity Summary	
Borrower (Dir/Guar)	No
Administrative Debt	No
Contractor	No
Grantee	Yes
Party Excluded from Federal Program(s)	No

Possible Candidate for Socio-Economic Program Consideration	
Labor Surplus Area	N/A
Small Business	Yes (2013)
8(A) Firm	N/A

The details provided in the Government Activity section are as reported to D&B by the federal government and other sources.

Company Snapshot Creditworthiness Payment History & Trends Public Filings History & Operations Banking & Finance

History & Operations

Topic	Description
History	Detailed information on the history of a company, including background information on the management team and key principals, and information on related companies.
Corporate Family	Detailed information on all related companies, including subsidiaries, affiliates and branches.
Company Operations	Detailed information on a company's operations, including the identity of the parent company, the geographic scope of the business, and the key holdings.
Industry Classification	Details on the specific industry within which a company is classified.

History

Officer(s):	Director(s):
DAVID PIERCE, CEO	THE OFFICER(S)
REX MILLER, CFO	
JEAN SCHMIDT, SEC	

The Delaware Secretary of State's business registrations file showed that Education Networks Of America, Inc was registered as a Corporation on December 17, 1999.

Stock Ownership undetermined.

Business started 1996.

DAVID PIERCE. 2002-present active here.

REX MILLER. 1998-present active here.

JEAN SCHMIDT. 2000-present active here.

Corporate Family

Branches (US):

Education Networks of America, Inc.	846 N Senate Ave Ste 218, Indianapolis, IN	[redacted]

Company Operations

Description: Provides telephone communications, specializing in Internet connectivity services and Internet host services (100%).

Terms are Net 30 days. Sells to commercial concerns and the government. Territory : United States.

Nonseasonal.

Employees: [redacted].

Facilities: [redacted].

Location: Central business section on main street.

Branches: This business has additional branches; detailed branch information is available in D&B's linkage or family tree products.

Industry Classification

SIC		NAICS	
48130201	Internet connectivity services	517110	Wired Telecommunications Carriers
48130202	Internet host services	517110	Wired Telecommunications Carriers

Based on information in our file, D&B has assigned this company an extended 8-digit SIC. D&B's use of 8-digit SICs enables us to be more specific to a company's operations than if we use the standard 4-digit code.
The 4-digit SIC numbers link to the description on the Occupational Safety & Health Administration (OSHA) Web site. Links open in a new browser window.

Company Snapshot Creditworthiness Payment History & Trends Public Filings History & Operations Banking & Finance

Banking & Finance

Key Business Ratios

D&B has been unable to obtain sufficient financial information from this company to calculate business ratios. Our check of additional outside sources also found no information available on its financial performance.

To help you in this instance, ratios for other firms in the same industry are provided below to support your analysis of this business.

Industry Norms based on 142 establishments

	This Business	Industry Median	Industry Quartile
Profitability	[redacted]		
Return on Sales			
Return on Net Worth			
Short-Term Solvency			
Current Ratio			
Quick Ratio			
Efficiency			
Assets Sales			
Sales / Net Working Capital			
Utilization			
Total Liabilities / Net Worth			

UN = Unavailable

Finance

05/02/2013

As of May 02 2013, attempts to contact the management of this business have been unsuccessful, Outside sources confirmed operation and location of the captioned business.

Company Snapshot Creditworthiness Payment History & Trends Public Filings History & Operations Banking & Finance

Customer Service

Need help? Call Customer Service at (800) 932-0025, Monday through Friday, 8:00 AM to 6:00 PM Local Time.

- Print this report
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Resumes of Key Personnel

ENA Services, LLC, a subsidiary of Education Networks of America, Inc. (ENA)

Senior Management

David M. Pierce **CEO** ENA's Chief Executive Officer (CEO) is responsible for setting the strategic objectives for the company and managing the day-to-day operations.		
Education	**M.B.A.,** *Finance,* University of Missouri **B.S.B.A.,** *Business Administration,* University of Missouri	
Employment	**Chairman of the Board, CEO and President**, *ENA*, Nashville, TN	2002-Present
	Senior Vice President, **Global Markets**, *Vastera, Inc.*, Dulles, VA	2000-2002
	Vice President, Software Sales and Marketing, **Software & e-Business**, *International Business Machines Corporation*	1996-1999
	Various Customer Relationship Management Positions, *International Business Machines Corporation*	1984-1996
	Account Manager, *International Business Machines Corporation*	1979-1984
Experience	Mr. Pierce joined ENA in 2002, assuming day-to-day management of the company. With 30 years of successful management experience, Mr. Pierce was responsible for operations with over $3 billion in revenues as a Vice President at IBM. At Vastera Corporation, a provider of managed services to global Fortune 2000 clients, he was responsible for client acquisition, service and satisfaction as Senior Vice President, Worldwide Field Operations.	

Bob Collie **Chief Technology Officer, Senior Vice President of Technology** ENA's Chief Technical Officer (CTO) is responsible for setting the company's technical standards. Responsible for both solution development and ongoing management oversight of all technology and services throughout ENA, he works closely with the Director of Network Strategy and the Director of Network Operations to ensure ENA's connectivity and communication solutions are designed for the unique needs of education and libraries.		
Education	*Economics,* Vanderbilt University, Nashville, TN	
Employment	**Chief Technology Officer**, Senior Vice President of Technology, *ENA*, Nashville, TN	2000-Present
	Integration Project Manager, *PSINet Corp.*, Nashville, TN	1999-2000
	Chief Technology Officer/Partner, *Telalink Corporation*, Nashville, TN	1995-1999
Experience	Mr. Collie joined the ENA team in March 2000. He has significant experience both integrating new technologies and solutions into existing networks, making them faster and more reliable, and with aggressive technology deployments. Prior to joining ENA, he served as Chief Technical Officer for Telalink Corporation, a regional Internet service provider, and then as Integration Project Manager for PSINet.	

Lenny Simpson Senior Vice President, Operations ENA's Senior Vice President of Implementation is responsible for overseeing the implementation of new contracts and services, including deployment and ongoing management of all technology and services throughout ENA. The Senior Vice President focuses on enabling customers to maximize the value of their relationship with ENA through superior service and strong customer and supplier relationships.		
Education	**Executive M.B.A.**, Washington University *Engineering and General Studies*, University of Michigan, (three years completed towards degree)	
Employment	**Senior Vice President**, *ENA, Inc.,* Nashville, TN	2007-Present
	Vice President, Services Integration, *International Business Machines Corporation,* Detroit, MI	2005-2007
	Director, Service Delivery, *International Business Machines Corporation*, US and Canada	1999-2005
	Manager, Infrastructure and Architecture, *International Business Machines Corporation*, St. Louis, MO	1996-1999
	Various Positions, *International Business Machines Corporation*, St. Louis, MO, Tampa, FL, and New York, NY; held multiple positions in technical support, technical sales, marketing and project management.	1973-1996
Experience	Mr. Simpson joined ENA in 2007 as Senior Vice President after a 33 year career at IBM, where he served most recently as Vice President, Services Integration for a large multi-vendor services outsourcing agreement, In that role, he was responsible for oversight of over $1 billion in IT services. His IT management experiences span multiple disciplines from sales and marketing through services and support, and across all industry sectors.	

Rex Miller Chief Financial Officer ENA's Chief Financial Officer (CFO) is responsible for overseeing the company's financial management, including assisting customers with the E-Rate funding program.		
Education	***B.S.,*** *Accounting***,** University of Pennsylvania, Wharton School	
Employment	**Chief Financial Officer***, ENA, Inc.,* Nashville, TN	1998-Present
	Director of Finance*, Coventry Healthcare*, Nashville, TN	1996-1998
	Controller*, CPS Corporation*, Nashville, TN	1994-1996
	Audit Manager*, Arthur Andersen*, Nashville, TN	1987-1994
Experience	Mr. Miller has been with ENA since August 1998. His 16 years of finance and accounting experience help ensure that ENA has the financial strength to serve its customers well into the future. He also has extensive experience in E-Rate funding. Prior to joining ENA, he served as Director of Finance of Coventry Corporation, a $1 billion managed health care company. Mr. Miller also spent seven years as an audit manager for Arthur Andersen, LLP. Mr. Miller oversees all financial operations, including E-Rate funding efforts.	

Gayle Nelson Vice President, Customer Services ENA's Vice President of Customer Services is responsible for directing the account management teams, customer relationship management and business development activities nationwide. These teams are responsible for ensuring that customer expectations are met and achieving revenue targets.		
Education	***B.B.A.,*** *Business Administration & Religious Studies,* University of Sioux Falls	
Employment	**Vice President, Customer Services**, *ENA, Inc.*, Nashville, TN	2004-Present
	Director of Sales, *Vastera*, Inc., Dulles, VA	2001-2004
	Business Unit Executive, *Software Division*, *International Business Machines Corporation*	1997-2000
	Regional Sales Manager, *Software Division*, *International Business Machines Corporation*	1995-1997
	Sales & Systems Engineer, *Workstation and Local Area Network Technical Sales and Support*, *International Business Machines Corporation*	1990-1995
	Administrative Operations Manager, Managed Branch Office Administration and Sales Support, *International Business Machines Corporation*	1982-1990
Experience	Ms. Nelson joined ENA in 2004 bringing over 20 years of experience in sales, operations management and customer service. Prior to joining ENA, she held a variety of leadership roles at IBM and was most recently the Business Unit Executive responsible for software sales and customer service in a five-state region in the Midwest. She also served as Director of Sales at Vastera Corporation, a provider of global trade managed services to Global 2000 companies, where she was responsible for technology and managed services sales and customer relations.	

Lillian Kellogg Vice President, Client Services ENA's Vice President of Client Services is responsible for providing vision and management of ENA's Marketing and Research and Development departments and to facilitate new business development. Responsible to lead and coach the teams in the development and attainment of goals and objectives designed to increase ENA's customer satisfaction, branding, market penetration and positioning. Directs the R&D in creating new products and services, managing the lifecycle of existing products, and researching new technology solutions.		
Education	***B.A.,*** *History & Secondary Education***,** Kean University	
Employment	**Vice President, Client Services**, *ENA, Inc.,* Nashville, TN	2004-Present
	Vice President, Strategic Relations, *Thinkronize,* Cincinnati, OH	2002-2004
	Managing Partner & Founder, *The Peak Group,* Los Altos, CA	1998-2002
	President, *Education Access, a Division of School Specialty Inc.,* Sunnyvale, CA	1998
	Executive Vice President, *Education Access, a Division of School Specialty Inc.,* Sunnyvale, CA	1997-1998
	President, *Computer Plus,* Sunnyvale, CA	1984-1997
	Vice President, *Computer Plus,* Sunnyvale, CA	1982-1984
	Vice President, *United Components Inc.,* Sunnyvale, CA	1978-1982
	Sales Representative, *Texas Instruments,* San Francisco, CA	1974-1978
Experience	Ms. Kellogg has dedicated her career to education and technology and has more than 20 years of experience in working with school districts and libraries in the field of educational technology. She is a current member of the Board of Directors for the Consortium for School Networking (CoSN) and the Partnership for 21st Century Skills and a past board member of the Software and Information Industry Association (SIIA). She co-Chairs CoSN's Empowering the 21st Century Superintendent initiative and also serves as a member of the Executive and Finance Committees for CoSN and the Partnership for 21st Century Skills. Before joining ENA, she served as Vice President of Strategic Relations for netTrekker, the trusted search engine for schools. Prior to netTrekker, she founded The Peak Group, an industry-leading consultancy that published industry analysis reports on emerging technologies in education such as virtual schools and wireless technologies. She started her career as a high school teacher and has held national positions with education and library market leaders such as Encyclopedia Britannica.	

Project Management and Support Team

Implementation and Deployment

Matthew Turner **Director of Services Implementation** The Director of Services Implementation is responsible for flawless delivery of ENA services solutions to ENA's customers. The solutions are primarily in the data network and voice over IP disciplines, but also extend to videoconferencing, IT consulting, and other education-focused products and services. This Director works very closely with Field Engineering, Research and Development, Systems, Marketing, Sales and Finance to create and refine new service initiation processes and provides input to product and service optimization. The Director of Services Implementation is responsible for the day-to-day management of the Implementation Team.		
Education & Certifications	*Business Administration,* Georgia State University, Atlanta, GA **ITIL Certified**, ITSM, 2005	
Employment	**Director of Services Implementation,** *ENA*, Indianapolis, IN	2011-Present
	Partner Manager, *Railinc Corp.*, Cary, NC	2009-2011
	Sector Delivery Executive, *IBM Corp.,* Armonk, NY	1989-2009
Experience	Mr. Turner joined ENA in January of 2011 as Director of Services Implementation. Mr. Turner brings with him 22 years of complex IT service delivery management experience, spanning the finance, automotive and rail transportation industries. While Partner Manager with the Railinc Corporation, and as an application services provider for the railroad industry, Mr. Turner was responsible for managing the $26M annual IT budget and associated contracts. At the IBM Corporation, he was responsible for the end-to-end delivery of a $35M infrastructure and operations outsourcing agreement for one of IBM's largest clients. This outsourcing agreement was the first of its kind, developed and managed under a highly customized ITIL framework.	

Courtney Hulsey Senior Project Manager ENA's Implementation Senior Project Manager is responsible for successful deployment of ENA product and service offerings to individual customers from initial sale to final installation. They perform scheduling, coordinating, tracking and reporting for all assigned implementation projects; while also working closely with customers, suppliers and internal ENA teams to drive consistent, realistic expectations and ensure successful and timely task completion.		
Education	***B.S.,*** *Management; Lipscomb University* ***M.S.,*** *Information Security; Lipscomb University*	
Employment	**Senior Project Manager**, *ENA, Inc.*, Nashville, TN	2012-Present
	Project Manager, *ENA, Inc.,* Nashville, TN	2008-2012
	Order Management Specialist, *ENA, Inc.,* Nashville, TN	2008-2008
	Associate Project Manager, *ENA, Inc.,* Nashville, TN	2007-2007
	Operations Support, *ENA, Inc.,* Nashville, TN	2006-2007
Experience	In February 2006, Mrs. Hulsey joined ENA in Operations Support. She worked her way through the Operations Department gaining knowledge regarding all of ENA's product and service offerings. Mrs. Hulsey brings over five years of operations experience to ENA. Mrs. Hulsey currently manages the implementation of various ENA products and services to ensure projects are completed on time, within budget, and with high customer satisfaction.	

Joe Temple Senior Project Manager ENA's Sr. Project Manager is responsible for successful deployment of ENA circuit-based service offerings to individual customers from initial carrier cost inquiry to final installation. Performs scheduling, coordinating, tracking and reporting for all assigned implementation projects. Works closely with customers, suppliers and internal ENA teams to drive consistent, realistic expectations and ensure successful and timely task completion.		
Education	**M.S.,** *Information and Communication Sciences,* Ball State University, Muncie, IN ***B.S., Computer Technology,*** Ball State University, Muncie, IN	
Employment	**Sr. Project Manager,** *ENA, Inc.,* Indianapolis, IN	2012 - Present
	Implementation Project Manager, *ENA, Inc.,* Indianapolis, IN	2008-2012
	Telecom Project Manager, *ENA, Inc.,* Indianapolis, IN	2008
	Customer Support Engineer, *ENA, Inc.,* Orlando, FL	2007-2008
	Customer Support Engineer, *ENA, Inc.,* Indianapolis, IN	2006-2007
	Customer Support Engineer, *ENA, Inc.,* Nashville, TN,	2006
	Technical Support Consultant, *Ball State University,* Muncie, IN	2002-2005
	Owner/Consultant, *Xtreme PC Services,* Muncie, IN	2003
Experience	Mr. Temple joined ENA's Operations Team in 2006. Mr. Temple holds a Master's Degree in Information and Communication Sciences and has previously held the title of Telecom Project Manager and Implementation Project Manager at ENA. Currently, Mr. Temple is responsible for managing the successful deployment of all of ENA's service offerings to individual customers through final implementation.	

Kimberley Wales Implementation Project Manager ENA's Implementation Project Manager is responsible for the order placement and tracking of new Fiber orders, T1 circuit orders, as well as other product and services orders. Provides timely and accurate status and issues communication to customers, suppliers and all concerned ENA internal constituents. Also, monitors and recommends alternative provisioning options to drive the lowest cost solution possible for the company.		
Education	**B.B.A** *Computer Information Systems* with a minor in *Business Administration*. Middle Tennessee State University, 2005, Murfreesboro, TN	
Employment	**Implementation Project Manager**, *ENA Inc.*, Nashville TN	2012 - now
	Associate Project Manager, *ENA Inc.*, Nashville TN	2010 - 2012
	Order Management Specialist, *ENA Inc.*, Nashville TN	2008-2010
	Customer Support Analyst, *ENA Inc.,* Nashville TN	2006-2008
Experience	Mrs. Wales has worked with ENA for over 6 years, exceeding customer expectations and continually growing her knowledge of education and technology. After college, she began providing customer support in ENA's Network Operations Center. Excelling, she became ENA's Order Management Specialist, then Associate Project Manager in the Operations department. She has attended several workshops & classes around the U.S. to further her PM skills. Along the way, Mrs. Wales has gained very valuable experience in customer service, project participation and project management. Mrs. Wales was recently promoted to the Implementation Project Manager role, and along with her teammates is central to ENA's timely implementation of services.	

Dana P. Briggs Director of Customer Support The network operations center director supervises and coordinates the work efforts of the Customer Technical Assistance Center (CTAC) staff and ENA's overall incident resolution process. Actively engages in managing customer incidents throughout the organization through proactive problem identification, prescribed escalation procedures, notification procedures for incidents and problem management to prevent similar events. Focuses on continuous improvement of customer incident management processes and resources to increase customer satisfaction.		
Education	*Information Systems Management*, Dakota State University **A.S.,** *Business Administration*, National American University	
Employment	**Director of Customer Support,** ENA, Inc., Nashville, TN	2012 - Present
	Manager, Network Operations Center, *ENA, Inc.,* Nashville, TN	2008- 2012
	Manager, Technical Support & Customer Service, *PrairieWave Communications,* Sioux Falls, SD	1998-2008
Experience	Mr. Briggs has over 16 years of experience in customer support and operational duties. His prior experience included a former Fortune 500 PC manufacturer and the largest hotel and convention center in the state of South Dakota, and just before joining ENA in 2008 he worked for one of the most profitable private telecoms in the country located in the Midwest. Mr. Briggs served as the Manager of Technical Support and Customer Service managing over 90 agents for PrairieWave Communications (now Knology, Inc.) located in South Dakota. Mr. Brigg's career has focused on Technical Support, Customer Service and Network Monitoring for residential, business and education-based customers. Mr. Briggs joined ENA in February 2008 as the Network Operations Center Manager. He specializes in providing various technologies and industry best practices to resolve problems and obtain high levels of customer satisfaction. Mr. Briggs oversees all customer support, root cause analysis, vendor escalations and network monitoring for ENA.	

Patrick Connor Manager Field Operations ENA's Manager Field Operations, manages and oversees the work efforts of the Field Operations staff who maintain and support data, voice, video and wireless communication systems, and other ENA services delivered to customer premises. Ensures timely and professional field support for customer installations and repair/troubleshooting activities. Manages subcontractor relationships and balances use of ENA and subcontracted resources to deliver excellent customer service while managing to cost targets. Performs people management duties to motivate, guide, reward, and develop direct reporting staff.		
Education & Certifications	High School Bicsi RCDD Certification Candidate	
Employment	**Manager Field Operations**, *ENA, Inc.,* Nashville, TN	2013-Present
	Senior Field Service Engineer, *ENA, Inc.,* Nashville, TN	2005-2013
	Sergeant, Military Police, *Army National Guard*, Dickson, TN	1999-2005
Experience	Mr. Connor joined ENA nine years ago as part of the wireless team which is now our field operations team. As part of this team, he assists in placing new facilities for customers and focuses on the most cost effective path to install upgrades and new services. Before joining ENA he served on the management team for Taco Bell restaurants for several years. He was also a sergeant in the National Guard Military Police Corps. Duty has taken him to tours of Iraq and has mobilized him to assist with recovery immediately following Hurricane Katrina. Military training has given Mr. Connor a strong sense of duty that is exemplified in his relationships and rapport with ENA customers.	

Donald Hall Field Engineer The Field Engineer is responsible for installation of ENA network equipment on customer's premise. In addition they are also responsible for determining root problem cause and providing resolution to customers.		
Education & Certifications	**A.S.,** *Information Technology*, Boise State University **CIW v5 Associate**, 2009 **A+ IT Technician**, 2009 **FCC license GROL Call Sign PG00017353**, 2005	
Employment	**Field Service Engineer**, *ENA, Inc.,* Nashville, TN	2009-Present
	Network Administrator, *Vision Charter School*, Boise, ID	2008-2009
	Senior Field Technician, *CableOne*, Boise, ID	2005-2008
	Telecommunications Network Specialist ll, *County of Ventura, Ventura*, CA	2003-2005
	Owner/Lead Technician, *Low Voltage Specialist*, Ventura, CA	2002-2003
Experience	Mr. Hall joined ENA in September of 2009. He has over 10 years of network hardware, and cable installation experience. Mr. Hall is responsible for servicing ENA's customers in the field. Prior to joining ENA, he was the Network Administrator for Vision Charter School where he gained a feel for K-12 schools in Idaho. He also worked as a telecommunications specialist for the County of Ventura where he was responsible for the installation and maintenance of many networked systems.	

Technology

Greg Horton **Director of Information Systems** The Director of Information Systems (IS) is responsible for developing a IS strategy, and driving the IS roadmap for key projects and initiatives on an annual/on-going basis. S/He will be responsible for solution fulfillment, solution evaluation / selection, portfolio planning, & operational management. The Director of Information Systems is responsible for the execution of strategy, policies, processes, systems, projects, performance management, and day-to-day operations of the software engineering, systems engineering, and data management / reporting groups in support of company goals. S/He leads and participates in a wide range of strategic and tactical projects identifying and improving the company's processes, internal/external systems, and capabilities. S/He leads the activities of cross-functional teams to streamline/integrate processes and systems from customer request / concept through execution, delivery, and post-implementation review.		
Education & Certifications	**M.B.A.,** *Business Administration,* Middle Tennessee State University **B.B.A.,** *Information Systems,* Middle Tennessee State University Certified IT Business Manager (ITBMC) Certified Scrum Master (CSM)	
Employment	**Director of Information Systems,** *ENA Inc.,* Nashville, TN	2008-Present
	IT Project Manager, Business Intelligence, *Comdata Corp.,* Brentwood, TN	2006-2008
	IT Manager, *Flake-Wilkerson Market Insights (now Market Strategies),* Nashville, TN	2005-2006
	Sr. Systems Analyst, *Local Government Corp.,* Columbia, TN	2003-2005
	Programmer / Analyst, *Continental Life Insurance Company,* Brentwood, TN	2001-2003
	Systems Analyst, *AIG American General Life & Accident Ins. Co.,* Nashville, TN	1998-2001
Experience	Mr. Horton began working at ENA in June 2008. Prior to joining ENA, Mr. Horton was the IT Project Manager for the Business Intelligence program with Comdata Corporation. There he provided leadership, resource, and program management for the enterprise data warehousing and analytics initiatives. His breadth of experience includes the software development, infrastructure management, data management/analytics, and technical project management domains. His career has focused on partnering with business units to leverage technology solutions in support of business, operational, and strategic initiatives. Mr. Horton's responsibilities are to lead strategy and execution of ENA's business and operation support systems, managed systems infrastructure, data management / architecture, and reporting.	

Travis Wales Director of Field Operations ENA's Director of Field Operations provides direction to a team of field engineers and support analysts who install, maintain and support data communication systems. Identifies issues and appropriate course of action. Works with Network Operations and other infrastructure support personnel to resolve customer service calls within SLA guidelines and department standards.		
Education & Certifications	**B.S.,** *Computer Science,* Union University, Jackson, TN Continued Education via ENA, Inc., Improved technical & leadership skills. BICSI PM125: Telecommunications Project Management Class	
Employment	**Director of Field Operations**, *ENA, Inc.,* Nashville, TN	2012- Present
	Manager of Field Services, *ENA, Inc.,* Nashville, TN	2007-2012
	Field Engineer/Support Lead, *ENA, Inc.,* Nashville, TN	2004-2007
	Support Analyste, *ENA, Inc.*, Nashville, TN	2003-2004
	Field Service Engineer, *ENA, Inc.,* Nashville, TN	2002-2003
Experience	Travis Wales has over 10 years of experience in Telecommunications including project management, hardware procurement, installations and support. He has direct technical experience with Cisco router installation including routing and switching. Over the years, he has worked on some of ENA's largest project, delivering leadership to his team and technical support to ensure flawless delivery of services. In his role as Director of Field Operations he manages a team that installs and supports networks in 9 states with more than 5,000 ENA end sites.	

Michael McKerley **Senior Director of Technology and Innovation** ENA's Senior Director of Technology and Innovation is responsible for network backbone and voice system architecture and design as well as new product and service development. Identifies new solutions to bring to the marketplace based on customer and market research, coordinates the development of these new offerings, defines strategy for packaging and delivering both new and existing products. Works to ensure that ENA's core network and that company's overall family of solutions and services are highly scalable, usable and competitive.		
Education	**B.A.,** *English*, Vanderbilt University **B.S.,** *Physics***,** Vanderbilt University **M.F.A.,** *Creative Writing*, University of Montana	
Employment	**Senior Director of Technology and Innovation**, *ENA, Inc.*, Nashville, TN	2009-Present
	Director of Research and Development, *ENA, Inc.*, Nashville, TN	2000-2009
	Systems Architect, *ehc.com*, Nashville, TN	2000
	Unix Engineer, *Atlas Copco Computer*, Voorheesville, NY	1998-1999
	Network Consultant, Tek Systems*, Madison, WI*	1997-1998
Experience	Mr. McKerley began working with ENA in July of 2000. Prior to joining ENA, Mr. McKerley served as a consultant for the state of Wisconsin Department of Info-Tech Services, where he worked to provide managed network and technology services to over 25 different state agencies spread across the state. He has also worked as an engineer for Oracle, the software development company, and Atlas Copco, an international manufacturing conglomerate with offices throughout North America, Europe and Asia. He has considerable experience designing and deploying network-based services and products to serve the needs of distinct stakeholders.	

Simon Weller **Director of Systems Architecture** ENA's Director of Systems Architecture provides technical and business architectural and strategic oversight for development of new or enhanced products and services from concept to launch. Works with internal teams and external partners to create solutions that meet ENA business objectives and service feature requirements. Also provides high level technical expertise as a subject matter expert both internally as well as externally to current or future customers.		
Education & Certifications	CPL*(A), MEIR, Cat "C" Instructors Rating, International Aviation Academy,* Christchurch, New Zealand *Linux Professional Institute Level 2 Certification (LPIC-2)*	
Employment	**Director of Systems Architecture,** *ENA, Inc.,* Nashville, TN	2011-Present
	Director of Voice Strategy, *ENA, Inc.,* Nashville, TN	2010-2011
	Director of Product Design, ENA, Inc., Nashville, TN	2008-2010
	Product Architect, *ENA, Inc.,* Nashville, TN	2006-2008
	Senior Systems Engineer, *ENA, Inc.,* Nashville, TN	2005-2006
	Systems Engineer, *ENA, Inc.,* Nashville, TN	2004-2005
	Chief Technical Officer/Managing Director*, N2Servers, LTD,* Christchurch, New Zealand	1998-2004
	Systems Engineer*, Integrated Broadcast Systems,* Christchurch, New Zealand	1994-1998
Experience	Mr. Weller joined ENA in 2004 as part of ENA's operations team and has served in leading engineering and technical roles throughout his career. Mr. Weller bought considerable experience to ENA, including serving as CTO/Manager Director of an Application Services Provider startup for 6 years. Today, Mr. Weller oversees technical product and service enhancements for ENA's voice solutions, and systems infrastructure.	

Cory Ayers Director of Network Architecture ENA's Director of Network Strategy is responsible for defining architecture design, strategy development, implementation and administration of core network technologies, services and standards. The Director reviews, plans, designs and evaluates network systems including network analysis, engineering, and network hardware configuration.		
Education & Certifications	Microsoft Certified Professional (MCP), 1998 Microsoft Certified Professional (+ I/NT4), 1999 Microsoft Certified Systems Engineer (MCSE/NT4), 1999 Cisco Certified Network Associate (CCNA), 2000 Cisco Certified Internetwork Professional (CCIP), 2003 Cisco Certified Network Professional (CCNP), 2004 Cisco Certified Internetwork Expert (CCIE#16874), 2006	
Employment	**Director of Network Strategy**, *ENA, Inc.,* Nashville, TN	2008-Present
	Network Architect, *ENA, Inc.,* Nashville, TN	2005-2008
	Senior Network Architect, *ENA, Inc.,* Nashville, TN	2000-2005
	Administration/Technical Consultant, *InfoAdvantage*, Nashville, TN	1999-2000
	Technical Support Consultant, *TEK Systems*, Nashville, TN	1998-1999
	Systems Engineer, *Computer Wizards LLC*, Clarksville, TN	1998-2000
Experience	Mr. Ayers has been working at Education Networks of America for nearly 13 years. He has held positions on the Helpdesk, Network Engineering, and now reports to the Technology team to help ENA define new services, keep abreast of emerging technologies, and provide the highest tier support. During his long tenure, he has acquired several certifications through self-motivated study, including Cisco's CCNA, CCIP, CCNP, and CCIE -- which is the highest Cisco accolade. Prior to employment at Education Networks of America, Mr. Ayers worked as a consultant to provide network and hardware support for several companies including Deloitte and Touche, during which time he acquired Microsoft's MCP+I and MCSE certifications. He also served in the United States Army for 8 years, where he worked on electrical and mechanical systems.	

Adrian Alvarado Senior Product Manager ENA's Senior Product Manager is an integral part of the Technology and Innovation team that designs and develops new hosted and cloud-based services for ENA, participating in the review and redesign of current technologies and services throughout their lifecycle. The Senior Product Manager requires engineering expertise, ingenuity, excellent communication and presentation skills as well as a broad knowledge of a variety of Internet and communication protocols.		
Education	**B.S., Mechanical Engineering (BSME)**, Illinois Institute of Technology **Masters, Business Administration,** Illinois Institute of Technology	
Employment	**Senior Product Manager**, *ENA, Inc.*, Nashville, TN	2013 - Present
	Wireless Consultant, *Xntrico,* Chicago, IL	2009 - 2013
	Senior Project Manager, *Exelon/ComEd,* Chicago, IL	2008 - 2009
	Senior Technical Account Manager, Motorola, Libertyville, IL	2006 - 2007
	Project Engineering Consultant, *Innovar*, Chicago, IL	2001 - 2006
	Senior Manager/Product Management, *Tellabs*, Bolingbrook, IL	1999 - 2001
	Senior Manager/Product Management, *Philips*, Fremont, CA	1997 - 1999
	Dev. Engineer/Product Manager, *Motorola, Libertyville, IL*	1984 - 1997
Experience	Mr. Alvarado joined ENA in April of 2013 as Senior Product Manager for the ENA Air product line. Prior to this role, his experience spanned across product development, product management, and consulting roles for Fortune 500 clients, including mobile wireless solution assignments with US Cellular, Palm, Motorola, Tellabs, and Phillips. He led U.S. Cellular's FOTA initiative reducing OPEX by over $2.0 million; drove next-gen mobile devices for Palm and Motorola's smartphone portfolio into Verizon and Cricket accounts; led the wireless repositioning strategy of the Verity product line for Tellabs; and launched Motorola's first IS-54 based digital cellular phone for the North American market. His focus continues on product innovation and process frameworks that emphasize and drive total customer satisfaction. Adrian possesses a Bachelor's degree in Mechanical Engineering and a Master's in Business Administration from the Illinois Institute of Technology, in Chicago. He also enjoys playing basketball, softball, volleyball and volunteering in support of basic need programs for children orphanages in Latin America.	

Terry Guilyard **Product Manager** ENA's Product Manager is responsible for helping to design and develop new hosted and cloud-based services for ENA. The Product Manager participates in the review and redesign of current technologies and services throughout their lifecycle and works closely with architects and other engineers to ensure new and revamped solutions meet ENA's high availability standards and that the transition from concept to production is smooth and fully documented. The Product Manager also works closely with marketing and internal and external customers to gather functional requirements and early market feedback, and helps coordinate product releases and rollouts.		
Education & Certifications	**A.S.,** *Electrical Engineering Technology,* Penn State University Various Nortel PBX certificates Registered Microsoft Partner	
Employment	**Product Manager**, Technology & Innovation, *ENA, Inc.,* Nashville, TN	2012-Present
	Sr. Project Manager, Implementation and Deployment, *ENA, Inc.,* Nashville, TN	2008-2012
	Owner/Principal, *TGA, Inc. Computer and Communications Consulting,* Franklin, TN	2006-2008
	Director, **Voice Systems & Engineering**, *HCA,* Nashville, TN	1995-2006
	Senior Telecom Engineer & Project Manager, Telecommunications, *Ashland Oil, Inc.,* Lexington, KY	1992-1995
	Staff Manager, Product Evaluation, *GTE TestMark Laboratories*, Lexington, KY	1989-1992
	Staff Engineer, Technical Design Standards, *GTE Corporation*, Lexington, KY	1987-1989
	Senior Engineer, Digital Systems Engineering, *GTE Midwestern Telephone Operations*, Fort Wayne, IN	1985-1987
	Engineer, PBX/Special Services, *General Telephone Company of Pennsylvania*, Erie, PA	1981-1985
Experience	A seasoned professional with more than 30 years in the Information Technology (IT) and Telecommunications industries, Mr. Guilyard has worked for several Fortune 100 companies in the telecommunications, petroleum, and healthcare industries. His experience includes voice engineering, product evaluation, and telecom management. Terry has worked with numerous voice technologies including IP telephony, interactive voice response, voice messaging, call centers, and wireless voice technologies, to name a few. Prior to joining ENA, Terry was Director of Voice Systems and Engineering at a very large healthcare company where he lead the development of the voice strategy for this very diverse enterprise with over 200,000 employees and over a thousand voice systems.	

Aaron Hurt R&D Engineer ENA's Research and Development Engineer is an integral member of our Technology & Innovation Team in reviewing, redesigning current technologies and services throughout their lifecycle. The R & D engineer also designs and develops new, internally hosted and cloud-based services throughout for ENA's customers. The R & D Engineer focuses on the suite of video conferencing, distance learning, managed wi-fi, and collaboration services.		
Education	**B.S.,** *Network and Communications Management,* DeVry University	
Employment	**R&D Engineer**, *ENA, Inc.*, Nashville, TN	2012 - Present
	Senior Systems Administrator, *Franklin American Mortgage Company,* Franklin, TN	2010 - 2012
	Systems/Network Manager, *LTI Publications,* Grove, OK	2009 - 2010
	I.T. Consultant; Co-Founder/Managing Partner, *A 'n B Client Services; Flex I.T. , LLC.*, Nashville, TN	2006 - 2009
	Information Technology Manager, *Express Media Corporation/Digital Imaging, LLC*, Nashville, TN	2005 - 2006
	Remote Administrator, *UltraPresence Networks*, Bloomfield Hills, MI	2001 - 2005
Experience	Mr. Hurt joined ENA in March of 2012 as a Research and Development Engineer in the Technology & Innovation Department. Prior to this role, he was a key development and operations engineer at a Nashville-based Fortune 500 company, where he created and implemented data center transitions and wireless solutions for multiple national chains. He was also responsible for the company's virtualization and disaster mitigation strategy. At ENA, Mr. Hurt has been a key architect and development lead for the design and deployment of both ENA WebSafe and ENA Air.	

Barb Neligan Customer Product Trainer ENA's Customer Product Trainer is responsible for designing and delivering both onsite and online learning events to ensure that ENA customers have the knowledge and skills they need to successfully use ENA products. The Customer Product Trainer works closely with the Product Managers to ensure that all product information is accurate and clear. The Customer Product Trainer also works closely with marketing and internal and external customers to gather and fulfill customer training requirements.		
Education	***B.A.,*** *Theatre and Speech, University of Tennessee at Chattanooga*	
Employment	**Customer Product Trainer**, *ENA, Inc.*, Nashville, TN	2012-Present
	Instructional Design and Facilitation Consultant, Nashville, TN	1998-2011
	Training and Development Team Point Person, *Saturn Corporation*, Spring Hill, TN	1995-1998
	Instructional Designer, *Park Li Management Simulations,* Chicago, IL	1990-1994
	Instructional Designer, *Saturn Corporation*, Spring Hill, TN	1988-1990
Experience	Ms Neligan has over 20 years of experience engaging learners in both classroom and online learning events. She began her instructional design career with the Saturn Corporation in 1988 and, since that time, has had the privilege of working with a wide variety of clients including Little Planet Learning, Caterpillar, Inc., Tractor Supply, Healthways, Johnston and Murphy, and many others. Ms. Neligan began working with ENA as an instructional design/training facilitation consultant in 2004 and joined the company in 2012.	

Finance

Ward Chaffin Director of Finance ENA's Director of Finance manages all corporate accounting, insurance, cash management, taxes and budget functions. Supports CFO in other areas as needed. Ensures compliance with all federal, state, and local income, payroll, sales, property, and franchise and excise taxes; works with outside tax accountants to prepare federal and state returns. Manages the development of the annual budget and coordinates audits.		
Education & Certifications	***M.B.A.****, Finance and Operations***,** Owen Graduate School of Management, Vanderbilt University **B.B.A.,** *Finance and Accounting*, University of Notre Dame **C.P.A.,** *Certified Public Accountant*, TN (inactive)	
Employment	**Director of Finance**, *ENA, Inc.*, Nashville, TN	2000-Present
	Corporate Controller, *Women's Health Partners, Inc.*, Nashville, TN	1996-1999
	Audit Staff, *Arthur Andersen*, Nashville, TN	1992-1994
Experience	Mr. Chaffin joined ENA in 2000 as ENA's Director of Finance. Mr. Chaffin now has over 20 years of experience in accounting and finance which includes the primary responsibilities of cash management, budget development, financial reporting, audit coordination, securing insurance and overseeing tax requirements.	

April Scott Director of Tennessee Finance ENA's Director of Finance, E-Rate is responsible for all aspects of E-rate filings. Direct and manage analysis and payment of all telecommunications invoices and oversees key aspects of ENA's day-to-day finances.		
Education	***M.B.A.,*** *Accounting,* Middle Tennessee State University ***B.A.,*** *Accounting,* Florida International University	
Employment	**Director of Finance, E-Rate,** *ENA, Inc.,* Nashville, TN	1999-Present
	Controller, *Provident Music Group,* Brentwood, TN	1998-1999
	Manager of Finance, *Conventry,* Franklin, TN	1996-1998
	Treasurer, *Bankers Trust of New York*, Nashville, TN	1996
Experience	In January 1999, Mrs. Scott joined ENA as the Director of Finance for E-Rate Operations. Mrs. Scott now has over twenty years of financial and accounting experience. Mrs. Scott's primary responsibilities are managing ENA's E-Rate financial operations, overseeing key aspects of ENA's day-to-day finances and assisting customers in complying with E-Rate guidelines. She has been instrumental in obtaining in excess of $100 million in E-Rate funding approvals for ENA customers.	

Client Services

Monica Farner Director of Marketing ENA's Marketing Director plans, develops and implements marketing programs that support ENA's strategic direction, product offerings, customer satisfaction, and market penetration objectives. Leads, develops and oversees customer relationships. Also implements ENA's marketing policies, objectives and initiatives establishing operational excellence. Leads the evaluation of new consortium products and services that will assist ENA to achieve goals and enhance customer value.		
Education	***B.S.,*** *Health Care Management***,** East Tennessee State University **M.B.A.,** *Marketing & Finance, University of Tennessee*	
Employment	**Director of Marketing**, **Product Marketing Manager**, *ENA, Inc.*, Nashville, TN	2002-Present
	Product Marketing Director, *Passport Health Communications*, Franklin, TN	2000-2002
	Product Development Specialist, *Southern LINC Wireless Communications*, Atlanta, GA	1999-2000
	Program Manager, *UST Technology Group,*	1998-1999
	Director of Assessment and Planning, Director of Research and Development, Coordinator of Strategic Planning, *Health First Management and Consulting,*	1995-1998
Experience	Mrs. Farner joined ENA in 2002 and in the last eleven years has demonstrated an enthusiastic and results-oriented dedication to improving education through technology in schools and libraries across the nation. Before joining ENA, she served as the Product Marketing Director at Passport Health Communications, an industry-leading technology company dedicated to creating online technologies that improve the healthcare process for both patients and healthcare staff. Mrs. Farner is responsible for providing strategic direction, guidance and oversight for planning, developing and implementing comprehensive programs that support ENA's strategic direction, product offerings, customer satisfaction, market penetration and market presence.	

Customer Services

Garry Lough Idaho Director of Customer Services ENA's Idaho Director of Customer Services is the highest level ENA executive in Idaho with a primary focus on strategy, customer relationship management and sales that achieve state-level and overall customer satisfaction and retention as well as revenue targets. The Director is also responsible for leading the local team in generating revenue from service upgrade sales, pursuing new core and complementary business opportunities in Idaho and growing ENA's business in the western United States.		
Education	**B.A.,** *International Studies,* Idaho State University	
Employment	**Idaho Director of Customer Services**, *ENA, Inc.*, Boise, ID	2012-Present
	Communications Director, *IEN,* Boise, ID	2009-2012
	Sales Director, *LiveRez.com Inc.,* Boise, ID	2007-2009
	Director of Legislative Affairs, Superintendent of Public Instruction, *Department of Education*, Boise, ID	2007 - 2007
	Deputy Controller, *Idaho State Controller*, Boise, ID	2006 - 2007
	Executive Director, *Idaho Republican Party*, Boise, ID	2004 - 2006
	Regional Sales Manager, *Tools for Schools/Good Source Solutions*, Emmett, ID	2000 - 2004
Experience	Mr. Lough joined the ENA team in 2012 after a three year stint deploying the Idaho Education Network (IEN). While at the IEN, Mr. Lough was responsible for strategic communication and public policy efforts to the legislature, state board of education, the Idaho Department of Education, as well as schools and communities impacted by the broadband deployment of the IEN. Mr. Lough's team coordinated the training and content distribution to thousands of teachers and students across Idaho. Prior to joining the IEN, Mr. Lough was a successful sales executive with an international SAAS and online marketing company and served in a variety of public policy advisory roles in Idaho. Additionally, Mr. Lough was appointed by Governor C.L. "Butch" Otter to serve on Idaho's Workforce Development Council.	

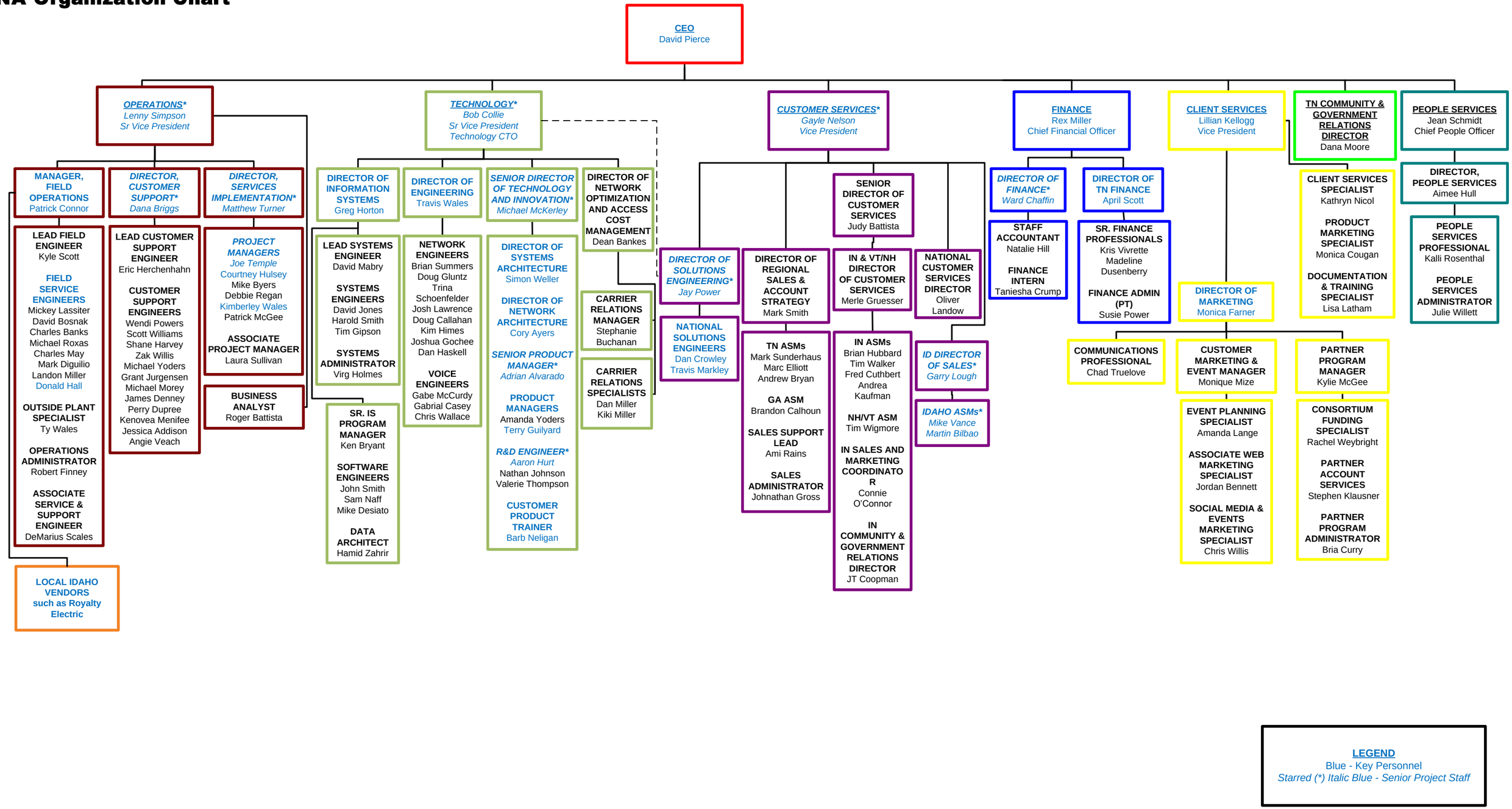
Michael Vance Account Services Manager - Idaho ENA's Account Services Manager - Idaho is responsible for building relationships in Idaho with key individuals throughout the school corporations, public libraries, and with members of the education and public sector community. ASMs are responsible for gaining the understanding of each customer's network infrastructure, voice needs, and goals, and what is required from a network or curriculum technology perspective to achieve those goals that lead to high levels of customer satisfaction, customer retention, and new revenue opportunities.		
Education	**B.B.A,** *Computer Information Systems*, Boise State University	
Employment	***Idaho Account Services Manager,*** *ENA,* Nashville, TN	2009-Present
	Director of Services, *LiveRez,* Boise, Idaho	2007-2009
Experience	Mr. Vance began working with ENA in July of 2009. Prior to joining ENA, Mike served Director of Services for LiveRez, a SAAS software provider. During his years at LiveRez he helped grow the company from one customer to over 175 customers within 16 months. Mr. Vance served as the product manager for the LiveRez solution as well as managing a team of implementation specialist. He has considerable experience in relationship cultivation, providing solutions for complex problems and executing excellent customer service. At ENA, Mike is responsible for building relationships with Idaho K – 12 school superintendents, school administrators, and technical directors to ensure the highest level of customer satisfaction with ENA's services.	

Martin Bilbao Account Services Manager - Idaho ENA's Account Service Manager for Idaho is responsible for building relationships in Idaho with key individuals throughout the school corporations, public libraries, and with members of the education and public sector community. ASMs are responsible for gaining the understanding of each customer's network infrastructure, voice needs, and goals, and what is required from a network or curriculum technology perspective to achieve those goals that lead to high levels of customer satisfaction, customer retention, and new revenue opportunities.		
Education	**B.A.,** *Public Relations*, University of Idaho	
Employment	**Idaho Account Services Manager,** *ENA, Inc.*, Nashville, TN	2011-Present
	Campaign Manager, *Brad Little for Idaho*, Boise, ID	2010
	Legislative Advisor, *Connolly & Smyser Ctd.*, Boise, ID	2007-2010
	Political & Financial Director, *Idaho Republican Party*, Boise, ID	2006-2007
Experience	Mr. Bilbao began working for ENA in January of 2010. Prior to joining ENA, Mr. Bilbao served as a campaign manager for the Lt. Governor of the State of Idaho and as a Legislative Advisor for the lobby firm of Connolly & Smyser of Boise, Idaho. Mr. Bilbao's responsibilities included strategy and management development, organization of large events and volunteer coordination as well as providing insight and intelligence regarding legislation and issues important to various clients.	

Jay Power Director of Solutions Engineering ENA's Director of Solutions Engineering directs, manages and champions a team of technical solution engineers to match our solutions with customer requirements across our national network footprint. Develops policies and strategies to improve organizational operation, drive exceptional customer support, and ensure company goals and policies are realized. The Director of Solutions Engineering is involved in solution development, implementation and procedure as it relates to the customer solution delivery to continue operational success and positive customer outcomes.		
Education & Certifications	**B.A.**, *Business Management,* Belmont University, Nashville, TN **CCNA - Cisco Certified** **CCIP – Cisco Certified**	
Employment	**Director of Solutions Engineering,** *ENA, Inc.,* Nashville, TN	2012-Present
	Director of Engineering, *ENA, Inc., Nashville, TN*	2011 - 2012
	Senior Network Engineer, *ENA, Inc.,* Nashville, TN	2008-2011
	Implementation Program Manager, *ENA, Inc.,* Nashville, TN	2008
	Network Engineer, *ENA, Inc.,* Nashville, TN	2004-2008
	Owner, *Power Net, Nashville, TN,*	2004-2004
	Manager of Field Service, *ENA, Inc.,* Nashville, TN	1999-2004
	Technician/Administrator, *Beacon Technologies Inc.,* Nashville, TN	1999-2000
Experience	Joining ENA in 2000, Mr. Power brings experience in multiple facets of network engineering, video collaboration, voice engineering, data center management, and network integration. He is an experienced engineering leader with proven record of exceeding company goals for engineering projects, process improvement, customer communication, and operational efficiency. He has been responsible for the development and implementation of district wide and statewide telecommunication contracts to integrate and deploy full-featured service oriented networks with a focus on K-12 connectivity.	

Dan Crowley Customer Solution Engineer Job Description: ENA's Customer Solution Engineer is responsible for specific pre and post sales technical account assistance and for the overall growth, retention and strategic planning of key opportunities across the United States. The CSE also participates as a customer advocate in the implementation process to ensure that the product and services' delivery matches the proposed solution.		
Education	**A.A.S.** *Computer Technologies*, Nashville State Community College, Nashville, TN	
Employment	**Customer Solution Engineer**, *ENA, Inc.,* Nashville, TN	2008-Present
	Owner, *Design Defined*, Smyrna, TN	2004-2008
	Carrier and Data Solutions ASM, *Solarcom,* Norcross, GA	2003-2004
	Senior Data Solutions Engineer, *Bellsouth*, Nashville, TN	1999-2003
Experience	Mr. Crowley joined ENA's Customer Services team in 2008 and has over 15 years of telecommunications and data experience including, serving as a Customer Solution Engineer for data and Voice over IP products for the original Regional Bell Operating Company and as a National Accounts Service Manager for a local Nashville interconnect company. At ENA, Mr. Crowley is responsible for providing design and implementation of our suite of voice and data solutions and services to our customers.	

ENA Organization Chart



LEGEND
Blue - Key Personnel
Starred (*) Italic Blue - Senior Project Staff

Acknowledgement Form

ENA acknowledges the receipt of the following amendments:

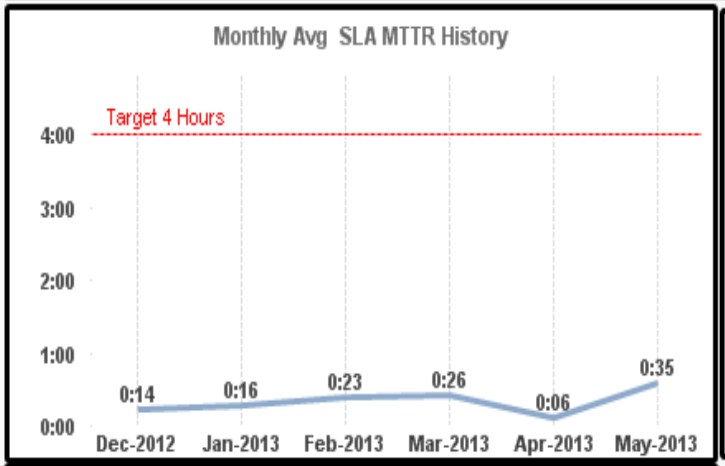
1. Amendment 1 dated June 10, 2013 with responses to questions submitted.

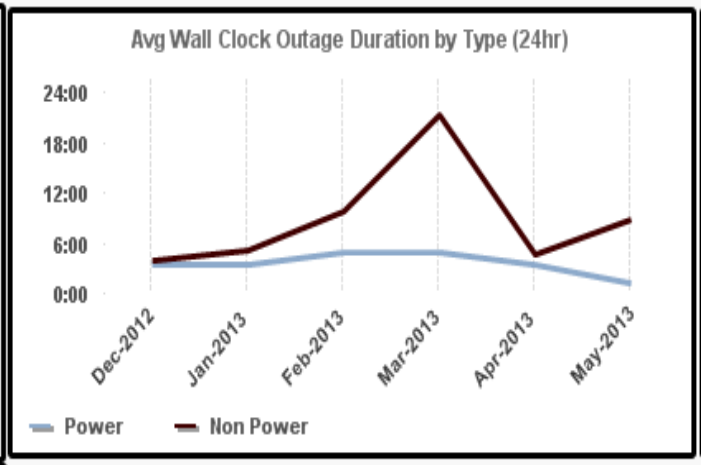
Bob Collie
SVP and CTO

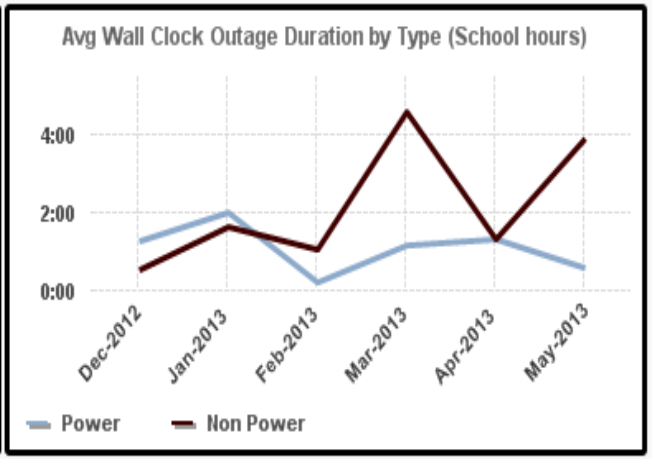
May-2013

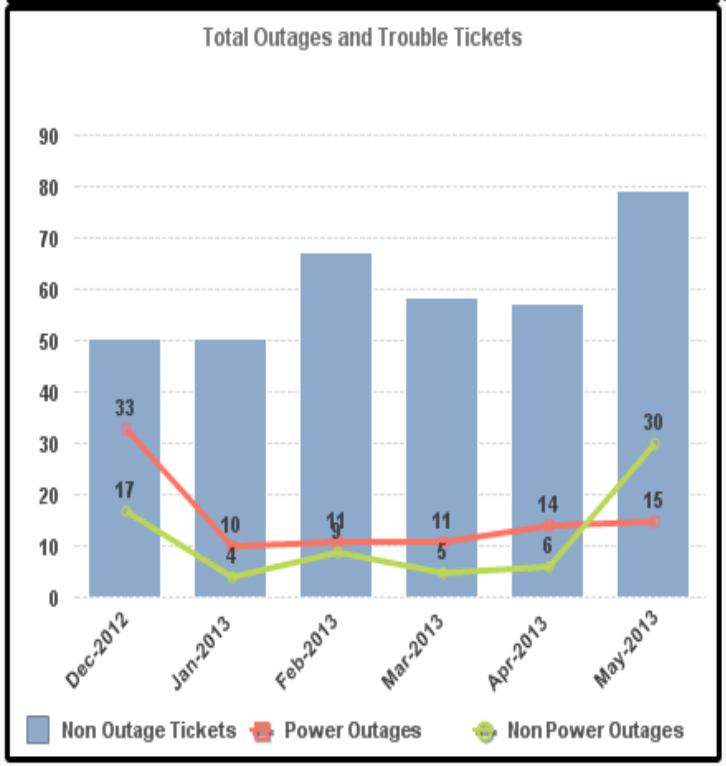
Idaho Education Network

Education Networks of America



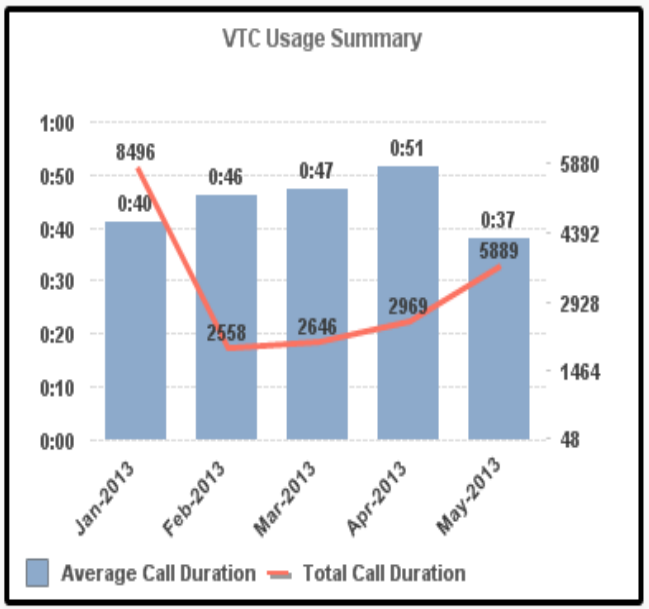






Note :On May 6th ENA caused a statewide outage during the day due to a new BGP route being added to increase backbone capacity to 10gig. On 5/13 and 5/23 there were a massive fiber cut that affected not only internet but also voice service in various markets of Idaho.

System Name	Network Address	Total Time (hrs)
Idaho School for the Deaf and Blind	96.5.138.226	796:58:40
Centennial High School	96.5.138.18	179:44:36
Eagle High School	96.5.138.20	178:27:34
Declo High School	96.5.140.50	152:47:14
Rocky Mountain High School	96.5.138.19	138:00:36
Bonneville High School	96.5.138.11	124:01:16
Hillcrest High School	96.5.138.10	119:51:42
Meridian High School	96.5.138.23	104:58:28
Council High School	96.5.139.114	99:58:42
Burley Senior HS	96.5.140.38	88:20:34
Mountain View High School	96.5.138.24	81:23:42
Rigby High School	96.5.137.122	67:58:30
Raft River High School	96.5.140.34	65:31:24
Jerome High School	96.5.136.30	64:03:14
Kamiah High School	96.5.137.43	59:09:52
Prairie High School	96.5.136.123	57:50:10
Kamiah High School Polycom	96.5.137.44	57:01:00
Weiser HS Orig 1	96.5.136.11	51:11:56
Ririe High School	96.5.137.154	50:21:54
Oakley High School	96.5.140.46	47:10:56
Highland High School (Pocatello)	-	40:56:22
Twin Falls Sr High School	96.5.136.50	40:28:50
Minico High School	96.5.139.162	36:47:30
VID1.IDLA.US	96.5.140.98	36:26:26



Sites With Reoccurring Issues

Site	CYOs	AvgMTTR
Wendell High School	3	0:20:20
Pioneer Primary School	2	1:48:00

ID		Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names
1			***Contract Signature***	1 day	Fri 7/26/13	Fri 7/26/13		
2			**Project Kickoff**	**5 days**	**Mon 7/29/13**	**Fri 8/2/13**	**1**	**ENA,SDE**
3			Kickoff Meeting	1 day	Mon 7/29/13	Mon 7/29/13		
4			Confirm communications plan and establish meeting cadence	1 day	Mon 7/29/13	Mon 7/29/13		
5			Review and revise project plan	5 days	Mon 7/29/13	Fri 8/2/13		
6			Confirm action items and owners as well as follow up plan	1 day	Mon 7/29/13	Mon 7/29/13		
7			Confirm SDE role in decision making and define protocol	1 day	Mon 7/29/13	Mon 7/29/13		
8			Finalize District Opt-in terms and process with SDE	1 day	Mon 7/29/13	Mon 7/29/13		
9			Review current risk assessment and mitigation activities	1 day	Mon 7/29/13	Mon 7/29/13		
10			Obtain existing blueprints/site drawings	5 days	Mon 7/29/13	Fri 8/2/13		
11			**Verify desired change control methodology and acceptance criteria**	**2 days**	**Mon 7/29/13**	**Tue 7/30/13**		
12			Ensure an effective communications protocol and approval tracking	2 days	Mon 7/29/13	Tue 7/30/13		
13								
14			**Ongoing Project Meetings and Reporting**	**162 days**	**Fri 8/2/13**	**Mon 3/17/14**	**1**	
15			**Internal Status Update**	**161 days**	**Fri 8/2/13**	**Fri 3/14/14**		**ENA**
49			**Weekly Progress Report**	**161 days**	**Fri 8/2/13**	**Fri 3/14/14**	**1**	**ENA**
83			**Weekly customer status update (deployment, training and service calls)**	**161 days**	**Mon 8/5/13**	**Mon 3/17/14**		**ENA,SDE**
117								
118			**Site Access Requirements**	**5 days**	**Mon 8/5/13**	**Fri 8/9/13**	**2**	**ENA**
119			Confirm and complete site access badging requirements for all ENA and ENA managed resources	5 days	Mon 8/5/13	Fri 8/9/13		
120			Verify site access hours and advance notification process	5 days	Mon 8/5/13	Fri 8/9/13		
121								
122			**Deployment Planning**	**5 days**	**Mon 8/5/13**	**Fri 8/9/13**	**2**	**ENA,SDE**

ID		Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names
123			Identify preferred sequence of site installs	5 days	Mon 8/5/13	Fri 8/9/13		
124			Identify pilot site deployments	5 days	Mon 8/5/13	Fri 8/9/13		
125			Identify preferred sequence of site surveys to support install targets	5 days	Mon 8/5/13	Fri 8/9/13		
126								
127			**Conduct site surveys**	**120 days**	**Mon 8/12/13**	**Fri 1/24/14**	**122**	**ENA,SDE**
128			Determine # of classrooms, approximate classroom size and number of students per classroom	120 days	Mon 8/12/13	Fri 1/24/14		
129			Identify all instructional areas outside of classrooms where ENA WI-FI is required, verify gymnasium/auditorium size and seating density, and establish location of the 50'x50' outside area adjacent to the school building to be covered	120 days	Mon 8/12/13	Fri 1/24/14		
130			Verify established building codes/ordinances and any special site requirements regarding make ready work	120 days	Mon 8/12/13	Fri 1/24/14		
131			Obtain IP address(es) of local domain controller/radius/LDAP server(s)	120 days	Mon 8/12/13	Fri 1/24/14		
132			**Plan AP Distribution and Placement (Heat Mapping)**	**120 days**	**Mon 8/12/13**	**Fri 1/24/14**		**ENA**
133			Document AP placement in each room (take a picture of the end location)	120 days	Mon 8/12/13	Fri 1/24/14		
134			Determine mounting bracket needed for each AP	120 days	Mon 8/12/13	Fri 1/24/14		
135			Determine the IDF/MDF switch each AP will need to connect to	120 days	Mon 8/12/13	Fri 1/24/14		
136			Document the pathway the low voltage cable will follow and include rough footage	120 days	Mon 8/12/13	Fri 1/24/14		
137			Document the number of physical firewalls along wiring path between AP and IDF/MDF	120 days	Mon 8/12/13	Fri 1/24/14		

ID		Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names
138			Document ceiling height (drop ceilings)	120 days	Mon 8/12/13	Fri 1/24/14		
139			**Plan POE Switch Placement Relative to Number of Necessary Ports and AP Locations**	**120 days**	**Mon 8/12/13**	**Fri 1/24/14**		**ENA**
140			Document switch placement in each IDF/MDF (take picture of the end	120 days	Mon 8/12/13	Fri 1/24/14		
141			Determine if there is rack space or how switch will be mounted	120 days	Mon 8/12/13	Fri 1/24/14		
142			Verify adequate electrical power availability (open 110V/220V AC and adequate wattage availability for MAX POE draw of all Aps that will use POE/POE+ per closet)	120 days	Mon 8/12/13	Fri 1/24/14		
143			Determine which IDF/MDF each switch will need to connect with	120 days	Mon 8/12/13	Fri 1/24/14		
144			**Verify Router Location and Configuration**	**120 days**	**Mon 8/12/13**	**Fri 1/24/14**		**ENA**
145			Document router location (take picture of the end location)	120 days	Mon 8/12/13	Fri 1/24/14		
146			Determine if hardware or configuration change is needed to incorporate and connect new ENA WLAN	120 days	Mon 8/12/13	Fri 1/24/14		
147			Determine routing between WLAN(s) and other local area network resources	120 days	Mon 8/12/13	Fri 1/24/14		
148			**If Not Directly Attached to IEN (i.e. If Site is Connected Via a WAN Connection to IEN, but is not the ENA/IEN Demarcation Point), Then**	**120 days**	**Mon 8/12/13**	**Fri 1/24/14**		**ENA**
149			Determine routing to IEN	120 days	Mon 8/12/13	Fri 1/24/14		
150			Work with local staff to determine DHCP scope necessary to support ENA WLAN	120 days	Mon 8/12/13	Fri 1/24/14		
151			Determine necessary on-site routing between LANs and WLAN	120 days	Mon 8/12/13	Fri 1/24/14		

ID		Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names
152			Determine if necessary ports are available on school-owned WAN router or MDF switch	120 days	Mon 8/12/13	Fri 1/24/14		
153			Produce detailed diagrams and make-ready documentation for each site from the survey results	120 days	Mon 8/12/13	Fri 1/24/14		ENA
154			Produce non-IEN router/switch requirements documentation	120 days	Mon 8/12/13	Fri 1/24/14		ENA
155								
156			**Training**	**30 days**	**Thu 8/1/13**	**Wed 9/11/13**		**ENA**
157			Connecting to the wireless solution	30 days	Thu 8/1/13	Wed 9/11/13		
158			How to obtain support	30 days	Thu 8/1/13	Wed 9/11/13		
159			Available reporting	30 days	Thu 8/1/13	Wed 9/11/13		
160								
161			**Wireless Installation and Deployment**	**140 days**	**Mon 9/2/13**	**Fri 3/14/14**	**127SS+15 days**	**ENA**
162			Develop standard equipment orders and batch as appropriate based on pilot and production deployment schedules	5 days	Mon 9/2/13	Fri 9/6/13		
163			Place pilot test equipment order	1 day	Fri 9/6/13	Fri 9/6/13		
164			Order equipment for sites expected to be deployed during first 30 days of production deployment	1 day	Fri 9/6/13	Fri 9/6/13		
165			Receive pilot site equipment	10 days	Mon 9/9/13	Fri 9/20/13	163	
166			**Pilot Test**	**11 days**	**Mon 9/23/13**	**Mon 10/7/13**	**165**	
167			Complete pilot site installation and acceptance testing (5 sites)	5 days	Mon 9/23/13	Fri 9/27/13		
168			Document "lessons learned"	2 days	Mon 9/30/13	Tue 10/1/13	167	
169			Modify deployment plan and validation testing procedures if necessary	3 days	Wed 10/2/13	Fri 10/4/13	168	
170			Review lessons learned document with customer and obtain acceptance of any deployment plan or validation testing procedure changes if necessary	1 day	Mon 10/7/13	Mon 10/7/13	169	

ID		Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names
171			**Complete Remaining Site Installations and Acceptance Testing**	**114 days**	**Tue 10/8/13**	**Fri 3/14/14**	**170**	
172			Receive site equipment	114 days	Tue 10/8/13	Fri 3/14/14		
173			Create school district wireless policy (includes SSIDs, authentication mechanism and bandwidth allocation	114 days	Tue 10/8/13	Fri 3/14/14		
174			Install new hardware in on-site ENA router for additional Ethernet port for wireless LAN (if no port currently available) *If non-IEN location, validate readiness of existing hardware	114 days	Tue 10/8/13	Fri 3/14/14		
175			Install new POE switches and cabling for AP placement	114 days	Tue 10/8/13	Fri 3/14/14		
176			Install APs	114 days	Tue 10/8/13	Fri 3/14/14		
177			**Acceptance Testing**	**114 days**	**Tue 10/8/13**	**Fri 3/14/14**		
178			Verify all APs for location register properly with ENA cloud-based controllers and WI-FI management	114 days	Tue 10/8/13	Fri 3/14/14		
179			Audit AP configuration using ENA automated configuration management tools. Verify all APs located on particular campus load appropriate school district policy	114 days	Tue 10/8/13	Fri 3/14/14		
180			Audit campus heat map with APs installed and operational to determine if any gaps in coverage exist, or if RF signal strength needs to be adjusted	114 days	Tue 10/8/13	Fri 3/14/14		
181			**Random Sample Tests**	**114 days**	**Tue 10/8/13**	**Fri 3/14/14**		
182			With ENA field equipment (or client device if available), verify authentication methodology (based on district choice)	114 days	Tue 10/8/13	Fri 3/14/14		

ID		Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names
183			With ENA field equipment (or client device if available), verify bandwidth throughput to ENA network core via http://speedtest.ena.com. Monitor test at AP, ENA district router and core to identify bandwidth bottlenecks (if any)	114 days	Tue 10/8/13	Fri 3/14/14		
184			With ENA field equipment (or client device if available), verify ability to move between APs while maintaining session	114 days	Tue 10/8/13	Fri 3/14/14		
185			While on-site, verify monitoring by disconnecting an AP and ensure the outage shows up. Reconnect AP	114 days	Tue 10/8/13	Fri 3/14/14		
186			Verify network visibility and appropriate system access from ENA field equipment (or client device if available) to local network resources (printers, online directories, file servers, etc…)	114 days	Tue 10/8/13	Fri 3/14/14		
187			Ensure site/district technical contact has current information to reach the ENA CTAC for requests or issues.	114 days	Tue 10/8/13	Fri 3/14/14		
188			**Develop Reporting Collateral**	**4 days**	**Tue 10/8/13**	**Fri 10/11/13**	**171SS**	**ENA**
189			Sites completed this reporting period and progress against full scope deployment	4 days	Tue 10/8/13	Fri 10/11/13		
190			Sites planned for completion this reporting period but still outstanding, including any causes for delay and mitigation plan, if applicable	4 days	Tue 10/8/13	Fri 10/11/13		
191			Sites planned for completion the next reporting period and full scope completion target dates through project end	4 days	Tue 10/8/13	Fri 10/11/13		

ID		Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names
192			Rolling project risk assessment with mitigation plan and current status	4 days	Tue 10/8/13	Fri 10/11/13		
193			Up/Down time reporting	4 days	Tue 10/8/13	Fri 10/11/13		

IDAHO STATE DEPARTMENT OF EDUCATION

Master Project Tracker - Wireless Implementation

Dashboard

Overall Project Completion: 29%

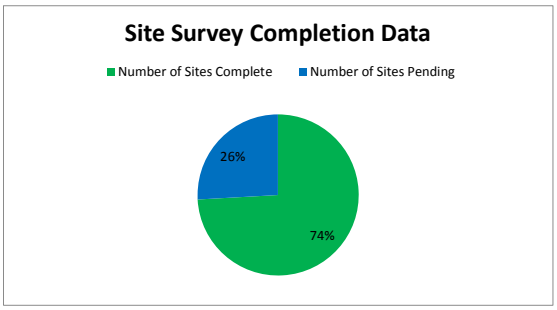
Project Health: Green

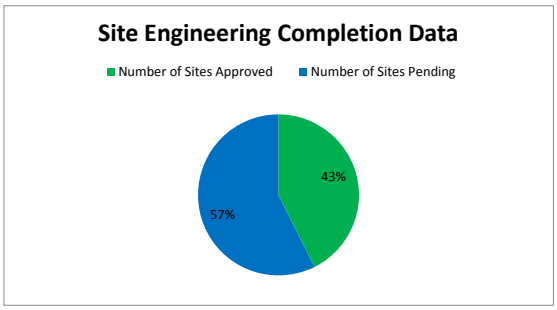
Site Survey Completion Data

Number of Sites Complete	40
Number of Sites Pending	14

Site Engineering Completion Data

Number of Sites Approved	23
Number of Sites Pending	31



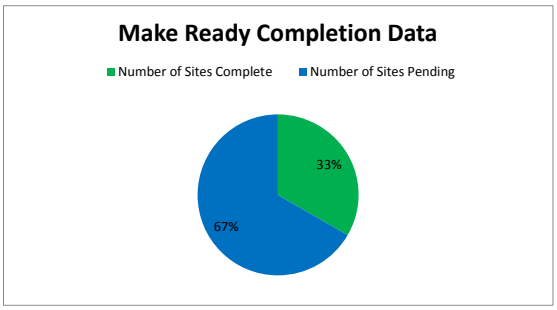


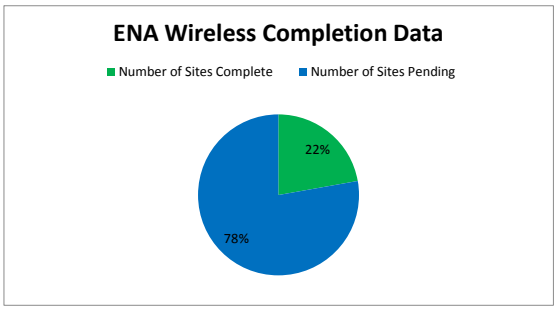
Make Ready Completion Data

Number of Sites Complete	18
Number of Sites Pending	36

ENA Wireless Completion Data

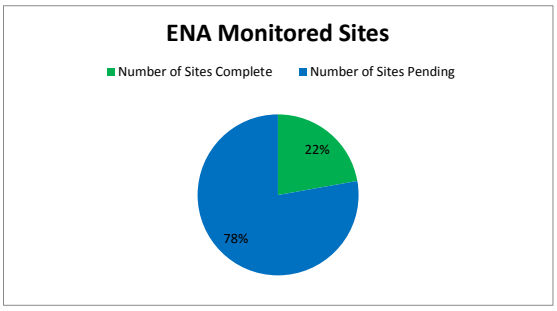
Number of Sites Complete	12
Number of Sites Pending	42





ENA Monitored Sites

Number of Sites Complete	12
Number of Sites Pending	42



Tab 7. Optional Services

Powering education, connecting communities, enabling new technologies, and safety and security are the ultimate goals of the services and solutions ENA provides. In addition to our Infrastructure as a Service suite of data, voice and video solutions, ENA delivers a set of complementary and innovative service options that enhance our connectivity, communication and collaboration suite. The comprehensive range of products and services offered by ENA provide a foundation that serves our customers in addition to connecting them. **ENA has the ability to cost-effectively deliver the following additional optional services:**

1. ENA Wide Area Network
2. ENA Internet Access
3. ENA SmartVoice and ENA SmartLink Interconnected VoIP
4. ENA Live Videoconferencing
5. ENA NetShield Firewall
6. ENA WebSafe Content Filtering
7. Gaggle E-mail Archiving
8. ENA Engineering Support
9. ENA Quality of Service (QoS) and Traffic Management
10. Consortium Partner Program Products

Please see ENA's full-line brochure in **Exhibit 5**.

1. ENA Wide Area Network

ENA provides dedicated wide area network (WAN) connectivity services, including point-to-point or point-to-multipoint WAN coverage between buildings for individual entities as requested. Speeds for this service range from T-1 (1.54 Mbps) through 10 Gigabit Ethernet and may be provided using copper or fiber facilities. ENA is an experienced service provider for the implementation and project management of a managed WAN infrastructure to support connectivity between schools, libraries or government agencies. Our WAN services deliver reliability, flexibility, scalability, increased service capacity, and reduced lease charges for telecommunications infrastructure.

2. ENA Internet Access

ENA's national backbone is an integral part of our service, which is why exceptional resilience and the ability to recover quickly from outages and disasters are key components to ENA's network design, implementation, operational management and ongoing technology testing.. To ensure overall network performance and resiliency, ENA built a MPLS-based, carrier-grade IP backbone infrastructure comprised of multiple Gigabit and ten Gigabit Ethernet connections linking our POPs together. Our network includes POPs in major Internet peering facilities in Atlanta, Chicago and Washington, DC. Connectivity to Los Angeles and Seattle for our customers is accomplished via our TransitRail partnership. ENA's backbone infrastructure is scalable to 10 Gbps and beyond and carries traffic from the client request to the proper Internet peer closest to the target resource. Our network ensures that every Internet

request and associated traffic uses an optimum path and, as a result, is handled in the most expedient manner.

Our network supports customers through a regional POP design. ENA's POPs consist of a combination of hardware, software and bandwidth management tools that maximize the value of constrained bandwidth for critical services.

ENA connects to the global Internet using diverse providers via numerous high bandwidth connections ensuring reliable Internet access even when one link or provider has trouble. ENA continually analyzes network traffic to ensure that it is delivered using the optimal path. The results of our analysis have led us to invest in a high-speed, national network backbone that includes significant network traffic peering, in-network content hosting, content caching, connectivity to national and international research and education networks (such as Internet2 and NLR) and QoS.

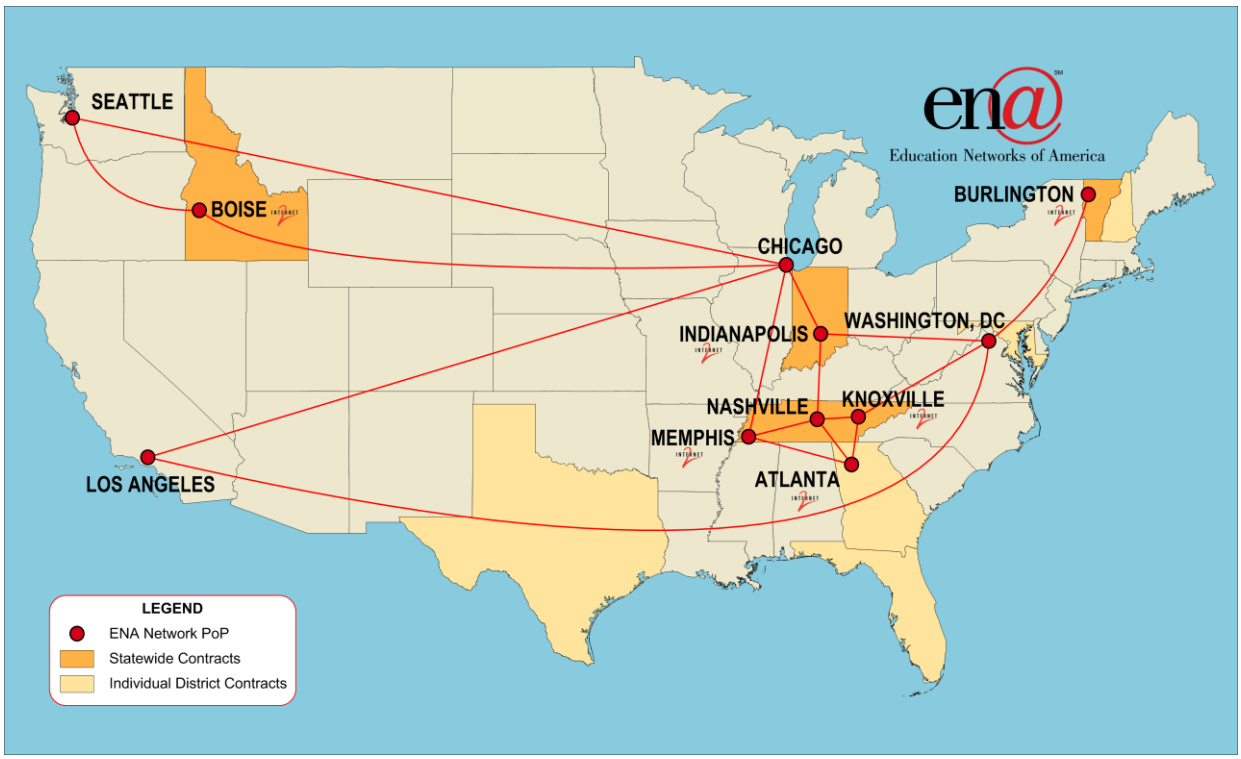


Figure 13: ENA National Network

3. ENA SmartVoice and SmartLink Interconnected VoIP

ENA's telecommunication suite offers two convenient ways to provide carrier-class, next-generation telephone service from a trusted provider of mission-critical data connectivity services. **The two options are: ENA SmartVoice *and* ENA SmartLink.**

Each solution is Priority 1 E-Rate eligible and includes many bundled features such as generous local and long distance calling, and simple, flat-rate billing. In most cases, customers have the ability to transfer or port current telephone numbers to ENA. Your ASM will help you determine if local number portability is available in your market. Customers may also choose different combinations of ENA SmartVoice and ENA SmartLink including a combination of each service at a single location.

ENA SmartVoice

A feature-rich, Interconnected VoIP or Hosted IP PBX service for customers with no existing premises-based PBX solution, or a PBX or Key System that needs to be upgraded or replaced.

ENA SmartVoice is a fully redundant Interconnected VoIP service that combines the local and long distance calling capabilities of traditional dial tone with all the next-generation phone features of a brand new IP PBX. **Designed for sites that either use Centrex today, or that have PBX or Key Systems that need to be upgraded or replaced, ENA SmartVoice helps eliminate the high capital expenditure costs of purchasing, upgrading, managing and maintaining on-premises telephony servers and equipment.**

ENA SmartVoice delivers features like voicemail, station-to-station dialing, and call-park and pickup directly to individual handsets at your site. Unlike traditional Centrex, ENA SmartVoice is a true IP replacement, offering dozens of state of the art features, like smart call forwarding and telephone integration with your computer or device. ENA has designed and built its ENA SmartVoice service using carrier-class equipment and architecture designed for 99.999% reliability in real world implementations.

Please see **Exhibit 6** for our ENA SmartVoice brochure.

Administrative Control without Administrative Headaches

Although ENA SmartVoice is a managed service, you remain in charge. Each ENA SmartVoice implementation includes an online administrative interface, where administrators can perform their own moves, adds and changes (MACs). From any connected web browser, authorized personnel can perform real-time user management, see call logs for any extension, create new call groups and hunt groups, update the telephone directory, and perform almost any other administrative task.

For larger implementations, customers can even create group or site administrators to logically split administrative tasks between multiple personnel. As part of each ENA SmartVoice implementation, ENA provides administrative training sessions to cover all the details of the intuitive but powerful ENA SmartVoice administrative interface.

Flexible Service

Available in three convenient extension types – **ENA SmartVoice Prime, ENA SmartVoice Plus, and ENA SmartVoice Pro** (all priced on a per-extension basis) – ENA SmartVoice is designed with your needs in mind. Each ENA SmartVoice implementation can include as many or as few ENA SmartVoice extensions as desired. ENA SmartVoice features a number of sophisticated call routing structures, such as auto attendants, hunt groups and automatic call distribution (ACD), so phones can be programmed to ensure incoming calls are always answered.

Unlike other Centrex and Hosted PBX offerings on the market, which involve complicated charge-per-feature billing, **all** ENA SmartVoice extensions include important telephony features users have come to rely on, such as call forward, hold, transfer, voicemail, station-to-station (n-digit) dialing, caller ID, do not disturb, redial, 3-way conferencing and last call return.

Some advanced ENA SmartVoice extensions include:

- **Time of the day/day of the week call scheduling** – Only allow inbound calls to ring your phone when you want them to, or send them to voicemail.
- **Call park and call pickup** – Easily "park" a call and pick it up at another extension; or, use group or directed call pick-up to answer calls ringing at other stations.
- **One-to-one intercom calling** – Ability to initiate a convenient intercom call to an extension within the same ENA SmartVoice environment**.**
- **Desktop PC convergence** – Control phone service from desktop applications such as web browsers and Microsoft Outlook.
- **Smart call forwarding** – Includes sequential and simultaneous ring to multiple landline or mobile phones. Allows users to route calls differently based on incoming caller ID.
- **Broadcast messaging administration** – Broadcast a voicemail message to all your voicemail users.

View the most popular ENA SmartVoice features in the table on the following page.

ENA SmartVoice: Features-at-a-Glance

	Prime	Plus	Pro
Features			
Enhanced Network Call Quality Monitoring	●	●	●
Busy Lamp Field		●	●
Caller ID	●	●	●
Call Waiting	●	●	●
Last Call Return	●	●	●
User-controlled Caller ID Restriction		●	●
Direct Inward and Outward Dial (DID/DOD)		●	●
Call Forward to Voicemail	●	●	●
Distinctive Ring	●	●	●
Call Hold	●	●	●
Call Transfer	●	●	●
Redial	●	●	●
Messaging/Music on Hold	●	●	●
3-way Conference	●	●	●
Speed Dial	●	●	●
Online Interface	●	●	●
Click-to-Call	●	●	●
Call Completion Busy Service		●	●
Anonymous Call Blocking		●	●
Bridged Line Appearance		●	●
Call Forking			●
Call Forward Variable		●	●
Call Park and Call Pick-up	●	●	●
Call Scheduling (Time of Day/Day of Week)		●	●
Local Call Recording ***			●
Smart Call Forwarding			●
External Call Transfer	●	●	●
Outbound Caller ID Block/Unblock		●	●
Remote Click-to-Call			●
ENA SmartAssistant			●
Directed Call Pick Up		●	●
Group Call Pick Up		●	●
Live Messages Screening			●
PBX Features			
Station-to-Station Dial	●	●	●
Auto Attendant*	●	●	●
Hunt/Rollover Groups*	●	●	●
Calling Plans			
Unlimited Inbound Calling	●	●	●
Local and Domestic Long Distance (Minutes)	250	Unlimited**	Unlimited**
Local Number Portability	●	●	●
Unified Messaging			
Voicemail	●	●	●
Visual Voicemail	●	●	●
Forward to E-mail	●	●	●
Message Waiting Indicator	●	●	●
Outdial Notification		●	●

*Additional charges apply. **Some restrictions may apply to unlimited minutes calling services.
Unlimited long distance applies to lower 48 U.S States only. *** Only available on the Polycom IP 650/670 phones.

Figure 14: ENA SmartVoice: Features-at-a-Glance

ENA SmartLink

A comprehensive line of SIP trunking, PRI and analog replacement solutions which provides robust voice connectivity to customer-owned PBXs and Key Systems.

The ENA SmartLink service solution is an IP trunking solution designed to provide inbound and outbound calling for customers that already have their own installed PBX or Key Systems. ENA SmartLink works just like your current telephone line service, but offers an extensive set of features and a variety of different interconnection methods to meet both current and future needs, all delivered for a single, cost-effective monthly fee.

With ENA SmartLink, most customers can keep their current telephone numbers and do not need to upgrade or change their internal telephone equipment. Your ASM will determine if Local Number Portability (LNP) is available in your market. ENA SmartLink offers crystal-clear voice clarity and carrier-class reliability. ENA SmartLink includes full E911 emergency calling capabilities, 411 information services and standard telephone book directory listings. Complex directory listings are available in certain markets. **Unlike traditional telephone company offerings, ENA SmartLink also includes unlimited local and domestic long distance, local number portability, anonymous call blocking, call waiting, caller ID, hunt groups and line rollover *at no additional charge***.

Because no network or PBX upgrades are required to begin enjoying the benefits of ENA SmartLink, environments with an existing PBX system will immediately benefit from the rich feature set and lower cost approach of our ENA SmartLink service. Please note, the use of certain features require the support of the PBX. Our simple billing method allows us to provide one-page, straightforward monthly bills.

ENA SmartLink provides dial tone service directly to your existing PBX or Key Systems. ENA SmartLink can be configured to deliver both one-way and two-way trunks and can utilize analog, PRI, or SIP handoff. We support all common North American PRI signaling methods. We provide full 23 channel PRI service; partial PRI service is not available.

The point of demarcation for ENA SmartLink service is generally in the same room where your WAN connectivity enters your building. We install an ENA-managed, ENA-owned gateway that provides analog or PRI handoff to your PBX or Key System. ENA will install its own 66 block (also called M-block) in order to provide interconnection to premises equipment.

SmartLink is offered in three different connection classes:

1. **SmartLink Analog Connections** – Inbound/outbound calls are delivered over your IP infrastructure and translated to a standard analog connection to terminate to your PBX or Key System.

2. **SmartLink PRI Connections** – Inbound/outbound calls are delivered over your IP infrastructure and translated to standard PRI to terminate to your PBX.

3. **IP SmartLink** – If your organization utilizes an IP PBX capable of SIP Trunking, ENA offers IP SmartLink that creates a direct SIP trunk between your IP PBX and ENA's voice platforms. Calls between your locations and the external world are delivered directly over these SIP trunks

which allows for more scalability. It is also much more cost-effective, as it does not require the purchase of expensive line cards or gateways.

Modem-Based Technologies and ENA Voice Services

Since ENA's telecommunications solutions utilize VoIP technology, ENA does not recommend or support the use of modem-based services on ENA SmartVoice or ENA SmartLink service. Modem-based technologies include postage machines, HVAC monitoring devices, and others. For service to those devices, as well as for service to alarm or other monitoring systems that should be able to communicate during prolonged power outages, ENA recommends the use of true, CO-powered POTS lines. For faxing, ENA recommends ENA SmartFax.

ENA SmartFax

For Fax over IP (FoIP), ENA recommends ENA SmartFax, a highly reliable, carrier-grade solution that allows seamless delivery of fax transmissions to and from the Public Switched Telephone Network (PSTN) over ENA's managed connectivity. Unlike many other FoIP solutions, ENA SmartFax buffers faxes locally before dispatching a fax into the ENA fax network for transmission. We prevent many of the frustrations associated with faxing over an IP network by using SSL over HTTP to transmit faxes instead of G.711 or other codecs designed primarily for voice communication. Upon completion of transmission, the ENA SmartFax service sends back a completion notice to the sending fax machine.

ENA SmartFax also includes an optional fax-to-e-mail service for both fax transmissions and sent notifications.

Architecture and Quality of Service for ENA Voice Solutions

ENA is a facilities-based provider of Interconnected VoIP services. ENA is able to guarantee quality of service (QoS) for your voice communication all the way to the publicly switched telephone network (PSTN) when you also select ENA as your WAN and Internet access service provider. With ENA SmartVoice and ENA SmartLink, your voice conversations connect over ENA-managed networks, where we are able to measure, monitor, and guarantee QoS for the entire phone call. ENA has interconnection agreements directly with other telephone companies, so we never have to send your voice traffic over the unmanaged Internet. Your calls travel across your local circuits to the nearest ENA POP and then across ENA's high-speed backbone directly to our PSTN partners.

ENA's telecommunications platform and switching fabric are located at the core of the ENA network. ENA provides geographically redundant nodes in carrier class facilities in two different states, each with multiple connections to the rest of the ENA network. All platform components are designed to meet 99.999% reliability standards in real-world implementations. Each platform utilizes a highly redundant and scalable architecture designed to allow for multiple failures with no degradation in service. ENA Voice services are delivered to customers via the ENA-managed Internet connections.

The following graphic illustrates ENA's geographically-redundant voice platform infrastructure.

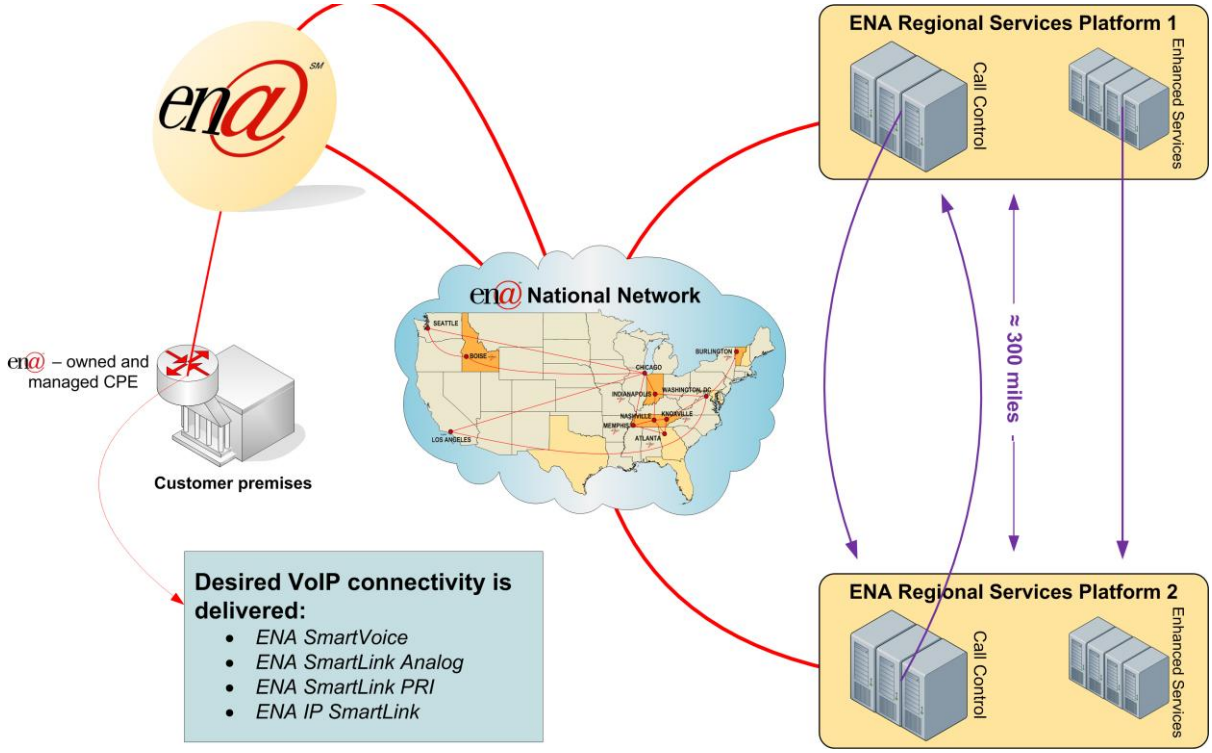


Figure 15: ENA VoIP Services Architecture

4. ENA Live Videoconferencing

ENA offers ENA Live, a new personal and classroom IP videoconferencing service and professional development and interactive video content.

A. ENA Live

ENA Live is designed to safely and cost-effectively promote and enable face-to-face distance learning, professional development, and collaboration using the computing power already present in most classroom desktop and laptop computers. It does **not** require the use of expensive, dedicated video teleconferencing hardware available from manufacturers like Tandberg and Polycom. Instead, it uses a combination of cloud-based services from ENA and a downloadable software client to enable robust HD video teleconferencing on MAC OS X, Windows, iPads and Android devices.

Point-to-Point and Multi-Person High Definition Videoconferencing

ENA Live allows registered users to call any other registered ENA Live user and participate in either person-to-person or multi-person, high definition video calls. Currently, ENA Live can host up to eight different users simultaneously in the same videoconference call. We support up to full HD quality calling using the H.264 Scalable Video Coding (SVC) codec. SVC is designed to automatically detect network throughput, latency, dropped packets and other factors that may affect real-time video quality and automatically and continuously negotiate the best picture resolution and frame rate between clients of the video call.

Inviting Guests

In addition to calling other ENA Live users or classrooms, ENA Live also makes it possible to participate in video teleconferences with guests. Guests can be parents, teachers, or faculty members in other schools who do not have an ENA Live account. Guests are not required to sign up for any service, they simply click the custom URL included in the invitation to participate in an ENA Video call, and they are prompted to automatically download the video client.

Reservationless Conferencing

Unlike traditional, hardware-based video conferencing services and solutions which have limited ports available for multi-person calling, ENA Live is designed to be available anytime, anywhere. Users are not required to reserve ports ahead of time for multi-person calls. To initiate or receive person-to-person or multi-person video calls, ENA Live users simply have to log in to the ENA Live portal.

With ENA Live, users can:

- Invite guests whether or not they use ENA Live
- Connect to H.323 legacy equipment and/or high definition video
- Share presentations and other desktop-based applications
- Participate in anytime, anywhere conferencing – without making reservations
- Record or stream their video conferences

Please see **Exhibit 7** for our ENA Live brochure.

B. Professional Development and Interactive Video Content

ENA provides customers with access to nationally recognized and comprehensive interactive video content through our partnership with the Center for Interactive Learning and Collaboration (CILC). **CILC's Content Provider Program allows customers to participate in live, interactive video teleconferences with subject matter experts, historians, educators and librarians from all around the world.**

CILC currently offers over 1,300 different interactive video content sessions from providers as diverse as the National Baseball Hall of Fame, the Seacoast Science Center, NASA, the Mt. Washington Observatory, and the Center for Puppetry Arts. Through ENA's partnership with CILC, ENA customers can schedule and access cost-effective, rich and engaging video content on numerous topics.

ENA, in collaboration with CILC, also provides a number of different webinars and professional development programs focused on getting the most benefit from a fully integrated video service.

5. ENA NetShield Firewall

As an optional service, ENA offers a comprehensive, centrally-hosted and managed firewall service including all hardware, software and support that is delivered using redundant, industry-leading firewall appliances. These devices are hosted within ENA's core network POPs and can be deployed at the local site or regional router level. In order to qualify as an E-Rate eligible Priority 1 service, the firewalls must be provided and owned by ENA. **Based on individual enhanced security requirements, we can work with each customer to develop specific implementation plans and maintenance schedules to meet your unique requirements.**

The state-of-the-art ENA NetShield solution provides rich inspection services, tracking the state of all authorized network communications and preventing unauthorized network access. Moreover, our service provides an additional layer of security via intelligent, "application-aware" security services that examine packet streams at Layers 4-7, using inspection engines specialized for many of today's popular applications. Furthermore, the ENA NetShield can provide all of these services well above Gigabit speeds, far surpassing many firewall products on the market.

The following graphic illustrates ENA NetShield's centrally hosted service:

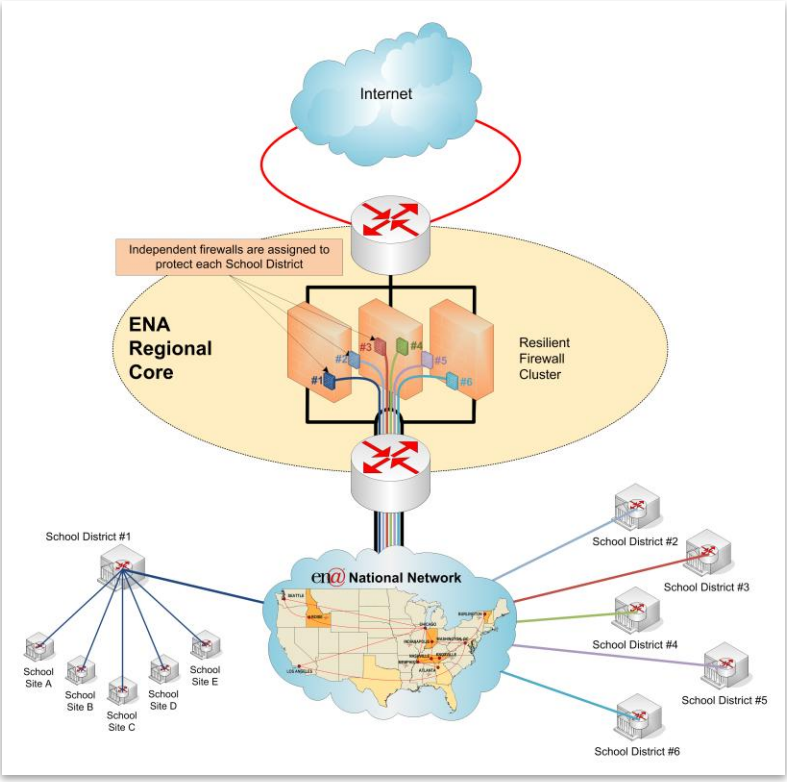


Figure 16: ENA NetShield's Centrally Hosted Service

ENA can also provide management and maintenance of customer-owned firewall appliances that can be configured to be hosted locally and perform many of the same tasks as our centrally hosted solution.

6. ENA WebSafe Content Filtering

ENA WebSafe was developed exclusively for school and library environments by listening to our customers' needs and incorporating their priorities. With this in mind, ENA WebSafe was designed around the following end user requirements:

- Protect children and enhance the educational relevancy of Internet content
- Provide maximum flexibility for local communities
- Provide maximum scalability, given that school and library Internet utilization doubles every 12-18 months
- Provide 24/7/365 real-time updates to categorization database
- Minimize administrative or technical burden on school staff but also provide robust reporting and options for local control
- Respect the professionalism and decision making of school administrators
- Support First Amendment protections for adults
- Comply with federal legislation such as CIPA

Based on these requirements, ENA will begin providing three different service options for robust content filtering in 2013: ENA WebSafe Classic, ENA WebSafe Prime and ENA WebSafe Pro. All three service options are fully managed and supported by ENA and do not require your organization to purchase or maintain any of your own hardware or software. Furthermore, they do not require end users to change their browser settings or operating system (O/S) configurations in order to receive the fullest level of protection and flexibility each of these ENA WebSafe solutions provide.

Please note that either ENA WebSafe Classic or ENA WebSafe Prime is included with ENA's managed Internet access service. Please see **Exhibit 8** for our ENA WebSafe brochure.

ENA WebSafe Classic

ENA WebSafe Classic is particularly well suited for statewide, cloud-based implementations where multiple organizations wish to share the same filtering policy. ENA WebSafe Classic provides the following core features:

- Robust HTTP filtering, based on a continuously updated database of millions of URLs, domains, and web hosts and 40+ different content categorizations
- Real-time whitelist and blacklist overrides so the organizations sharing a filtering policy can quickly apply changes to their shared filtering experience by requesting such changes through the ENA CTAC
- ENA Authorized Override (AO) for adult and other personnel with organization-granted permission to override filtering
- Request for Review built directly into the content filtering block page so organizations can easily request review of a site or suggest that a particular URL be blocked or unblocked
- Daily reporting on websites visited by AO users
- Online administration of both permanent and single-use AO usernames

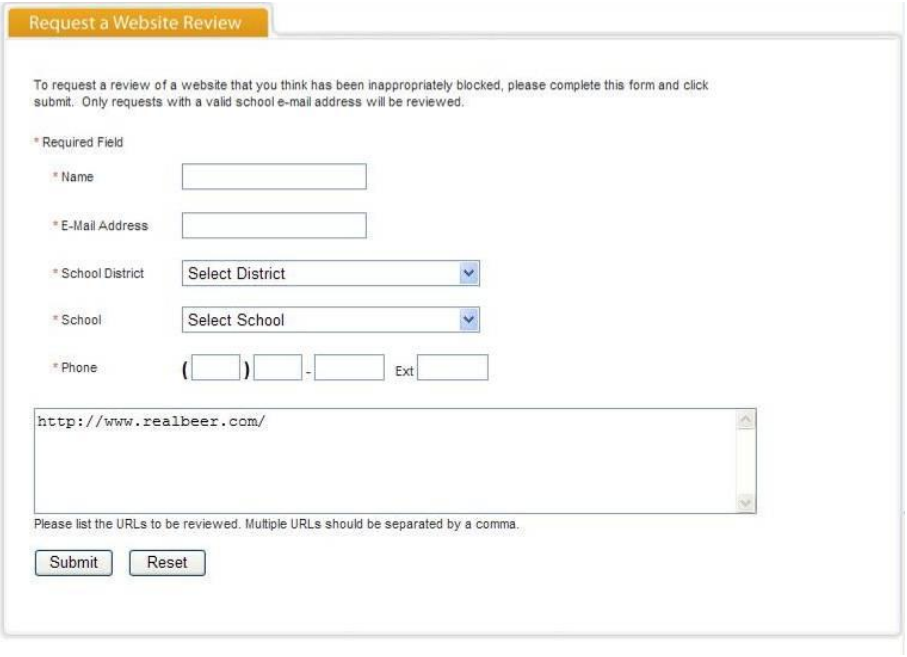


Figure 17: Online Website Review Request Form

ENA WebSafe Prime

Like Classic, ENA WebSafe Prime provides fully managed, CIPA-compliant, cloud-based filtering, but unlike Classic, each individual school district or library has complete control over its own filtering policy with ENA WebSafe Prime. Additionally, **ENA WebSafe Prime includes HTTP and HTTPS filtering, YouTube for Schools support, and robust online reporting and policy controls**. In short, with ENA WebSafe Prime, your organization will receive:

- Robust **HTTP and HTTPS** filtering, based on a continuously updated database of millions of URLs, domains, and web hosts and 40+ different content categorizations
- Online filtering policy controls available 24/7/365 so authorized personnel can make real-time changes to your organization's blocked or allowed category choices, and can update your blacklist and whitelist overrides
- ENA Authorized Override (AO) for adult and other personnel with organization-granted permission to override filtering
- Request for Review built directly into the content filtering
- YouTube for Schools support
- Online administration of both permanent and single-use AO usernames
- Customized Block Pages
- Robust online reporting by day, week, or month that will include:

Top domains and/or hostnames visited or blocked
Top content categories visited or blocked
Total URLs requested, allowed, and blocked
Websites visited by Authorized Override users, per user

ENA WebSafe Pro

ENA WebSafe Pro provides organizations the most comprehensive and scalable fully managed filtering service available on the market today. ENA WebSafe Pro includes all the features available with ENA WebSafe Prime, including HTTP and HTTPS filtering, YouTube for Schools support, and online reporting and policy control, but also includes the following enhanced functionality:

- Active Directory (or other LDAP-based user directory) integration
- Distinct filtering policies for each user group
- HTTP and HTTPS filtering on non-standard ports for enhanced anonymous proxy detection
- Time of day/day of week policy flexibility
- Protocol detection and blocking options for over 20 different protocols in addition to HTTP and HTTPS
- Enhanced reporting, including all reports available with ENA WebSafe Prime, plus

RFC 1918 address visibility and reporting
Reporting by username for both standard and AO users

ENA WebSafe Pro is licensed by user, not by machine or MAC address, and therefore provides exceptional value to schools as they adopt BYOD or 1:1 initiatives. Unlike other filtering solutions on the market, ENA doesn't charge more for filtering as the ratio of computers to students increases. This is just one of the many ways ENA encourages 21st century learning. Pricing for ENA WebSafe Pro is included the **Optional Services Pricing Section**.

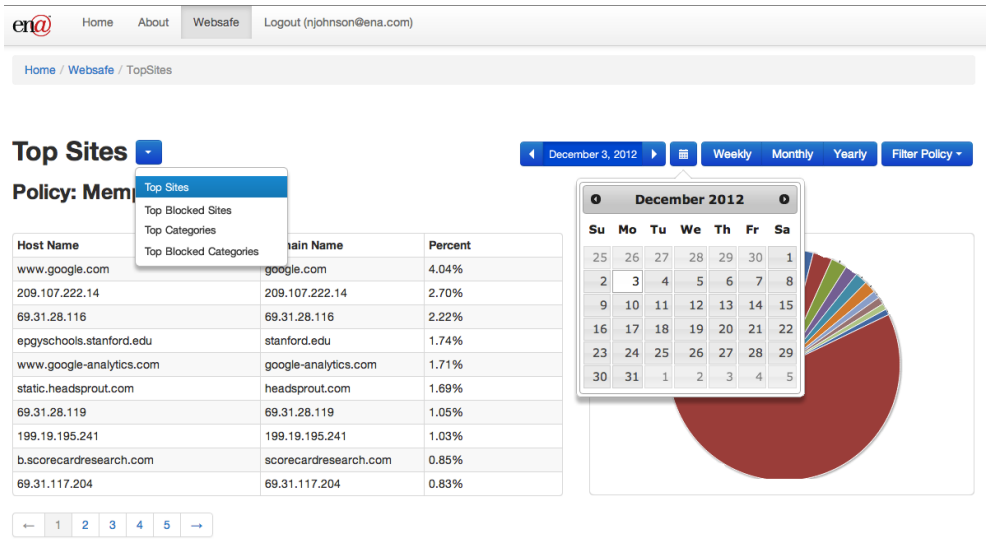


Figure 18: Online Reporting Available with ENA WebSafe Prime and Pro

ENA Authorized Override

ENA's Authorized Override service is available with all ENA WebSafe levels of service. **ENA Authorized Override is cookie-based and can detect a valid override even when an organization is using NAT (RFCs**

1631 and 3022) and Private IP addresses (RFC 1918), whereas other IP-based systems will override an entire school rather than the specific workstation requesting the override.

If an override of any URL is desired, the user simply clicks on the link on the block page marked "Authorized Override." A sign-in box will appear with a place for time period. After entering a valid password and time period, an authorized user then will receive a confirmation page that allows the user to override the filter. Local school policies and administrators determine who has access to the override passwords and how this feature is used. **The following screenshot shows the AO tool that allows individual patrons to access blocked sites:**

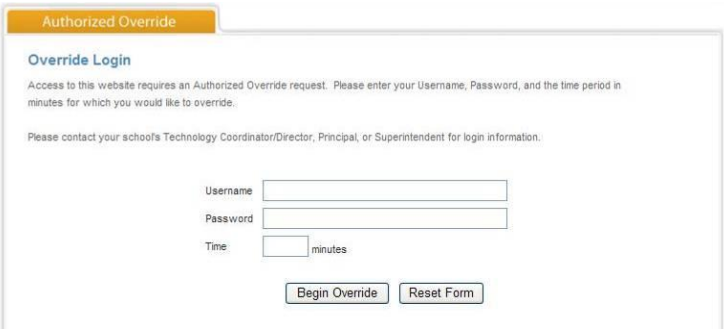


Figure 19: Online Authorized Override Request Form

To further protect the privacy of users, ENA also provides Single-Use Authorized Override. This service can be utilized anywhere computers are available to the general walk-up public. This service dynamically creates a username and password that can be used once and only once to establish an AO session. The username is included in Authorized Override reporting, but there is nothing to correlate the usage to a specific person.

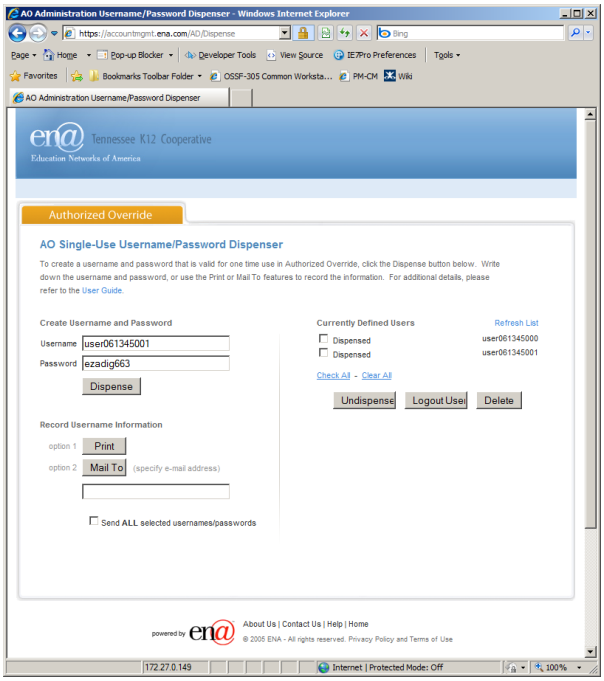


Figure 20: AO Single-Use Username/Password Dispenser

Children's Internet Protection Act Compliance

ENA WebSafe is compliant with the filtering requirements of the Children's Internet Protection Act (CIPA). We have studied and reviewed CIPA rules, compared our filtering program, including Authorized Override to those rules, and worked with third-party legal and E-Rate experts to evaluate our offering. All of these steps have contributed to our assertion that the ENA content filtering service, including our AO bypass system, is compliant with CIPA content filtering rules.

It must be noted that CIPA compliance does not end with having a compliant filtering software solution. Each school district must also establish CIPA-compliant policies and procedures related to their usage of filtering as part of any overall CIPA plan. ENA will provide technical assistance to customers to improve their understanding of the full scope of CIPA-compliance requirements.

By bringing safety into its proper perspective and focusing on the entire school mission, ENA can assist customers in bringing not only a robust safety net for children, but also a total solution designed to make the Internet a valuable place to learn and gain access to the growing number of resources and services available to all members of their communities.

7. Gaggle E-mail Archiving

Through our partnership with Gaggle, ENA offers an e-mail archiving solution that provides comprehensive archiving, retention and search and discovery capabilities that will help customers comply with recent changes to the Federal Rules of Civil Procedure (FRCP).

Highlights of the offering include:

- Automatic archiving of every message sent and received by your e-mail users
- Advanced, secure online search and discovery
- Compatibility with the most widely used e-mail platforms
- Hassle-free setup and support
- A cost-effective, reliable solution offered at competitively priced per-user subscription rates

8. ENA Engineering Support

In addition to the onsite support and service provided at no cost by ENA's Account Service Managers, Customer Solution Engineers and Field Engineers, ENA offers packages of hourly engineering support services.

Typical engagements have included Active Directory implementation, LAN assessment and review and in-building wireless implementations. By leveraging our many years of experience and outstanding record of success in directing and managing large, complex technology implementation projects, we are able to reduce costs and implementation time for our customers.

9. ENA Quality of Service (QoS) and Traffic Management

Using ENA's MPLS-based backbone, we can implement dedicated bandwidth, packet prioritization and QoS measures, collectively referred to by ENA as traffic management, across the network at your direction.

Such dedicated traffic management configurations will permit the ability to dedicate slivers of bandwidth to specific applications and/or packet types to ensure priority routing and minimize latency. These configurations and traffic management implementations maximize the availability of online testing and data collection as well as to minimize any network-attributed latency to applications such as videoconferencing, online courses, student information systems and Voice over IP.

10. Consortium Partner Program Products

ENA develops partnerships with solution providers who we believe offer best-of-breed solutions at exceptional value to our customers. Individual customers are able to take advantage of lower, volume-based negotiated prices on outstanding instructional, productivity and safety products than they would otherwise be able to qualify for individually. **The product portfolio is enhanced each year, but currently includes the following*:**

- Big Universe Online Reading and Writing Community
- BrainPOP Animated Curriculum Content
- CILC Professional Development and Interactive Video Content
- ClassLink LaunchPad Device-agnostic Cloud-based Virtual Desktop
- DefinedSTEM Project-based Learning STEM Curriculum
- Education2020 Virtual Curriculum and Instruction
- Gaggle Student E-Mail and Collaboration Tools
- Grade Results Online Courses and Credit Recovery
- Learn360 Streaming Video
- netTrekker Educational Search Engine
- School Dude Online Management Tools
- Think Through Math Online Math Intervention with Live Teachers

Please see **Exhibit 9** for detailed information on ENA's Consortium Partner Program.

*Not all products are available in all geographies ENA serves. Please check with your Account Service Manager for availability.

Tab 8. Exhibits

1. ENA Air Brochure
2. Audited Financial Statements
3. Pre-install Site Survey
4. Sample Communication Newsletter
5. ENA's Full-line Brochure
6. ENA SmartVoice Brochure
7. ENA Live Brochure
8. ENA WebSafe Brochure
9. ENA's Consortium Partner Program Brochure

INTRODUCING

ENA Air

Lighten your load and breathe easy with managed campus WiFi from ENA

Fully managed wireless networking built for the education and library environments.
So secure, available and headache-free, you'll forget **ENA Air** is even there.
Available Summer 2013.

ENA Air removes the burden of high-quality, campus-wide WiFi from your staff

ENA Air leverages ENA's proven IaaS solution model to bring complete, turnkey wireless networking to schools and libraries. By choosing **ENA Air**, your staff will be freed from the substantial headaches, labor and training investment that can come with do-it-yourself WiFi. Instead, **ENA Air** takes care of every step of creating, deploying and managing a robust wireless network:

- **INFRASTRUCTURE**. **ENA Air** includes the total cost of all access points, Ethernet cabling, PoE switching and other hardware.
- **DESIGN**. **ENA Air** includes both the physical layer design of the wireless spectrum as well as the design of the wireless security and network access policies, including integration with local user database and **ENA Air** captive portal.
- **COMPLETE INSTALLATION and IMPLEMENTATION** of all of the above.
- **TOTAL SUPPORT and MAINTENANCE**. Best of all, **ENA Air** comes with ENA's ever-vigilant, industry-leading support and management model which means you get ongoing monitoring, troubleshooting, break fixes, design alteration (as and if required), change management and 24x7x365 customer technical support.

ENA Air also offers the option of a technology refresh with each contract renewal, so you'll never have to worry about equipment becoming outdated and obsolete–just another way ENA keeps you ahead of the curve.

Complete control and visibility when—and if—you want it

ENA Air is designed for mixed-use networks supporting multiple users utilizing many different types of mobile devices, providing each with access to selected internal, district-wide and web-based applications. While you'll have all the expertise and support of a trusted, education-focused, managed IaaS provider, you'll also have the flexibility and visibility of a locally-owned solution. **ENA Air**'s online analytics and reporting let you know exactly what's happening on your wireless network while split horizon management allows you to easily manage and make changes to your deployment and access parameters if you'd rather not contact ENA to do it (though we're always—that's 24x7x365 always—ready and willing to help!).

Full Features and Technical Specifications

Currently Available

→ **ENA Air** utilizes ENA's highly available, geographically redundant datacenters for cloud-based wireless management and control, but each **ENA Air** implementation is designed to function seamlessly even if connectivity to our redundant core is lost

→ Full 802.11a/b/g/n 2.4Ghz and 5Ghz wireless networking (latest RF frequencies and IEEE protocols) for all areas to be served

→ Design, installation, and ongoing management and monitoring of the managed wireless networking solution for the life of the service contract

→ Automatic software updates to all ENA-owned components of the service throughout the service contract, based on ENA testing and customer-requested functionality

→ All necessary wired switches, corresponding network design, and installation to:

(a) Provide Power over Ethernet (PoE) and wired Ethernet connectivity to the locally installed wireless Access Points, and

(b) Integrate the **ENA Air** Wireless LAN (WLAN) service with the Local Area Network (LAN), for access to local resources such as printers and file servers as required

→ All necessary cabling from the ENA-owned switches to each access point, if cabling is not provided by the district (minimum cabling standard is CAT 5e)

→ All necessary SSID, wireless security and wireless policy design, implementation and ongoing management, as required, to meet the evolving onboarding and security requirements of the district

→ Integration with local or shared user credentials database, including **ENA Air** captive portal, for wireless network authentication

→ DHCP for wireless devices, if desired, including whatever Layer 2 or 3 integration is required to provide routing between WLAN and LAN subnets

→ Ability to overlay and co-exist with currently installed legacy WiFi

→ Optional rogue AP identification and elimination

→ 24x7x365 proactive monitoring, maintenance and replacement; upon failure or malfunction of any ENA component of the service, ENA will not only replace but actually install the device as quickly as possible

Coming Summer 2013 – Comprehensive online visibility and control for authorized technology staff, including:

→ Full analytics and reporting for:

- Distribution by client type
- Maximum concurrent clients per SSID and RF frequency
- Historical peak clients per SSID and RF frequency
- Total wireless usage by username/device

Coming Late 2013 / Early 2014 – Planned **ENA Air** enhancements include:

→ "Split horizon" management so local technology staff can make real-time changes to wireless security or access parameters

→ Integration with ENA's upcoming mobile device management service when it becomes available

→ Full Layer 4-7 application utilization reporting for your **ENA Air** wireless implementation

Contact us today!

For more information about **ENA Air**, contact your ENA Account Service Manager or visit our website at **www.ena.com**.

General Inquiries: 866-615-1101 | info@ena.com Support: 866-612-2880 | support@ena.com

About ENA

ENA is the leading provider of managed Infrastructure as a Service (IaaS) solutions to school systems, libraries and governments. In 1996, ENA created one of the first statewide K-12 networks in the U.S. and has earned a reputation as experts in the design, deployment and management of data, voice and video solutions. Today, ENA manages multiple statewide and district-wide education and library networks, including 11 of the largest school systems in the country, successfully serving over 5,200 end sites, 555 school districts and 295 libraries, more than 2.5 million students, educators and administrators, and 3.6 million librarians and patrons. For more information, please visit **www.ena.com**.

ena℠ Education Networks of America

ENA HOLDING CORPORATION AND SUBSIDIARIES

CONSOLIDATED FINANCIAL STATEMENTS

December 31, 2012, December 31, 2011,
and December 16, 2011

ENA HOLDING CORPORATION AND SUBSIDIARIES
Nashville, Tennessee

CONSOLIDATED FINANCIAL STATEMENTS
December 31, 2012, December 31, 2011,
and December 16, 2011

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Crowe Horwath LLP
Independent Member Crowe Horwath International

INDEPENDENT AUDITOR'S REPORT

To the Stockholders
ENA Holding Corporation and Subsidiaries
Nashville, Tennessee

Report on the Financial Statements

We have audited the accompanying consolidated financial statements of ENA Holding Corporation and Subsidiaries (the Company), which comprise the consolidated balance sheets as of December 31, 2012, December 31, 2011, and December 16, 2011, and the related consolidated statements of income, changes in stockholders' equity, and cash flows for the year ended December 31, 2012, the period from December 17, 2011 [redacted] to December 31, 2011 [redacted] and the period from January 1, 2011 to December 16, 2011 [redacted] and the related notes to the financial statements.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these consolidated financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on these consolidated financial statements based on our audits. We conducted our audits in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the consolidated financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the consolidated financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the consolidated financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the consolidated financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the consolidated financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

(Continued)

Opinion

In our opinion, the consolidated financial statements referred to above present fairly, in all material respects, the financial position of ENA Holding Corporation and Subsidiaries as of December 31, 2012, December 31, 2011, and December 16, 2011, and the results of their operations and their cash flows for the year ended December 31, 2012, the period from December 17, 2011 [redacted] to December 31, 2011 [redacted]), and the period from January 1, 2011 to December 16, 2011 [redacted] in accordance with accounting principles generally accepted in the United States of America.

Other Emphasis of Matter

As discussed in Note 1 to the financial statements, [redacted]
Our opinion is not modified with respect to this matter.

Crowe Horwath LLP

Crowe Horwath LLP

Brentwood, Tennessee
March 22, 2013

ENA HOLDING CORPORATION AND SUBSIDIARIES
CONSOLIDATED BALANCE SHEETS
December 31, 2012, December 31, 2011, and December 16, 2011 [redacted]

	December 31, 2012	December 31, 2011	December 16, 2011 [redacted]
ASSETS			
Current assets			
Cash and cash equivalents	$ [redacted]	[redacted]	[redacted]
Accounts receivable	[redacted]	[redacted]	[redacted]
Prepaid and other current assets	[redacted]	[redacted]	[redacted]
Deferred income taxes	[redacted]	[redacted]	[redacted]
Accounts receivable, other	[redacted]	[redacted]	[redacted]
Total current assets	[redacted]	[redacted]	[redacted]
Property and equipment, net	[redacted]	[redacted]	[redacted]
Goodwill	[redacted]	[redacted]	[redacted]
Trademarks and other intangibles, net	[redacted]	[redacted]	[redacted]
Customer contracts, net	[redacted]	[redacted]	[redacted]
Customer relationships, net	[redacted]	[redacted]	[redacted]
Deferred finance charges	[redacted]	[redacted]	[redacted]
Total assets	$ [redacted]	[redacted]	[redacted]
LIABILITIES AND STOCKHOLDERS' EQUITY			
Current liabilities			
Accounts payable	$ [redacted]	[redacted]	[redacted]
Accrued liabilities	[redacted]	[redacted]	[redacted]
Current portion of term loans	[redacted]	[redacted]	[redacted]
Deferred revenue	[redacted]	[redacted]	[redacted]
Total current liabilities	[redacted]	[redacted]	[redacted]
Long-term liabilities			
Line of credit	[redacted]	[redacted]	[redacted]
Non-current portion of term loans	[redacted]	[redacted]	[redacted]
Deferred income taxes	[redacted]	[redacted]	[redacted]
Stockholders' equity (Note 7)			
Common stock, no par value; [redacted] as of December 31, 2012 and December 31, 2011	[redacted]	[redacted]	[redacted]
Additional paid-in capital	[redacted]	[redacted]	[redacted]
Retained earnings	[redacted]	[redacted]	[redacted]
Total stockholders' equity	[redacted]	[redacted]	[redacted]
Total liabilities and stockholders' equity	$ [redacted]	$ [redacted]	$ [redacted]

See accompanying notes to consolidated financial statements.

ENA HOLDING CORPORATION AND SUBSIDIARIES
CONSOLIDATED STATEMENTS OF INCOME
For the year ended December 31, 2012, the period December 17, 2011 through December 31, 2011, and the period from January 1, 2011 through December 16, 2011 [redacted]

	Year Ended December 31, 2012	Period from December 17, 2011 through December 31, 2011	Period from January 1, 2011 through December 16, 2011 [redacted]
Revenues	$ [redacted]	$ [redacted]	$ [redacted]
Operating expenses			
Network expenses	[redacted]	[redacted]	[redacted]
Payroll and benefits	[redacted]	[redacted]	[redacted]
Selling, general and administrative expenses	[redacted]	[redacted]	[redacted]
Depreciation and amortization expenses	[redacted]	[redacted]	[redacted]
Gain (loss) on disposal of assets	[redacted]	[redacted]	[redacted]
Total operating expenses	[redacted]	[redacted]	[redacted]
Income from operations	[redacted]	[redacted]	[redacted]
Other income and (expenses)			
Interest income	[redacted]	[redacted]	[redacted]
Interest expense	[redacted]	[redacted]	[redacted]
Total other income and expenses	[redacted]	[redacted]	[redacted]
Income before income tax expense	[redacted]	[redacted]	[redacted]
Income tax expense (benefit)			
Current	[redacted]	[redacted]	[redacted]
Deferred	[redacted]	[redacted]	[redacted]
Total tax expense	[redacted]	[redacted]	[redacted]
Net income	$ [redacted]	$ [redacted]	$ [redacted]

See accompanying notes to consolidated financial statements.

ENA HOLDING CORPORATION AND SUBSIDIARIES
CONSOLIDATED STATEMENTS OF CHANGES IN STOCKHOLDERS' EQUITY
For the year ended December 31, 2012, the period December 17, 2011 through December 31, 2011,
and the period from January 1, 2011 through December 16, 2011 [redacted]

	Common Stock		Common Stock Subscription Notes Receivable	Additional Paid-in Capital	Preferred Stock		Retained Earnings	Total Stockholders' Equity
	Shares	Amount			Shares	Amount		
Predecessor:								
Balance at January 1, 2011	[redacted]							
Preferred shareholder dividends								
Subscription notes paid								
Option/warrant compensation expense								
Excess benefit from exercise of stock options and warrants								
Subscription notes receivable								
Net income for the period January 1, 2011 through December 16, 2011								
Balance at December 16, 2011								
Successor:								
Initial capitalization, as of December 16, 2011 [redacted]	[redacted]							
Net income for the period December 17, 2011 through December 31, 2011								
Balance at December 31, 2011								
Option / restricted stock compensation expense								
Net income								
Balance at December 31, 2012								

See accompanying notes to consolidated financial statements.

ENA HOLDING CORPORATION AND SUBSIDIARIES
CONSOLIDATED STATEMENTS OF CASH FLOWS
For the year ended December 31, 2012, the period December 17, 2011 through December 31, 2011, and the period from January 1, 2011 through December 16, 2011[redacted]

	Year Ended December 31, 2012	Period from December 17, 2011 through December 31, 2011	Period from January 1, 2011 through December 16, 2011
Cash flows from operating activities	[redacted]		
Net income			
Adjustments to reconcile net income to net cash from operating activities			
Depreciation expense			
Amortization expense			
Stock compensation expense			
Excess benefit from exercise of stock options and warrants			
(Gain) loss on disposal of assets			
Deferred income taxes			
Changes in assets and liabilities			
Accounts receivable			
Prepaid and other current assets			
Accounts payable			
Accrued liabilities			
Deferred revenue			
Net cash from operating activities			
[redacted]	[redacted]		
Cash flows from financing activities	[redacted]		
Principal payments on long-term debt			
Subscription notes receivable			
Borrowings on line of credit			
Principal payments on line of credit			
Payment of deferred financing costs			
Equity contribution for acquisition of business			
Proceeds from long-term debt			
Net cash from financing activities			
Net change in cash and cash equivalents			
Cash and cash equivalents at beginning of year			
Cash and cash equivalents at end of year			
Supplemental disclosures of cash flow information			
Cash paid during the year:			
Interest	[redacted]		
Income taxes			

See accompanying notes to consolidated financial statements.

NOTE 1 - NATURE OF OPERATIONS

Organization: The Company is primarily engaged in the business of providing information technology services including enhanced Internet access and content delivery services. The Company has contracts to provide its services to [redacted] The contracts are funded by state and local governments and the Federal E-Rate program.

Education Networks of America, Inc. was originally established May 28, 1996, as Education Networks of America, LLC (the "LLC"), a Tennessee Limited Liability Company. [redacted]

ENA Services, LLC ("Services") was created on January 26, 2006, as a Delaware Limited Liability Company. Services is primarily engaged in the business of providing telecommunications services including Internet access and voice services. Services is a wholly owned subsidiary of Education Networks of America, Inc.

Basis of Presentation: Information referred to as [redacted] in the consolidated financial statements represent [redacted]

[redacted]

NOTE 1 - NATURE OF OPERATIONS (Continued)

Assets acquired:
- Cash and cash equivalents
- Accounts receivable
- Deferred tax asset
- Prepaid and other assets
- Property and equipment
- Goodwill
- Trademarks and other intangibles
- Customer relationships
- Customer contracts

Less liabilities assumed:
- Accounts payable, accrued expenses and other liabilities
- Deferred revenue
- Deferred tax liability

Fair value of net assets acquired

[redacted]

NOTE 2 - SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

The Company prepares its consolidated financial statements in accordance with accounting principles generally accepted in the United States of America. Significant accounting policies are as follows:

Principles of Consolidation: The accompanying consolidated financial statements include the consolidated operations [redacted] All significant intercompany transactions have been eliminated.

Revenue and Expense Recognition: The Company recognizes revenue based upon the type of service it performs. [redacted] performed. Expenses are recorded as incurred. The Company estimates [redacted] Revenues received under E-Rate funding are subject to future audits by the Federal Communications Commission ("FCC"). [redacted]

NOTE 2 - SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (Continued)

Cash and Cash Equivalents: For the purpose of the statement of cash flows, cash includes cash and cash equivalents with original maturities of 90 days or less. The Company's cash deposits are with financial institutions and exceed federally insured amounts.

Accounts Receivable: [redacted] Management establishes a reserve for losses on its accounts based on historic loss experience and current economic conditions. [redacted]

Prepaid Expenses and Other Current Assets: [redacted]

Property and Equipment: Property and equipment was recorded at fair value [redacted]

Depreciation and amortization is computed using the straight-line method over the estimated useful lives of the related assets, which are as follows:

Computer Equipment	3 years
Computer Software	3 years
Office Equipment	5 years
Leasehold Improvements	4-5 years

Goodwill and Other Intangible Assets: Goodwill results from business combinations and represents the excess of the purchase price over the fair value of acquired tangible assets and liabilities and identifiable intangible assets. Goodwill is assessed at least annually for impairment, and any such impairment will be recognized in the period identified. Management has determined that there was no goodwill impairment.

Other intangible assets consist of trademarks, customer contracts and customer relationships. These assets are amortized using the straight line method over their estimated useful lives which range from 9-15 years. Intangible assets are assessed at least annually for impairment, and any such impairment will be recognized in the period defined.

NOTE 2 - SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (Continued)

Deferred Finance Charges: Direct costs incurred related to obtaining loans from banks and other creditors are capitalized and amortized using the effective interest method, quarterly over the corresponding loan terms. [redacted].

Accounting for the Impairment or Disposal of Long-Lived Assets: In accordance with FASB ASC 360, "Impairment or Disposal of Long-Lived Assets," the Company evaluates the carrying value of long-lived assets whenever significant events or changes in circumstances indicate the carrying value of these assets may be impaired. The Company evaluates potential impairment of long-lived assets by comparing the carrying value of the net assets to the expected net future cash inflows resulting from use of the assets. Management believes [redacted]

For purposes of computing the above [redacted]

For purposes of computing the above [redacted]

Income Taxes: The provision for income taxes is based on income recognized for financial statement purposes and includes the effects of temporary differences between such income and that recognized for tax return purposes. [redacted]

NOTE 2 - SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (Continued)

A tax position is recognized as a benefit only if it is “more likely than not” that the tax position would be sustained in a tax examination, with a tax examination being presumed to occur. The amount recognized is the largest amount of tax benefit that is greater than 50% likely of being realized on examination. For tax positions not meeting the “more likely than not” test, no tax benefit is recorded. [redacted]

The Company recognizes interest and penalties related to income tax matters in income tax expense when they become known. [redacted]

The Company's tax years 2010-2012 are open under applicable United States statutes of limitation and tax years 2009-2012 for various state statutes of limitation.

Use of Estimates: The preparation of financial statements in conformity with accounting principles generally accepted in the United States of America requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from those estimates.

Fair Value of Financial Instruments: The Company's carrying amount for its financial instruments, which include cash and cash equivalents, accounts receivable, prepaid assets, accounts payable, accrued liabilities, and long-term debt, approximates fair value.

Subsequent Events: Management has performed an analysis of the activities and transactions subsequent to December 31, 2012, to determine the need for any adjustments to and disclosures within the audited financial statements for the year ended December 31, 2012. Management has performed their analysis through March 22, 2013.

NOTE 3 - PROPERTY AND EQUIPMENT

The Company's property and equipment, and the related accumulated depreciation at December 31, 2012 and 2011, are as follows:

	December 31,	December 31,	December 16,
	[redacted]		
Computer equipment and software			
Leasehold improvements and othe			
Less accumulated depreciation an amortization			

NOTE 3 - PROPERTY AND EQUIPMENT (Continued)

Depreciation expense for the year ended December 31, 2012, the periods of December 17 - December 31, 2011, and January 1 - December 16, 2011, was [redacted]

NOTE 4 - ACCRUED LIABILITIES

Accrued liabilities consist of the following:

	December 31, 2012	December 31, 2011	December 16, 2011
Accrued network connection charges	[redacted]	[redacted]	[redacted]
Accrued rent	[redacted]	[redacted]	[redacted]
Accrued professional charges	[redacted]	[redacted]	[redacted]
State and local taxes payable (receivable)	[redacted]	[redacted]	[redacted]
Accrued payroll and benefits	[redacted]	[redacted]	[redacted]
Other	[redacted]	[redacted]	[redacted]

NOTE 5 - LONG-TERM DEBT

On December 16, 2011, [redacted] the Company obtained [redacted]

The term note bears interest at LIBOR plus a margin of [redacted] The note contains a mandatory prepayment requirement which is calculated at the end of each fiscal year. Beginning with the December 31, 2012 year end, the Company must calculate its excess cash flow, as defined by the agreement, and submit between [redacted] of excess cash flow, based on the EBITDA ratio, as an additional principal payment. The excess cash flow payment required totaled [redacted] at December 31, 2012. At December 31, 2012, the outstanding principal balance on the note totaled [redacted] Future maturities are as follows:

Year	Amount
2013	[redacted]
2014	[redacted]
2015	[redacted]
2016	[redacted]
Current portion	[redacted]
Long-term portion	[redacted]

NOTE 5 - LONG-TERM DEBT (Continued)

Under the Credit Agreement, the Company must comply with financial covenants limiting capital expenditures, total debt, and fixed charge coverage on a quarterly basis. The Company was in compliance with the covenants at December 31, 2012.

[redacted]

NOTE 6 - LINE OF CREDIT

[redacted]

NOTE 7 - STOCKHOLDERS' EQUITY

Restricted Stock: [redacted]

[redacted] compensation expense is $884,000 and will be recognized as follows:

Year	Amount
2013	[redacted]
2014	
2015	
2016	

Such shares vest over a five year period or become immediately vested upon a sale of the Company or a qualified initial public offering. Upon termination of employment, all unvested shares are forfeited and vested shares may be repurchased first by the Company at an agreed upon price.

[redacted]

A summary of the activity in the plan is as follows:

	2012		December 17 through December 31, 2011	
	Shares	Weighted Average Exercise Price	Shares	Weighted Average Exercise Price
Outstanding at beginning of year	[redacted]			
Granted				
Cancelled				
Outstanding at end of year				
Options exercisable at year-end				

The following tables summarize information about stock options outstanding at December 31, 2012 and December 31, 2011:

Range of Exercise Price	Number Outstanding at 12/31/12	Weighted-Average Remaining Contractual Life	Weighted-Average Grant Date Fair Value	Weighted-Average Exercise Price	Number Exercisable at 12/31/12	Weighted Average Exercise Price
[redacted]						

Range of Exercise Price	Number Outstanding at 12/31/11	Weighted-Average Remaining Contractual Life	Weighted-Average Grant Date Fair Value	Weighted-Average Exercise Price	Number Exercisable at 12/31/11	Weighted Average Exercise Price
[redacted]						

NOTE 9 - CONCENTRATION OF CREDIT RISK AND REVENUE

During the years ended December 31, 2012 and 2011, the Company's significant customers accounted for the following revenues and accounts receivable as of December 31, 2012 and December 17, 2011. No change in accounts receivable concentrations were noted as of December 16, 2011.

	2012	
Customer	% of Total Gross Income	% of Gross Accounts Receivable
Schools and Libraries Division of the Universal Services Administrative Company	[redacted]	[redacted]

	2011	
Customer	% of Total Gross Income	% of Gross Accounts Receivable
Schools and Libraries Division of the Universal Services Administrative Company	[redacted]	[redacted]
Orange County Public Schools	[redacted]	[redacted]

NOTE 10 - INCOME TAXES

The provision (benefit) for income taxes consists of the following:

	December 31, 2012	December 17, 2011 through December 31, 2011 (Successor)	January 1, 2011 through December 16, 2011 (Predecessor)
Tax Expense			
Current	[redacted]	[redacted]	[redacted]
Deferred	[redacted]	[redacted]	[redacted]
Total tax expense	[redacted]	[redacted]	[redacted]

NOTE 10 - INCOME TAXES (Continued)

The composition of the deferred tax assets and liabilities in the accompanying consolidated balance sheets is as follows:

	December 31, 2012	December 31, 2011	December 16, 2011
Current deferred tax asset	[redacted]		
Accrued liabilities			
Net current deferred tax asset			
Long-term deferred tax liabilities			
Differences between book and tax property and equipment basis	[redacted]		
Differences between book and tax property and intangible basis			
Net long-term deferred tax liabilities			

NOTE 11 - COMMITMENTS AND CONTINGENCIES

The Company has a 401(k) savings plan that covers all employees who have obtained 21 years of age and have completed [redacted] employee's compensation [redacted] of the deferral up to [redacted] of the employees compensation. [redacted] December 31, 2012, December 17, 2011 through December 31, 2011, and period of January 1, 2011 through December 16, 2011 [redacted] respectively.

The Company leases certain facilities and equipment. Rent expense was [redacted] for the year ended [redacted] December 17, 2011 through December 31, 2011, [redacted] for the period of January 1, 2011 through December 16, 2011 [redacted]

Minimum lease commitments are as follows:

	Operating Lease Payments
2013	[redacted]
2014	

NOTE 12 - RELATED PARTY TRANSACTIONS

Transactions involving related parties not otherwise disclosed herein include payments for legal [redacted] year ended December 31, [redacted] period December 17, 2011 through December 31, 2011, [redacted] for the period January 1, 2011 through December 16, 2011 [redacted] to a Board member's law firm. [redacted] he period December 17, 2011 through December 31, 2011, [redacted] for the period January 1, 2011 through December 16, 2011.

[redacted]

NOTE 13 - INTANGIBLES AND GOODWILL

[redacted] the excess of the purchase price over the fair value of the assets acquired has been recorded as goodwill. Total goodwill recorded as a result of the [redacted]

The components of intangibles [redacted]:

	2012		2011	
	Gross Carrying Amount	Accumulated Amortization	Gross Carrying Amount	Accumulated Amortization
Unamortized intangibles				
Goodwill	[redacted]			
Amortized intangibles				
Trademark and other intangibles	[redacted]			
Customer contracts				
Customer relationships				

NOTE 13 - INTANGIBLES AND GOODWILL (Continued)

The intangibles are being amortized using the straight line method over the estimated lives aa follows:

Trademark and other intangibles	15 years
Customer contracts	[redacted]
Customer relationships	15 years

Amortization expense for the year ended December 31, 2012 and the period December 17, 2011 [redacted] At December 31, 2012, projected future amortization expense [redacted]

Year	Amount
2013	[redacted]
2014	
2015	
2016	
2017	
Thereafter	

ENA Air

Customer Location Questionnaire

Date: _____ District Name: _____

Contact Name: _____

Contact Email Address: _____ Contact Phone: _____

Location Name: _____

Location Address: _____

_____

Number of campus users Student: _____ Faculty: _____ Admin: _____

Number of classrooms* on campus where wireless is required? _____

Number of other areas* where wireless is required? _____

Number of large open areas* where wireless is required? _____

Majority of interior walls are built of what kind of material? _____

(Please specify any areas of particular concern.)

Number of IDF and MDF locations? MDF: _____ IDF: _____

Number of on-campus buildings? Portable: _____ Permanent: _____

Will customer provide certified cabling for Access Points? NO _____ YES ____

Please provide building map or at minimum the fire escape map.

*Definition of Terms

Classroom - Rooms used as regular curriculum areas of instruction (including music rooms, shop, agricultural sciences, and art rooms)

Large open areas - Gym, library, cafeteria, auditorium, or other large area with potentially high user concentration

Other areas - Front office, admin areas, teacher's lounge, nurse station, resource rooms, or other places wireless is desired

Distribution Facilities

MDF Room Info				
Room #	Rack Space (RUs)	Num of Switches	Existing Ladde	Existing J-Hooks

Power				
Power Avail	Power Panel Loc	Panel Mfr	Avail Space	Dist to Panel

ENA Equipement			Misc
Model	Ethernet Port Avail	Open Slot/Port Num	Notes

IDF Room Info						
Room #	Rack Space (RUs)	Num of Switches	Ceiling Height	Ceiling Material	Dist to MDF	Route to MDF Desc

Power					Fiber		Misc
Power Avail	Power Panel Loc	Panel Mfr	Avail Space	Dist to Panel	Existing Fiber	Connector Type	Notes

Education Networks of America

Wireless LAN Survey

Governing Org:
Site Name:
Site Address:
Site Contact:

Floor Plan: **To Scale:**

Summary

	Count Total
AP 121:	0
AP141:	0
AP330:	0
IDFs:	0
Switches:	0
Teachers:	0
Students:	0

Education Networks of America

Wifi Access Points

AP #	Room #	MDF/IDF	Room #	MDF/IDF	Distance	Ceiling Height	Ceiling Material	# Firewalls	Wall Construction	Mount Type	AP Type	Notes

Education Networks of America

The Idaho Education Network (IEN)

Introducing the New Statewide High-Speed Network

The IEN initiative, chartered by the Idaho Legislature in 2008 through House Bill 543, recognizes that preparing its students and citizens for the increasingly competitive global marketplace of the 21st century is critical to improving the state's economy. Education stakeholders, especially teachers and students, must have reliable and high-speed access to networked tools to improve their ability to communicate and learn in a more collaborative environment.

Bringing New and Enhanced Broadband to Every School and Library

Through a competitive RFP process, the Department of Administration, Office of the Chief Information Officer (OCIO), has contracted with Education Networks of America (ENA) and Qwest to deliver a powerful statewide education network called the Idaho Education Network (IEN). The overall objective of the project is the development of a unified, scalable, statewide high-speed broadband communications network infrastructure to aggregate disparate networks into a multipurpose IEN backbone infrastructure that significantly enhances broadband communications to every public school, library and state agency office in the state. To accomplish this, Qwest, ENA and our partners will build new infrastructure where required while also leveraging and enhancing investments that have previously been made to dramatically improve connectivity for all IEN participants as well as bring fresh broadband investments to communities throughout Idaho.

A Network Designed to Meet Idaho's Unique Needs

The State of Idaho actively pursued a service provider that will meet the unique needs of K-12 and library customers including Internet services, wide area data transport and video services (interactive and streaming).

A phased implementation approach has been established per Idaho House Bill 543. Specifically, the first phase will deliver to each public high school a scalable, high-bandwidth connection, including connections to institutions of higher education as necessary, and video conferencing capability to those schools who currently can not currently support IP video; subsequent phase considerations will be delivered in partnership with local entities and may include:

- Enhancement of rural bandwidth to public entities
- Connectivity for each elementary and middle school to IEN
- The addition of libraries to the IEN

An Experienced, Education-Focused Team

The State of Idaho sought a total end-to-end solution and selected this service provider team based on our extensive experience in managing statewide education networks as well as our knowledge and expertise in the federal E-Rate program. We are an experienced, education-focused managed Internet network service provider that can leverage existing state infrastructure and contracts with multiple telecommunications, cable and utility providers to provide a ubiquitous statewide education network with a high level of quality support services. Participation in the IEN is optional; however, we urge you to evaluate the full-service delivery components that this network promises to offer. We are confident you will find the managed service offered under this state contract will deliver both cost and service efficiencies.

The Idaho Education Network is a long-term commitment to meet the current and future connectivity needs of the Idaho community. We will work together to ensure the network has a positive and lasting economic impact on Idaho.

We Are Delighted to Serve Idaho!

As a member of the IEN team, Education Networks of America (ENA) extends a warm welcome to the Idaho education and library community. Idaho has entered into a multiyear contract with Qwest and ENA, beginning July 1, 2009, to provide managed Internet services to pubic entities throughout the state. We are excited about this new partnership.

Between January 2009 and July 1, 2009, we will be working with school districts to introduce ourselves and understand your requirements and currently deployed services. We are personally contacting each school district to schedule a time to discuss your needs.

We have included "Activity to Date" and "Next Steps" sections along with a list of frequently asked questions in this document to provide quick answers to your questions. If you have any additional questions, please do not hesitate to call or e-mail us.

Next Steps

District Inventory Process

- A Web-based inventory survey will be sent to your registered technology coordinator's e-mail address on file with ENA
- Target date to complete inventory survey is during April 2009
- Completed surveys will enable the IEN team to work with districts to determine optimal service options to best integrate into your existing network
- The team will then come back to district technology coordinators individually with options for their review hopefully by the end of May 2009 (dependent on funding)
- Pending funding and physical network capacity construction, some districts could "turn on" service as early as July 1, 2009

IEN Team

- Account Service Managers will be assigned and located across the state to facilitate ongoing face-to-face meetings
- ENA will work with the Idaho Educational Technology Association (IETA) organization to distribute information and gather input
- We will establish an IEN Advisory Council composed of district, library and state representatives to provide project direction

Activity to Date

- Form 470 submitted (bids solicited) by the OCIO Office as the lead agency for the IEN project and an RFP has been released
- The five-year contract was awarded to ENA and Qwest as equal partners to run the IEN network
- Form 471 (Funding Request) was filed on schedule February 12, 2009
- 114 of 117 districts filed the required 479 and LOA Forms—thanks so much for your assistance!
- The Schools and Libraries Division (SLD) of the Universal Service Administrative Company (USAC) has begun the Program Integrity Assurance (PIA) process
- Regional IETA Meetings during March 2009

How to Contact the IEN Team:

Web:
http://adm.idaho.gov/ien

General Inquiries:
208-629-2907 • 866-615-1101 x9100

Service and Support:
208-629-2900 • 888-612-2880
support@ena.com

We look forward to meeting and working with you!

benefits

The Benefits You'll Receive From the IEN:

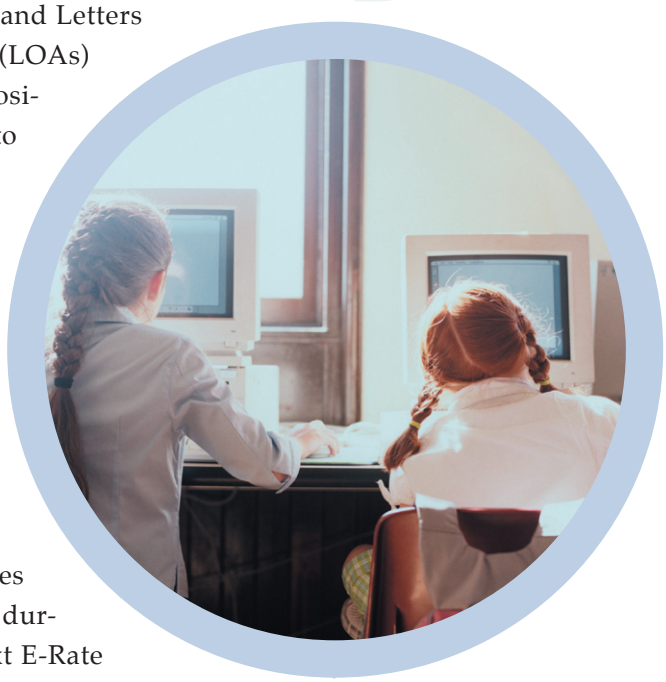
- Lower overall network costs
- Continuous technology improvement
- Enhanced service and support for IEN users
- Greater efficiencies
- Interoperability of systems providing video courses and opportunities
- More affordable Internet access
- Better use of federal E-Rate and other government funding resources

Frequently Asked Questions (FAQs)

Q. Does my school district need to file a separate 470 to receive IEN services?
A. The Idaho Office of CIO filed a 470 for services for all school districts under the new IEN. School districts do not have to file a separate 470 to receive IEN services.

Q. How will E-Rate funding be filed for IEN services?
A. The Idaho Office of CIO has filed a form 471 for Idaho school districts to seek E-Rate funding for IEN services for E-Rate year 2009-2010. This filing will be based on proposed budget amounts for IEN and could be reduced based on actual funding available.

Q. What do I need to do to join?
A. Approximately 114 of Idaho's 117 school districts signed FCC Form 479s and Letters of Agency (LOAs) that will position them to participate in Phase I during the first year of implementation. Future E-Rate eligible entities can join in during the next E-Rate window in early 2010 .



Q. Has all funding for IEN been approved?
A. Not yet. Since IEN is in its start-up phase, first-year funding is pending legislative action and other actions that will not be finalized before the E-Rate deadline. Therefore, the IEN team has recommended that you protect your school district during the most recent E-Rate filing window by filing all E-Rate 471s with the assumption that the IEN might receive limited or no funding. Once final funding is known (likely by the end of May 2009), appropriate E-Rate filing adjustments can be coordinated to make certain all filings are appropriate.

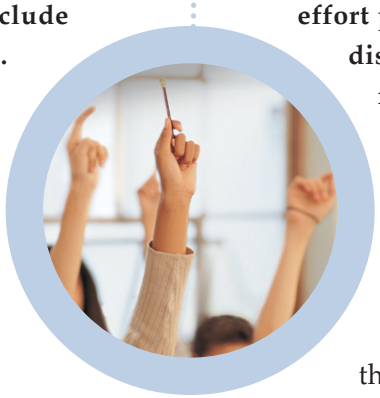
Q. How will IEN deliver service to all schools across the state?
A. The IEN project is designed to deliver an equitable level of service to all schools in Idaho. To do that, the IEN team intends to work with each district to determine the best combinations of service connectivity and vendor participation. The goal is to use existing service and service providers that are working well and supplement that with state-provided service and funding. Please see the subsequent FAQs for those who are currently in multi-year contracts and those who are completing a new contract.

Q. I already have a multiyear contract in place for Internet services for my school district. What do I need to do?
A. If you have an existing multi-year contract, there is nothing special to do related to that contract until IEN funding is determined. We have recommended that during the most recent E-Rate filing window that you file for E-Rate for your district as you have before. Expect to discuss with the IEN team your specific situation during the IEN discovery period that will take place during the next few months.

every school.

FAQs (Continued)

Q. I am in the process of looking at services that may include signing a new contract. Can I purchase services off the IEN 470?
A. If you are in the process of completing a new procurement/470 process and a new contract this E-Rate season, you can consider the IEN 470 and bid as another avenue to purchase service and get a head start on IEN participation.



Q. Do I have the ability to purchase services off the IEN contract beyond what the State is funding?
A. Once deployed, the IEN contract allows for school districts to use that master contract to purchase services beyond the level that the state is funding. If you are interested in purchasing services from the IEN contract, please contact us to discuss your specific needs. From an E-Rate perspective, a school district would file a 471 under their name (as they would pay the local portion for services beyond the state-funded level) and reference the IEN contract and 470. The IEN team can assist with making sure that filing is completed correctly.

Q. Will participation in this IEN effort preclude a school district's ability to file for additional E-Rate funding?
A. No, absolutely not. School districts will still be able to ask for and obtain, if qualified, E-Rate funding for their own IT initiatives.

The State of Idaho, via the IEN RFP, envisions paying for the non-discounted rate for broadband connectivity to each school entity and has already filed on behalf of all participating school districts for E-Rate funds.

Q. Will the state pay for video teleconferencing capabilities for our public schools to take advantage of distance learning opportunities?
A. Yes, contingent upon funding, the State of Idaho, via the IEN, will provide video teleconferencing equipment to public school districts who currently do not have those capabilities. The state will also provide lifecycle upgrade enhancements to school districts with existing video conferencing capabilities, if needed, to ensure equal access and quality of service for all participants.

Q. In Phase I you indicate that you plan to connect each high school to IEN; if I already have a wide area network for my school district, can I connect it to the IEN link so that all of my schools can participate?
A. Yes! We will be in touch to work out these details. Please note that while all schools in your district can participate if you already have a wide area network, the Department of Administration intends, based on available funding, to only provide video conferencing equipment to high schools during this initial phase. As subsequent phases of this plan are funded and executed, video teleconferencing support for both public elementary and middle schools will be provided as needed.

Q. Is there current funding available to support this IEN effort?
A. Funding for this IEN effort remains a challenge. However, the State of Idaho believes when something is this important to the state's students and its economy, it is imperative to continue searching for funding and prioritize as needed. They are currently pursuing a combination of local donations, federal grants and state funding for this effort, with some limited funding currently on hand to start the planned IEN Phase I, IdaNet Migrations.

every library.

Our transformative managed technology infrastructure solutions for schools and libraries are on a mission: yours

en@

Education Networks of America

The Power to Transform

Digital transformation is intensifying in schools and libraries across the nation.

And for good reasons. Not just *more* technology, but the *right* technology can drive instructional change, enhanced teaching and learning opportunities, and personalized learning environments that are essential in transforming education to improve academic performance. In addition to instructional and academic advantages, the shift to digital touches virtually every operational aspect of our education systems. Now, more than ever, schools and libraries are leveraging the power of technology to achieve results at all levels.

Transformative IaaS solutions for schools and libraries. Above-and-beyond service and support for the busy people who work at them.

ENA provides the managed IaaS (Infrastructure as a Service) solutions that schools and libraries critically require to drive student achievement, operational efficiencies and future capabilities. Since 1996, when ENA created one of the first statewide K-12 networks in the U.S., we have helped hundreds of school districts and libraries across the nation access information, enhance their communications and collaboration, cut costs and begin realizing the promises of 21st-century learning. But it's not just ENA's solutions that are so dynamic, dependable and change-effecting. It's also our people and their passion. Inseparable from ENA's solutions is the exceptional service and support we give our customers.

TRANSFORM

ENA has the tools for 21st-century learning and collaboration.

The broadband networks we build and the voice, video and collaboration solutions we deploy are the tools your district needs for:

- Implementing Common Core State Standards and online assessment
- Advancing digital learning
- Powering blended, project-based, distance and other 21st-century learning methods
- Launching 1:1, BYOD and wireless initiatives
- Collaborating via social media
- Leveraging data, student and learning management systems
- Fostering global citizenship
- Enabling and streamlining virtually all administrative and operational services through IP convergence
- Enhancing campus security with intelligent 911 and affordability of a phone in every classroom
- Optimizing both personnel and budgetary resources while cutting costs

SOLUTIONS

Mission-Critical Solutions

Our managed data, voice and video solutions and web-based education products are on a mission: yours.

ENA only serves schools and libraries. That's an important distinction because it means we bring all of our focused experience and insight—much of which comes from listening to your experiences and insights—to bear on your unique requirements, enabling us to design solutions to achieve your specific goals. All of our solutions are supported by ENA's private, MPLS-based, secure nationwide network that is built for speed, optimization, reliability and security. All are supported, too, by a results-driven team uncommonly dedicated to making it right and keeping customers very happy.

DATA Solutions

ENA WAN
Managed Wide Area Network connectivity

ENA Internet Access
Managed Internet access

ENA Air
Managed wireless Local Area Network services

SERVICE ENHANCEMENT OPTIONS:

ENA NetShield
Managed firewall

ENA WebSafe
Managed content filtering

VOICE Solutions

ENA SmartVoice
Hosted VoIP

ENA SmartLink
Analog, PRI and IP handoffs for PBX and key systems

ENA SmartFax
Hosted IP fax service

SERVICE ENHANCEMENT OPTIONS:

ENA SmartConference
Hosted IP audio-conferencing

ENA Toll Free
Hosted IP toll-free calling service

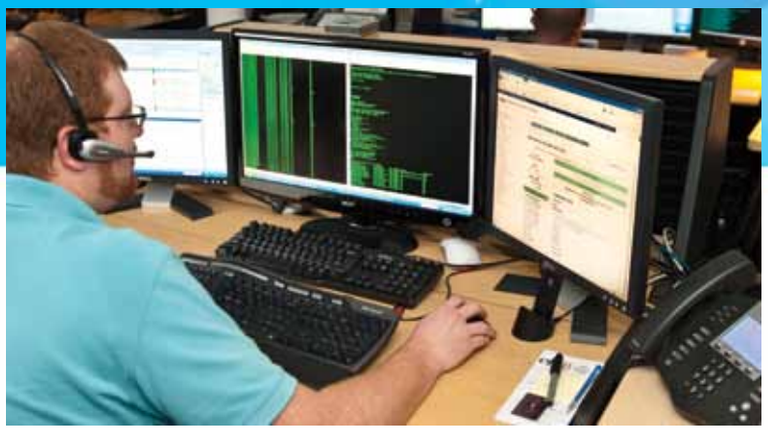
VIDEO Solutions

ENA Live
Multi-point videoconferencing with recording and streaming for Macs, PCs, and iOS and Android mobile devices; also works with SIP and H.323 videoconferencing units

Video System Management
Managed videoconferencing unit services

SERVICE ENHANCEMENT OPTIONS:

ENA-CILC Content, Curriculum & Professional Development



At ENA, service is inseparable from the solution—and that includes 24x7x365 Customer Technical Assistance Center support from certified professionals live in our offices.

As an ENA customer, you'll be constantly backed by our Customer Technical Assistance Center (CTAC), a dedicated staff of certified customer support engineers who monitor and troubleshoot all ENA services and are available 24 hours a day, every day, for immediate, live customer assistance.

- All calls are answered by a trained professional in ENA's U.S. offices
- No long waits: average call/e-mail response time: **14 seconds**
- Percent of reported issue resolution without escalation: **95**
- Percent of issues that the CTAC proactively contacts customers about before the customer even realizes the issue exists: **over 95**
- Percent of CTAC Customer Support Engineers with an HDI (Help Desk Institute), Cisco and/or CompTIA (the Computing Technology Industry Association) certification: **100**

Student Learning and Productivity Solutions

ENA Partner Program

A consortium purchasing program of web-based applications including:

- Big Universe
- BrainPOP
- CILC
- ClassLink LaunchPad
- Defined STEM
- Learn360
- GradeResults
- SchoolDude
- Gaggle
- Think Through Math

SERVICE ENHANCEMENT OPTIONS:

Professional Development

More on ENA's Solutions

For more information about any of the solutions listed here, please see the slicks included in this brochure, visit **www.ena.com/solutions** or contact your ENA Account Service Manager.

The Difference Is Everything

ENA does things differently than other providers.
And in this case, different is better.

The following facts set ENA apart—way apart. Look into how your current provider stacks up. Or just take it from ENA's customers from across the country, 99% of whom say they'd recommend us to other school districts and libraries.

High Touch + Low TCO = Unrivaled ROI

That's the way ENA delivers service. Our customers are challenged with doing more with less and we enable just that with great solutions and beyond-expectations customer service. ENA is your single point of contact and accountability; we maximize your E-Rate funding; and we supply, install, manage, monitor, troubleshoot and upgrade all the connectivity, communication and collaboration solutions we provide. You'll be surprised by the lower TCO and higher value we give you, but we think you'll get used to it.

Cutting-Edge Technology That Cuts Capital Expenditures

With ENA's managed service approach, you'll minimize large capital expenditures and aging premises-based equipment. In its place, you'll get effective, up-to-date solutions now and in the future because we continually review, refresh, innovate and improve our products and services.

The Very Best in E-Rate Expertise

ENA is one of the top 10 national E-Rate service providers. We assist you with every step of the E-Rate process, providing ongoing guidance and training to ensure compliance with all E-Rate regulations—thereby maximizing your share of E-Rate dollars.

Future-Ready Solutions for Data, Voice and Video

All of ENA's solutions are supported by our private, MPLS-based, secure nationwide network that exchanges traffic with multiple global carriers, connects to multiple Internet peering points as well as research and education networks such as Internet2, and includes in-network content hosting and quality of service (QoS). ENA is a provider of E-Rate-eligible, interconnected voice over IP (VoIP) services; ENA SmartVoice and ENA SmartLink include many bundled cost-saving and productivity-enhancing features along with simple flat-rate billing. For videoconferencing, ENA Live is a cloud-based, hosted desktop and mobile device solution that makes videoconferencing highly accessible, mobile and cost-effective.

Account Service With a Smile

Every ENA customer is assigned an experienced Account Service Manager who builds face-to-face rapport with you and works to understand your unique goals and needs. We listen and respond with individualized, dedicated attention. That's refreshing.

More Security, More Peace of Mind

Whether through our location-based intelligent 911 voice services, our CIPA-compliant content filtering, fully redundant systems, phone-in-every-classroom affordability or other safety and security features, ENA is focused on providing as much peace of mind for our customers as possible. ENA's special insight into the unique needs of our education and library customers allows us to develop and maintain security solutions customized for those environments.

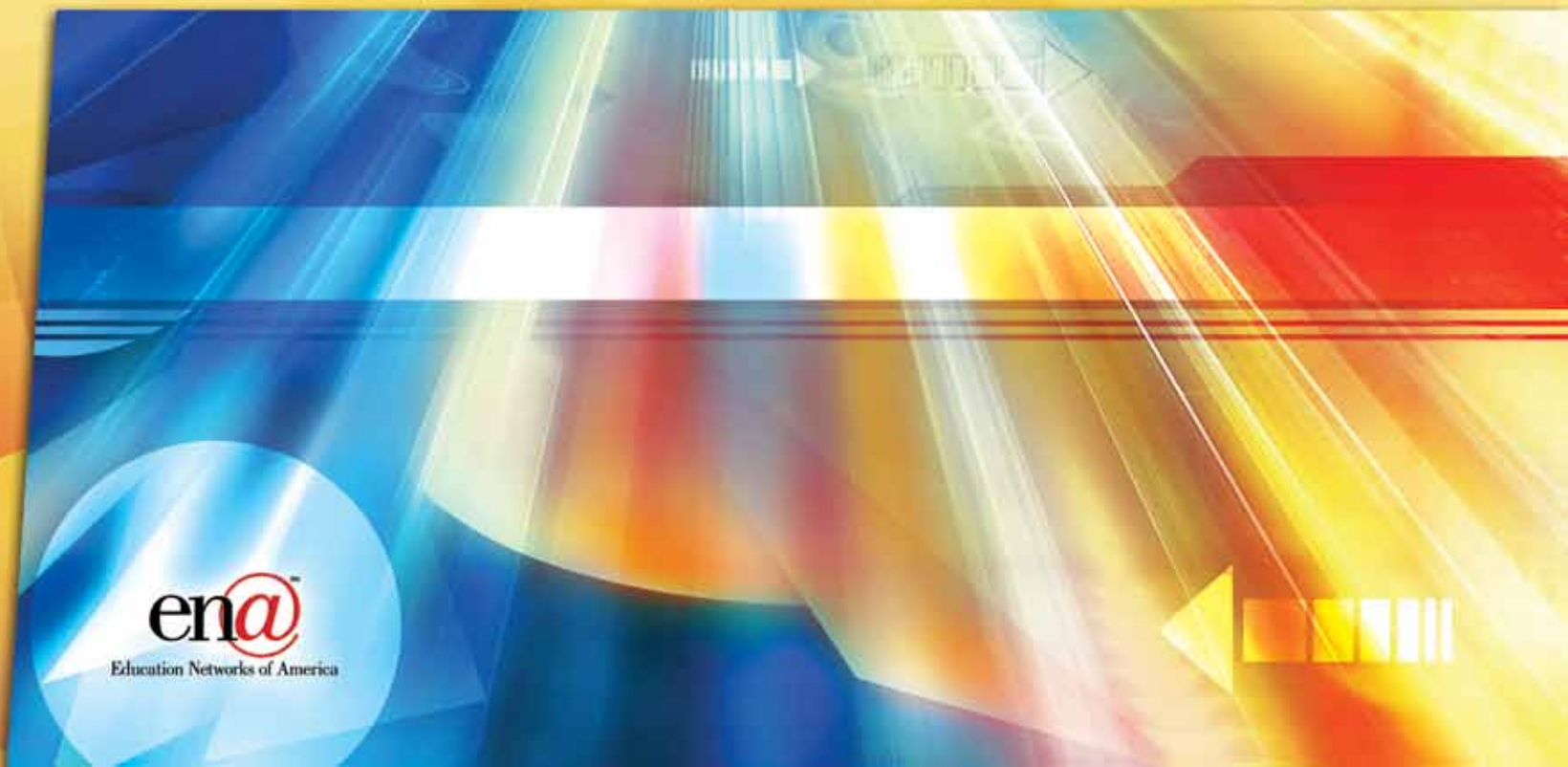
Education Is Our Focus

Since creating the first statewide K–12 network, no service provider has been more engaged in the education community than ENA. Our active involvement with state, regional and national associations and initiatives helps us keep abreast of important education trends, share key information with you, bring new technologies to market and take an active thought-leadership role in education.

Phenomenal Support Is Our Forté

We know just how much schools and libraries rely on the solutions we offer and our customer support team will move mountains to keep your services operating as they should. All calls to ENA's CTAC (Customer Technical Assistance Center) are answered by one of our live, industry-certified ENA Customer Service Engineers who work in our U.S. offices. Our Customer Service Engineers are available 24x7x365 and resolve customer problems on the first call an impressive 95% of the time. Most of the time, though, you don't have to call them; they'll call you. Over 95% of the time we proactively notify customers of an issue before they even realize there is one. Those stats are essential ingredients to an even larger figure: 99%, the number of customers who say they would recommend ENA to others.*

**According to ENA's 2012 Customer Service Survey, our latest annual survey at the time of publishing.*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Contact ENA Today

For more information about ENA,
contact your ENA Account Service Manager
or visit us at **www.ena.com**

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General Inquiries

866-615-1101 | info@ena.com

Support

888-612-2880 | support@ena.com

About ENA

ENA is the leading provider of managed Infrastructure as a Service (IaaS) solutions to school systems, libraries and governments. In 1996, ENA created one of the first statewide K-12 networks in the U.S. and has earned a reputation as experts in the design, deployment and management of data, voice and video solutions. Today, ENA manages multiple statewide and district-wide education and library networks, including 11 of the largest school systems in the country, successfully serving over 5,200 end sites, 555 school districts and 295 libraries, more than 2.5 million students, educators and administrators, and 3.6 million librarians and patrons. For more information, please visit **www.ena.com**.

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ena
Education Networks of America

INTRODUCING

ENA SmartVoice

Hosted VoIP for K-12 and libraries. Powerful, scalable and cost-sensible, ENA SmartVoice is smarter today and well into the future.

WHY IS ENA SMARTVOICE SO SMART?

More Value
- It lowers TCO
- It's Priority 1 E-Rate eligible

More Features
- Robust call forwarding
- Click-to-call
- One-to-many intercom
- Voicemail to e-mail
- Numerous call-flow options

More Security
- "Intelligent" 911
- Mobility
- Business continuity

Enterprise-class features and functionality. Designed for schools and libraries.

Cut costs. Improve ROI. Make your campus safer and more productive. ENA SmartVoice is a fully managed, cloud-based solution that converges voice and data onto one network, lowers total cost of ownership and ensures a seamless path to future growth—all while streamlining communications and better preparing your campuses for emergencies. Customers have told us what's most important to them in a voice solution, and ENA has listened. Our best voice offering yet, ENA SmartVoice is the next generation of school- and library-focused telephony.

Choose the feature set—or combination of sets—that makes the most sense for your district.

ENA SmartVoice is offered in three bundles: ENA SmartVoice Prime, ENA SmartVoice Plus and ENA SmartVoice Pro.

ENA SmartVoice Prime

is so cost-effective that it enables customers to deploy fully hosted PBX telephone extensions into every classroom while providing features such as hold, transfer, visual voicemail, online portal access, click-to-call and more. Includes a bundle of local-only outbound calling and unlimited inbound calling.

ENA SmartVoice Plus

is ideal for users such as support and administrative staff who require more frequent outbound calling. Includes unlimited local and long-distance calling, direct inward and outward dialing, directed and group call pickup, call scheduling and one-to-many intercom.

ENA SmartVoice Pro

integrates the telephone experience with the user's computer. Those who need the most enhanced features—like phone system managers, technology staff, principals, directors and superintendents—can forward calls to one or more alternate phone numbers at once through a convenient Web-based interface and even route calls differently depending upon their incoming caller ID. Includes ENA SmartAssistant, an application toolbar that allows users to search their portal contacts, initiate and configure synchronization with Outlook contacts, initiate click-to-dial outgoing calls and change their call-forwarding status.

ENA SmartVoice: Features at a Glance

	PRIME	PLUS	PRO
FEATURES			
Enhanced Network Call Quality	●	●	●
Busy Lamp Field		●	●
Caller ID	●	●	●
Call Waiting	●	●	●
Last Call Return	●	●	●
User-Controlled Caller ID Restriction		●	●
Direct Inward & Outward Dial (DID/DOD)		●	●
Call Forward to Voicemail	●	●	●
Distinctive Ring	●	●	●
Call Hold	●	●	●
Call Transfer	●	●	●
Redial	●	●	●
Messaging / Music on Hold	●	●	●
3-way Conference	●	●	●
Speed Dial	●	●	●
Online Interface	●	●	●
Click-to-Call	●	●	●
Call Completion Busy Service		●	●
Anonymous Call Blocking		●	●
Bridged Line Appearance		●	●
Call Forking			●
Call Forward Variable		●	●
Call Park and Call Pickup	●	●	●
Call Scheduling (Time of Day/Day of Week)		●	●
Local Call Recording***			●
Smart Call Forwarding			●
External Call Transfer	●	●	●
Outbound Caller ID Block/Unblock		●	●
Remote Click-to-Call			●
ENA SmartAssistant			●
Directed Call Pickup		●	●
Group Call Pickup		●	●
Live Messaging Screening			●
PBX FEATURES			
Station-to-Station Dial	●	●	●
Auto Attendant*	●	●	●
Hunt/Rollover Groups*	●	●	●
CALLING PLANS			
Unlimited Inbound Calling	●	●	●
Local & Domestic Long Distance (Minutes)	250	UNLIMITED**	UNLIMITED**
Local Number Portability	●	●	●
UNIFIED MESSAGING			
Voicemail	●	●	●
Visual Voicemail	●	●	●
Forward to E-mail	●	●	●
Message Waiting Indicator	●	●	●
Outdial Notification		●	●

* Additional charges apply.
** Some restrictions may apply to unlimited-minutes calling services. Unlimited long distance applies to lower 48 U.S. states only.
*** Only available on the Polycom IP 650/670 phones.

CONTACT US TODAY

For more information, contact your ENA Account Service Manager or call or e-mail ENA using the information below.

Discover why *"Service is the Solution!"*

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Add up the savings. There's a lot of it to go around.

ENA SmartVoice is cloud-based and hosted, so there's no outlay of capital expenditure other than the phones themselves—only a flat monthly rate that delivers savings and a lower total cost of ownership over traditional on-premises systems. Because **ENA SmartVoice** also frees up your personnel resources, is highly scalable and offers a rich array of productivity-enhancing features, its value to your district rises while that of aging, underperforming on-premises systems only declines. Best of all, **ENA SmartVoice** is Priority 1 E-Rate eligible.

More security. Less worry.

With **ENA SmartVoice**, a phone in every classroom becomes an affordable reality, enabling instant and precise communication in case of emergencies. Our Intelligent 911 system ensures that emergency personnel are dispatched to the correct physical address, no matter where whithin the **ENA SmartVoice**-served area the caller happens to be. Whenever a 911 call is made over **ENA SmartVoice**, your administrators will be notified immediately via e-mail. Our Anonymous Call Blocking feature prevents prank calls and bomb threats from reaching your staff by rejecting calls from callers who've blocked their Caller ID. Our solution gives your district and its leadership nimbler, more mobile telephony. As long as there is Internet access, **ENA SmartVoice** services are available to a user—even if his or her regular office or building is shut down or rendered inaccessible for any reason.

All of this, backed by ENA's legendary support.

Perhaps the most compelling feature and benefit of **ENA SmartVoice** are those first three letters. This is next-generation, enterprise-class telephony backed by ENA's exceptional commitment to customer service. In the unlikely event that there's a problem with **ENA SmartVoice**'s highly reliable voice network, you'll have the 100% attention of ENA's live, 24x7x365 CTAC and engineering support!

ena℠
Education Networks of America

ABOUT ENA

ENA is the nation's leading provider of managed Infrastructure as a Service (IaaS) solutions to school systems, libraries and governments. The data, voice and video solutions that we design, deploy and manage, as well as the digital classroom resources we offer, improve instructional capabilities and operational efficiencies. In 1996, ENA created one of the first statewide networks in the U.S. and today provides networked solutions to over 5,200 end sites, 555 school districts and 295 libraries across the country, serving more than 2.5 million students, teachers and administrators and more than 3.6 million librarians and patrons. Empowered by their networks, our customers can focus on what matters most: preparing students, strengthening communities and leading enterprises into the 21st century. For more information, please visit **www.ena.com**.

ena LIVE

Experience high-quality, multi-person videoconferencing with ENA's cloud-based solution. With ENA Live, you'll expand learning, expedite meetings and cut costs.

Do more and go farther, in real time, with ENA Live.

ENA Live leverages personal computers and other resources your district already has!

ANYWHERE

CONNECT WITH NEARLY ANY DEVICE

ENA Live brings quality videoconferencing to your district's most commonly used tool: personal computers. Whether your educators, students and staff are connecting from a laptop, a desktop computer, a legacy H.323 system, a smartphone or tablet, ENA Live integrates with them all and enables everyone to enjoy a high-quality, secure videoconferencing experience. There's no need for expensive hardware because ENA Live delivers the experience over the ENA Network with off-the-shelf equipment. Plus, with ENA Live, you'll enjoy features such as record, replay and stream, sharing your desktop and documents, muting, kicking off and much more.

Legacy H.323 System

Collaborative Classroom Learning

Tablets

Experience 21st Century Learning, Teaching and Collaboration

ENA LIVE can take you

ANYWHERE and EVERYWHERE!

EVERYWHERE

CONNECT TO CONTENT, COLLEAGUES AND COMMUNITY

ENA Live connects your students, educators and staff to interactive collaboration, professional development and in-person learning experiences that can only be achieved through videoconferencing. Engage your students with exciting virtual field trips and project-based learning. Transform their communication, collaboration, problem-solving and critical-thinking skills. Interact with experts. Infuse global awareness. Enhance your STEM initiatives. Give your teachers the training they need. Launch a telemedicine program. Save precious time and money.

ENA LIVE

MOBILE, IMMEDIATE and POWERFUL

Experience secure, high-quality, multi-person videoconferencing with the equipment you already have

ENA Live is a fully hosted, fully featured videoconferencing over IP service that requires no new hardware or network investments. Employing the desktop computers, laptops (both Macs and PCs), smartphones and tablets (iOS, Windows Phone and Android operating systems), legacy H.323 devices and ENA network you already have, you can begin realizing all the powerful possibilities of videoconferencing with ENA Live!

Filling the space between Skype and expensive H.323 systems

ENA Live is designed to fill the space between less robust, unsecure Skype-type solutions and extremely expensive, difficult-to-replicate H.323 solutions. ENA Live is affordable, versatile, accessible, easy to use and very quickly deployed.

Enormous possibilities. Big feature set. Small cost.

ENA Live is a hosted, managed videoconferencing solution that:

- Installs quickly with a download
- Provides multi-point videoconferencing to both PC and Mac users for multiple participants
- Is controlled by an intuitive graphical user interface with customizable screen layouts
- Gives users the ability to record, replay and live-stream
- Works with iOS, Windows Phone and Android handheld operating systems
- Enables personal telepresence at the organization, state and national level
- Integrates with H.323 endpoints
- Allows users to share desktops, PowerPoint and Keynote presentations, and other documents
- Offers a full suite of conference controls such as muting and kicking off
- Extends videoconferencing participation to off-network guests
- Requires no call-in—ENA serves as the “invisible” bridge
- All at a low monthly per-user fee for unlimited usage
  (a user might be a single individual, one classroom or an entire building)

ENA Live Account Levels:
Get the connections and the flexibility you need

With ENA Live, you can experience two-way, three-way, four-way or even eight-way multi-location video-conferencing. For instance, in an eight-way videoconference, eight different principals in a district could all connect to each other in the privacy of their individual offices with ENA Live. Or, alternately, seven different classrooms could participate in a virtual field trip with a scientist in Alaska.

ENA has designed the solution to work well in a number of different classroom, office and conference room environments and provides a variety of account types to fit your organization's needs.

EMPOWERED CUSTOMERS

What Customers Are Saying About ENA LIVE:

"It's a no-brainer. ENA Live is an extremely inexpensive, effective resource that helps my principals. It helps my teachers. It helps our students. I've been telling my peers in the region, 'If you aren't looking into this, you'd better.'"

~ McKenzie Special School District (TN) Technology Coordinator DIANNE ANDERSON

"ENA Live is so economical. It runs on the connectivity we already have. We only had to purchase minimal equipment—a camera and a microphone-speaker."

~ Turkey Run Community School Corporation (IN) Technology Director REBECCA CORY

"I am convinced this is a good product and ENA's support is taking care of me like they've always done."

~ Monroe County Schools (TN) Director of Technology GARY SHARP

"My ENA LIVE account works on a laptop and is twenty bucks a month. I can afford that all day long."

~ Rockville Community School Corporation (IN) Technology Director JANA CRITES

"The Internet has taken visual communication and videoconferencing into the mainstream … Cloud-based solutions in general provide customers with several critical benefits: CAPEX reduction, scalability, reliability and cost control."

~ Wainhouse Research Sr. Analyst ANDREW W. DAVIS

ena LIVE

50 WAYS TO USE ENA LIVE

HOW CAN ENA LIVE WORK FOR YOU?

01.Distance Learning Opportunities 02.Parent–Teacher Conferences 03.Principal/Administrator Meetings 04.Virtual Field Trips 05.Dual-Credit Classes 06. Document Sharing 07. Superintendent-to-Superintendent Connections 08. Parent Classroom Presentations 09. Homebound Student Instruction/Communication 10. Alternative School Student Instruction 11. AP Courses 12. IEP (Individualized Education Program) Team Meetings 13.Telemedicine 14.Experiences With Museum Curators/Historians 15.Credit Recovery Remediation 16.Student Collaborations 17.District-Wide Administrative Meetings 18.Staff Professional Development 19.Sharing Student Work With Parents 20.Events With Artists / Musicians / Authors 21.Visual Communication For Schools for the Deaf 22.Sporting Event Broadcasts 23.Class Observations 24.Practicing Foreign Languages With Native Speakers 25.Collaboration Between Tech Personnel 26.Creating Private Learning Communities 27.Virtual Debate Meets 28.Cross-State Collaborations 29.Collaborative Lesson Planning 30.Teacher Best Practices Sharing 31.Class-to-Class Sharing/Demonstrations 32.Multi-School Club Meetings 33.Conversations With Mayor / City Council / Municipal Managers 34.Mentor Observations and Feedback 35.School Board Meeting Broadcasts / Participation 36.Tech Support 37.Virtual Quiz Bowl/Quick Recall Meets 38.Teacher Staff Meetings 39.Activities With Scientists 40.Remote Tutoring 41.Project-Based Learning 42.Interviewing Job Candidates 43.Teacher–Student Guidance to Extend the School Day 44.Guest Lecturers 45.Security For Special Events 46.Discussions and Mentoring With Local Business Leaders 47.Cross-Cultural Class Exchanges 48.Performance Broadcasts (plays, band, choir, etc.) 49.Real-Time Field Trip Reporting 50.Teacher–Substitute Conversations

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ABOUT ENA

ENA is the nation's leading provider of Infrastructure as a Service (IaaS) solutions to school systems, libraries and governments. The data, voice and video services that we design, deploy and manage, as well as the digital classroom resources we offer, improve instructional capabilities and operational efficiencies. In 1996, ENA created one of the first statewide networks in the U.S. and today provides networked solutions to over 4,800 end sites, 555 school districts and 295 libraries across the country, serving more than 2.5 million students, teachers and administrators and more than 3.6 million librarians and patrons. Empowered by their networks, our customers can focus on what matters most: preparing students, strengthening communities and leading enterprises into the 21st century. For more information, please visit **www.ena.com**.

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Education Networks of America

INTRODUCING

ENA WebSafe

Stop inappropriate content.

START LEARNING. START DISCOVERING.

Porn
Violence
WEAPONS
PERSONALS
Suspicious
hackers
MALWARE

ENA WebSafe, ENA's newest-generation content filtering solution, gives schools and libraries:

- A proven solution that's extremely fast and provides a dramatic increase in scalability and flexibility – our fastest filtering engine yet!
- Flexibility and complete control over your filtering policy including customized blocking
- Cloud-based content filtering with **ENA WebSafe *Prime*** and a cloud- and premises-based combination with **ENA WebSafe *Pro***
- A totally revamped and scalable solution
- A robust safety net for students while giving them access to the valuable learning opportunities of the Internet
- The ability to comply with CIPA while respecting the First Amendment freedom, professionalism and decision making of school administrators and educators

ENA WebSafe is made for schools and libraries, with input from schools and libraries.

ENA has been providing cost-effective, cloud-based content filtering since 1998, and with **ENA WebSafe**, our newest-generation architecture, we've redesigned everything. ENA has listened to customers' needs and incorporated their priorities, resulting in a powerful and flexible solution that maximizes security, provides customers the tools they need to ensure CIPA compliance and minimizes administrative burden—all while putting school districts and libraries in the driver's seat.

Coming Summer 2013, you will get complete control.

ENA WebSafe's new solution architecture is deployed. And **ENA WebSafe**'s popular and proven Authorized Override service continues to offer authorized administrators and educators (you choose who is granted access) the ability to selectively bypass category restrictions.

ENA WebSafe *Prime* and **ENA WebSafe *Pro*** will give each school district and library its own online, real-time access to choose which content categories to block or allow (there are over 40 categories that organizes websites by subject matter) and to input specific websites for whitelisting and blacklisting override, and for viewing and downloading utilization reports. And with the summer 2013 rollout of **ENA WebSafe *Pro***, you'll get Active Directory (or other LDAP-based) user integration, which means you can provide different filtering policies to different users based on your own user-directory structure.

ENA WebSafe *Prime*

ENA WebSafe Prime

Currently Available

ENA WebSafe *Prime* is our latest offering available to customers on ENA statewide networks.*

Current Features include:

- Authorized Override and online Authorized Override administration
- No need to purchase or maintain any premises-based equipment

ENA WebSafe *Prime* Features Coming in 2013:

- Complete online, real-time control of category selection and black lists and white lists
- Robust admin controls, analytics and reporting
- YouTube for Schools
- HTTPS filtering on port 443

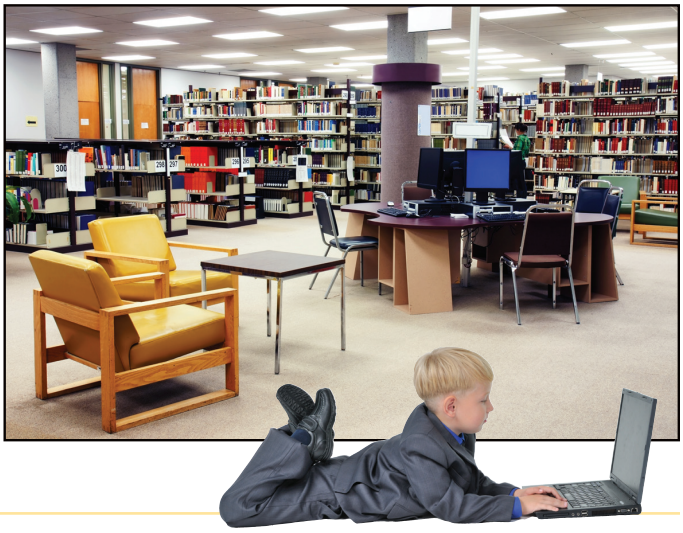
ENA WebSafe *Pro*

ENA WebSafe Pro

Coming Summer 2013

In addition to the **ENA WebSafe *Prime*** features, **ENA WebSafe *Pro*** will include:

- Enhanced analytics and controls, as well as additional reporting and visibility
- User-directory integration for seamless authentication and almost infinitely flexible filtering
- Time-of-day and day-of-week filter scheduling, allowing different policies for after-school hours
- Private IP address and user visibility for even more detailed online reporting
- HTTPS filtering on non-standard ports
- Protocol filtering (22 different protocols)
- Full ENA management and maintenance of any required on-premises equipment



* ENA statewide network customers who have used previous generations of ENA's content-filtering solution may choose the **ENA WebSafe** Classic solution. Contact your ENA Account Service Manager for more information.

Contact ENA Today

For more information about **ENA WebSafe**, contact your ENA Account Service Manager or visit our website at **www.ena.com**.

About ENA

ENA is the leading provider of managed Infrastructure as a Service (IaaS) solutions to school systems, libraries and governments. In 1996, ENA created one of the first statewide K-12 networks in theU.S. and has earned a reputation as experts in the design, deployment and management of data, voice and video solutions. Today, ENA manages multiple statewide and district-wide education and library networks, including 11 of the largest school systems in the country, successfully serving over 5,200 end sites, 555 school districts and 295 libraries, more than 2.5 million students, educators and administrators, and 3.6 million librarians and patrons. For more information, please visit **www.ena.com**.

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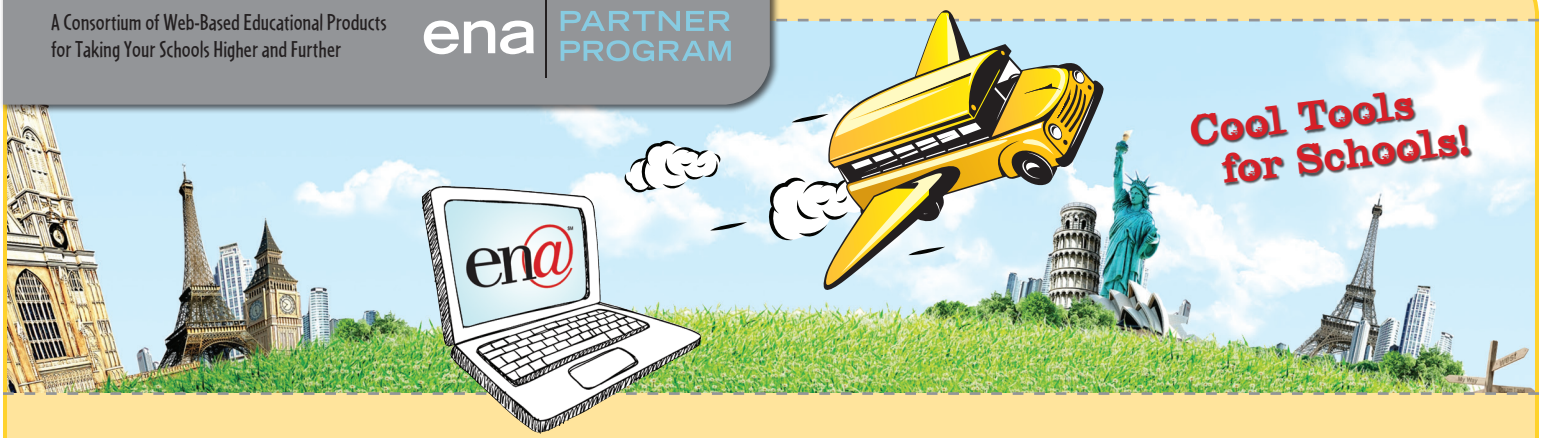

Big Universe

Big Universe is an online reading and writing community for grades preK–8. The web site provides a large library of leveled non-fiction and fiction online books, an online writing and publishing tool, a safe bookshelf sharing community and many supporting tools such as reading logs and more.

BrainPOP

BrainPOP is designed to actively engage students in hundreds of curricular topics. Science, Math, Social Studies, English, Technology, Arts, Music and Health are all brought to life online through animated, web-based movies, interactive quizzes, activity pages and related features. **BrainPOP Jr.** is for K–3, **BrainPOP** is for grades 3 and up, and **BrainPOP Español** is in Spanish. **BrainPOP ESL** is a tool to teach English to ESL students.

CILC

CILC quickly and easily places the awesome power of video teleconferencing (VTC) right into your hands, delivering proven professional development training for beginners up to experts. These Professional Development packages will train your users on the effective use of VTC and will plug your schools into rich, quality content that spans the curriculum spectrum.

ClassLink LaunchPad

ClassLink LaunchPad is a personalized cloud desktop that gives students access to school from anywhere. Accessible from any device, **LaunchPad** is ideal for BYO initiatives. **LaunchPad**'s multiple views include a surprisingly simple virtual desktop and an empowering instructional desktop. With more and more devices showing up in classrooms today, users expecting 24/7 access and schools seeking to lower costs, **LaunchPad** is a perfect addition to 21st-century learning!

Defined STEM

Defined STEM provides teachers a web-based resource designed to bring the science, technology, engineering and math initiatives to life. We accomplish this by providing project based learning **STEM** curriculum focused around a specific career theme. Our goal is that through the integration of the career based videos and performance tasks, students begin to understand and make connections between career pathways and the critical thinking skills necessary to succeed in school, careers and life.

CONT. →

Gaggle Archiving

Gaggle's hosted archiving solution ensures that all messages are saved on redundant storage systems. These systems are designed to work with multiple drive failures and provide snapshot capability so files cannot be inadvertently or intentionally deleted. **Gaggle**'s interface makes searching for and recovering archived message convenient and simple.

Gaggle E-mail and Gaggle Apps

Gaggle is a safe, web-based communication system for students where the teacher is always in control. **Gaggle** offers a suite of safe online learning tools including Zoho docs (text documents, spreadsheets and presentation software that students can access anywhere), GaggleTube (filtered YouTube), student-to-teacher SMS texting, integrated calendars, a filtered blogging tool, homework drop boxes, digital lockers, message boards, filtered instant messaging and 7 GB of storage for each account. In addition, **Gaggle** now offers their Human Monitoring Service as part of your subscription!

Grade Results

Grade Results provides online courses and a comprehensive set of credit recovery, credit acceleration, remediation, alternative and special education services to public, private, charter and alternative schools, as well as community colleges and universities. **Grade Results** is research-based and offers an extensive, personalized and ever-expanding curriculum powered by a cutting-edge, one-to-one delivery system using live, highly qualified instructors.

Learn360

Learn360 offers outstanding K–12 digital content through cutting-edge technology delivered in a familiar online environment. The advantages of **Learn360** are: accessible 24/7, multiple online delivery options, outstanding visual quality, leading K–12 educational content, state-of-the-art search capabilities, correlations to state standards *and more*.

netTrekker and Weekly Reader

Get connected with **netTrekker**, the leading educational search tool for K–12 students and educators. **netTrekker** connects you to the most relevant, standards-aligned digital resources for engaging students in a learning experience that supports their unique needs. **Weekly Reader** is an available add-on to your **netTrekker** subscription.

SchoolDude

SchoolDude is the nation's number-one provider of operations-management solutions for the education market. **SchoolDude**'s suite of solutions for IT, facilities and business operations live in the cloud, are affordable and easy to use, and have been adopted by more than 5,000 educational organizations in all 50 states and eight countries.

Think Through Math

Think Through Math provides one-student-to-one teacher differentiated math instruction through a unique integration of proprietary tutoring technology and live, online certified teachers. A web-based solution, **Think Through Math** can be accessed from any computer with an Internet connection.

EXHIBIT C

Clarification

See attached.

Education Networks of America

802 West Bannock, Suite 405 • Boise, ID 83702
tel: (208) 473-2802
www.ena.com

July 12, 2013

Ms. Joyce Popp
Idaho Department of Education
650 W. State Street
Third Floor, RM 343
Boise, ID 83720

Re: Requested Clarifications to ENA Services, LLC/Education Networks of America, Inc. (ENA) Proposal Response to RFP1305W Idaho High School Wireless Managed Service Project

Ms. Popp:

We appreciate the time that the RFP evaluation team spent with us on Tuesday, July 9 as part of your finalist evaluation. As requested, this letter shall serve to clarify ENA's response to the above-captioned RFP. We understand that our clarifications below shall be considered as part of ENA's response and will be part of the resulting agreement or contract.

1. ENA WebSafe Content Filtering Options. ENA's offer of content filtering provides multiple levels of participation at each high school. Our base proposal includes cloud-based content filtering that permits each high school to designate their own blocked/unblocked categories as well as a local whitelist and blacklist capabilities. Optional local base content filtering for non-IEN districts as well as capabilities to integrate with local directory services such as LDAP and Active Directory to provide a customized experience tied to the individual user is available at an additional cost as described in our response. Districts may also choose to opt-out of ENA's content filtering should they prefer to use a locally-provided content filtering solution.

2. Statewide Roaming and Local Authentication. ENA's base offer includes the capability to provide a statewide standard service set identifier (SSID) that will allow Idaho public high school students and associated staff to 'roam' and access the wireless network at remote locations beyond their primary site that have opted in to receive service under this RFP. We will configure the roaming SSID to hand off traffic at the location where the user is accessing the wireless network in an environment that will permit the local school district to provide only Internet access and restrict the user's ability to access internal school or district resources. Additionally, and as part of ENA's base offer, we will provide separate, local SSID(s) at each site at the direction of school or district technology staff which can be configured to authenticate the user against a local directory resource such as LDAP and Active Directory and provide authorized users access to internal school or district resources. ENA will work with each high school and/or district at the SDE's direction to configure the wireless network to meet their needs and security policy.

3. Cabling and Infrastructure for Access Points. ENA will install adequate cabling and infrastructure to support the bandwidth demand from each access point installed in the high school during our initial installation. We will take into account bandwidth limitations incurred due to wireless overhead, technical capabilities of the access point itself and the currently-approved ENA and IEEE standards for deployment. Upon refresh of the access point at renewal of the RFP, ENA will supplement any cabling or infrastructure required to support the updated access point according to ENA's testing and approved standards and our underlying technology provider's published recommendations.

If you have any further questions, please do not hesitate to contact us.

Sincerely,

Bob Collie
Education Networks of America, Inc.