



Media Link Telecom, LLC  
203 Specialty Lane  
Scott, LA 70583  
[www.medialinktelecom.com](http://www.medialinktelecom.com)

## Cover Letter

Gregory-Portland Independent School District  
Andrew Guerra  
608 College Street  
Portland, TX 78374

Subject: Gregory-Portland ISD RFP for Lit WAN Services

Dear Andrew,

Media Link Telecom, LLC is pleased to submit its technical and cost proposal through this transmittal letter to Gregory-Portland ISD in response to the above-referenced Request for Proposal (RFP) for Lit Fiber Services.

We believe that our response meets the requirements as called out in this RFP, and are excited that we are able to offer the "turn-key" solution you desire. We hope our existing WAN circuit to WC Andrews for your district shows our commitment to uptime and service level.

Please forward any questions regarding this solicitation response to me. My contact information is provided below.

On behalf of Media Link, thank you for giving us the opportunity to respond to this RFP and we look forward to continuing a mutually rewarding partnership with your district.

Sincerely,

Blaine Moreau  
VP Operations  
Office: 337-573-0200 | Cell: 337-298-1107 | Email: [bmoreau@medialinktelecom.com](mailto:bmoreau@medialinktelecom.com)



## ISD References

### **Robstown ISD – Richard Gonzalez**

361-533-4108

Media Link is the current Leased Lit Fiber 10Gig WAN service provider for Robstown ISD and is under a 5-year contract with the district. The WAN consists of 9 locations and is 100% wholly owned, new fiber and network equipment.

### **City of Portland – Terrell Elliot**

361-777-4830

Media Link is the current Leased Dark Fiber WAN service provider for The City of Portland. Media Link's fiber connects 7 municipal locations back to their Operations Center and has plans to expand east of town to add additional locations in 2020.

### **Marlin ISD – Adam Lejeune**

254-883-2899

Media Link is the current Leased Lit Fiber 10Gig WAN service provider for Marlin ISD and is under a 3-year contract with the district. The WAN consists of 5 locations and is 100% wholly owned, new fiber and network equipment.

### **Columbus ISD – Lance Portwood**

979-732-1393

Media Link is the current DIA and Leased Lit Fiber 10Gig WAN service provider for Columbus ISD and is under a 3-year contract with the district. The WAN consists of 6 locations and is 100% wholly owned, new fiber and network equipment, as well as a 1-Gbps DIA service.

**Media Link Telecom is also the Wide Area Network Service Provider for:**

- Portland ISD in Portland, TX
- City of Portland- Portland, TX
- Daingerfield ISD in Daingerfield, TX
- University View Academy in Baton Rouge, LA
- Fairfield ISD in Fairfield, TX
- Dewitt Public School District in Dewitt, AR
- Columbia School District in Columbia, MS
- Claiborne County School District in Port Gibson, MS
- Grenada School District in Grenada, MS

# Proposed Solution(s)

## 1-10 Gbps Lit Fiber WAN Solution

Media Link Telecom is proposing a 1-10 Gbps point-to-point Ethernet circuit solution between:

- Gregory-Portland Middle School (Hub) – Currently connected with 10Gbps WAN
- Administration Office
- Student Support Services
- East Cliff Elementary
- S.F. Austin Elementary
- Training Facility
- T.M. Clark Elementary

See Attachment A for a Route Diagram of the proposed solution.

### Lit Fiber Summary and Method of Procedure

- Media Link is proposing to place, via conventional utility construction methods, a single 96-ct, loose-tube, single-mode, single jacket fiber optic cable between the specified endpoints in the locations listed above. See attached or included WAN Build Proposal.
- The type of cable will be similar to a Prysmian ExpressLT Dry cable. The method of construction is to be a 100% underground (UG) placement, with the fiber placed inside a single 1-1/4 HDPE conduit placed by directional bore within the public right-of-way between the locations. All state, parish and local permits will be obtained prior to cable placement.
- The cable will be brought into each building equipment/telco room using either existing or new conduit that Media Link will install as part of this project.
- In each telco room, Media Link will install a rack, or wall mount fiber termination panel (FTP), and each cable will be terminated by fusion splicing SC connectors on each fiber.
- End to End, light level and OTDR readings will be recorded and be made available to the ISD as requested. Red line drawings of individual cable routes will also be furnished, if requested.
- Media Link will provision and install the equivalent of a Cisco Nexus 3850/Extreme X670/Ubiquiti Edge in the data center, and a Cisco SG500/Extreme 200/ Ubiquiti Edge in each edge location's MDF. The actual platform will be dependent upon districts decision on bandwidth selection and equipment availability. Rack mount power supplies will be installed at each location providing a minimum of 120 minutes of uninterrupted power to the Media Link network equipment.
- Ethernet testing will be performed, and results made available to the District as requested.
- Management capability to each Media Link NID will installed, and the WAN cut-over time scheduled with the district.

### **Lit Fiber Maintenance, Network Monitoring, and System Support**

Media Link Telecom's lit fiber proposal includes all costs associated with maintaining the fiber and NID devices.

- Equipment spares will be made available to local technicians for prompt repair following unscheduled outages.
- Media Link will add the proposed fiber routes to the Texas One Call database immediately upon commencement of construction, listing Media Link Telecom as owner of the facility.
- Media Link Telecom's NOC will monitor, on a 24x7x365 basis, all locate request tickets, and dispatch local field locate technicians to mark the cable as required.
- Media Link will perform, at a minimum, monthly visual inspections of both aerial and OSP facilities, to include handhole lids, lashing and cable marker poles. These reports will be made available to the District. Annual cable testing will be performed by OTDR method and the results made available to the District.
- Loss of Service (LOS) events will be acted upon immediately, with a tech on-site time in less than 2 hours after NOC notification. Cable restoration crews will be on-site within 4 hours of the LOS event and NOC notification.
- In the event of hardware failure, "hot swap replacement" within 24 hours of the reported failure.
- Equipment maintenance, to include filter changing if required, will be performed on a semi-annual basis.
- Firmware updates and other network equipment maintenance will be scheduled in advance with the District.

## Pricing- Lit 10 Gig WAN Service

School Name	Contract Length*	Bandwidth (WAN)	NRC	Special Const.	MRC
Administration Office	12 Month	1-10 Gbps	\$0.00	\$0.00	\$1,299.00
Student Support Services	12 Month	1-10 Gbps	\$0.00	\$0.00	\$1,299.00
East Cliff Elementary	12 Month	1-10 Gbps	\$0.00	\$0.00	\$1,299.00
S.F. Austin Elementary	12 Month	1-10 Gbps	\$0.00	\$0.00	\$1,299.00
Gregory-Portland Middle School-Hub	12 Month	1-10 Gbps	\$0.00	\$0.00	\$0.00
Training Facility	12 Month	1-10 Gbps	\$0.00	\$0.00	\$1,299.00
T.M. Clark Elementary	12 Month	1-10 Gbps	\$0.00	\$0.00	\$1,299.00
<b>Total ISD MRC (before USAC Discount)</b>	<b>12 Month</b>	<b>1-10 Gbps</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$7,794.00</b>

### Notes:

- Media Link can commit to delivering this network before July 1, 2020.
- Pricing is the same for 1-10 Gbps WAN service.
- This is a managed Point-to-Point Ethernet Solution.
- This is Stand-Alone Lit WAN pricing and does NOT include the IA pricing to the ISD HUB.
- There is no charge for connectivity to the Hub as Media Link is currently serving this location.
- \*Pricing based on a 1-yr contract with two (2) one-year renewals.
- Design includes 3 pair (6 fibers) spliced in a "home-run" configuration from each site back to the hub. Pair 1 for the 1-10Gbps Lit WAN, Pair 2 for spare/emergency use, and Pair 3 for ISD usage.

## Pricing- Lit 10 Gig WAN Service

School Name	Contract Length	Bandwidth (WAN)	NRC	Special Const.	MRC
Administration Office	36 Month	1-10 Gbps	\$0.00	\$0.00	\$999.00
Student Support Services	36 Month	1-10 Gbps	\$0.00	\$0.00	\$999.00
East Cliff Elementary	36 Month	1-10 Gbps	\$0.00	\$0.00	\$999.00
S.F. Austin Elementary	36 Month	1-10 Gbps	\$0.00	\$0.00	\$999.00
Gregory-Portland Middle School-Hub	36 Month	1-10 Gbps	\$0.00	\$0.00	\$0.00
Training Facility	36 Month	1-10 Gbps	\$0.00	\$0.00	\$999.00
T.M. Clark Elementary	36 Month	1-10 Gbps	\$0.00	\$0.00	\$999.00
<b>Total ISD MRC (before USAC Discount)</b>	<b>36 Month</b>	<b>1-10 Gbps</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$5,994.00</b>

### Notes:

- Media Link can commit to delivering this network before July 1, 2020.
- Pricing is the same for 1-10 Gbps WAN service
- This is a managed Point-to-Point Ethernet Solution.
- This is Stand-Alone Lit WAN pricing and does NOT include the IA pricing to the ISD HUB.
- There is no charge for connectivity to the Hub as Media Link is currently serving this location.
- \*Pricing based on a 3-yr contract with two (2) one-year renewals.
- Design includes 3 pair (6 fibers) spliced in a "home-run" configuration from each site back to the hub. Pair 1 for the 1-10Gbps Lit WAN, Pair 2 for spare/emergency use, and Pair 3 for ISD usage.

## Pricing- Lit 10 Gig WAN Service

School Name	Contract Length	Bandwidth (WAN)	NRC	Special Const.	MRC
Administration Office	60 Month	1-10 Gbps	\$0.00	\$0.00	\$899.00
Student Support Services	60 Month	1-10 Gbps	\$0.00	\$0.00	\$899.00
East Cliff Elementary	60 Month	1-10 Gbps	\$0.00	\$0.00	\$899.00
S.F. Austin Elementary	60 Month	1-10 Gbps	\$0.00	\$0.00	\$899.00
Gregory-Portland Middle School-Hub	60 Month	1-10 Gbps	\$0.00	\$0.00	\$0.00
Training Facility	60 Month	1-10 Gbps	\$0.00	\$0.00	\$899.00
T.M. Clark Elementary	60 Month	1-10 Gbps	\$0.00	\$0.00	\$899.00
<b>Total ISD MRC (before USAC Discount)</b>	<b>60 Month</b>	<b>1-10 Gbps</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$5,394.00</b>

### Notes:

- Media Link can commit to delivering this network before July 1, 2020.
- Pricing is the same for 1-10 Gbps WAN service.
- This is a managed Point-to-Point Ethernet Solution.
- This is Stand-Alone Lit WAN pricing and does NOT include the IA pricing to the ISD HUB.
- There is no charge for connectivity to the Hub as Media Link is currently serving this location.
- \*Pricing based on a 5-yr contract with three (3) one-year renewals.
- Design includes 3 pair (6 fibers) spliced in a "home-run" configuration from each site back to the hub. Pair 1 for the 1-10Gbps Lit WAN, Pair 2 for spare/emergency use, and Pair 3 for ISD usage.

## Technical Support Information

Technical support to the District will be available 24x7x365 by contacting:

- Media Link NOC at toll free 844-363-3426. The NOC is manned by experienced network engineers and technicians responsible for taking trouble calls, deciding best action course, dispatching, or escalating if required.
- Through the Media Link Telecom web portal at <http://medialinktelecom.com/contact-us/>. Inquiries through the website are directed to the NOC and are monitored 24x7.
- Emailing Media Link technical support at [support@medialinktelecom.com](mailto:support@medialinktelecom.com).

Following unscheduled network outages, Media Link customers should contact the Media Link Network Operations Center at 844-363-3426.

1. All calls to the Media Link NOC will be immediately issued a ticket number for internal tracking. This ticket number will be given to the customer for follow up calls if required.
2. The following customer information, at a minimum will be asked of the customer:
  - Name
  - Call back number
  - Existing ticket number (if applicable)
  - Location or service, and whether caller is on-site
  - Contract Number (if applicable)
  - Description of outage or trouble
  - Verification of commercial power at the Media Link NID
3. The NOC representative will make a determination as to the most appropriate response to the issue based on network monitoring and caller information. Appropriate escalation to Media Link personnel will be taken as required. Priority Level of the outage is assigned.
4. Response decision will be relayed to the caller for approval or feedback.
5. Ticket updates will be sent to the customer via phone or email during the network outage. The update interval will be discussed with the customer.
6. If the outage is determined to not be customer power related, the NOC will notify Media Link Operations of the outage within 5 minutes of ticket generation.
7. Media Link Operations will decide on a course of action based on the following data:
  - Current weather conditions at customer location. Disaster recovery operations will be initiated following severe weather events.
  - Proximity of digging contractors in the vicinity of Media Link facilities. If it is determined by researching dig requests that a fiber damage has likely occurred, Operations will either dispatch a restoration crew, or contact local assets for assistance. Response time shall be less than 2 hours. Circuit restoration times following OSP damages are controlled by severity, location, and employee safety.
  - Performance and monitoring processes. Spare SPFs, jumpers and other critical telecommunications parts will be made available to local technicians. Availability and access to Media Link equipment will be coordinated with the customer.

BY SIGNING BELOW, I AUTHORIZE DEPLOYMENT AND ACKNOWLEDGE THAT I HAVE READ, FULLY UNDERSTAND, AND AGREE TO ALL OF THE PRECEEDING TERMS AND CONDITIONS SET OUT IN THIS AGREEMENT AND THE POLICIES INCORPORATED HEREIN BY REFERENCE.

Independent School District

Paul Clore  
Name

Superintendent  
Title

Paul Clore  
Signature

3-18-2020  
Date

Media Link Telecom, LLC

Blaine Moreau  
Name

Vice President-Operations  
Title

Blaine Moreau  
Signature

~~3/19/2018~~ 3/23/2020  
Date

BY SIGNING BELOW, I AUTHORIZE DEPLOYMENT AND ACKNOWLEDGE THAT I HAVE READ, FULLY UNDERSTAND, AND AGREE TO ALL OF THE PRECEEDING TERMS AND CONDITIONS SET OUT IN THIS AGREEMENT AND THE POLICIES INCORPORATED HEREIN BY REFERENCE.

Independent School District

Paul Clore

Name

Superintendent

Title

Paul Clore

Signature

3-13-2020

Date

Media Link Telecom, LLC

Blaine Moreau

Name

Vice President-Operations

Title

Signature

3/19/2018

Date



## Service Level Agreement

Media Link takes pride in providing best of class telecommunication solutions to its customers. This Service Level Agreement ("SLA") covers the local transport area to the Media Link demarcation point including equipment associated with the endpoints such as Ethernet switches and network interface devices. The support plan is designed to provide onsite support response within two (2) hours of notification, 24-hours/day, 7-days/week. The provisions described below shall be Customer's sole and exclusive remedy in the event of Interruption.

- **Network Availability:** Media Link shall make all reasonable, commercially responsible efforts to ensure 99.99% availability of the Lit Fiber Service. If a customer detects an interruption, they shall open a ticket with Media Link's Network Operations Center by calling 844-363-3426. At the request of the customer, Media Link will issue a credit to the customer for network outages in an amount equal to one day's worth of the base fee paid by customer, multiplied by each hour (or portion thereof rounded to the next hour) of the cumulative duration of such network outages during that particular month.
- **Frame/Packet Loss Commitment:** Media Link network packet loss between designated endpoints shall be limited to 0.1 % or less each day except during customer approved maintenance events. Packet loss is measured by standard, industry-accepted methods and measured during the Service Window between designated end-points. Should packet loss exceed 0.1% during a calendar month, Media Link will issue a credit to the customer equal to one day's worth of the base fee paid for that month.
- **Network Latency Commitment:** Media Link's goal is to keep latency on its network to 10 milliseconds or less, as measured by averaging sample measurements between Media Link NIDs. Should latency for a calendar month exceed 10 milliseconds, and upon written request by the customer, Media Link will issue a credit to the customer equal to one days' worth of the base fee paid for that month.
- **Network Jitter Commitment:** Media Link's jitter goal is less than 2 milliseconds one way. Should jitter for a calendar month exceed 2 milliseconds, and upon written request by the customer, Media Link will issue a credit to the customer equal to one days' worth of the base fee paid for that month.
- **Media Link will not limit or throttle the capacity of the circuit at any time for any reason under this agreement.**

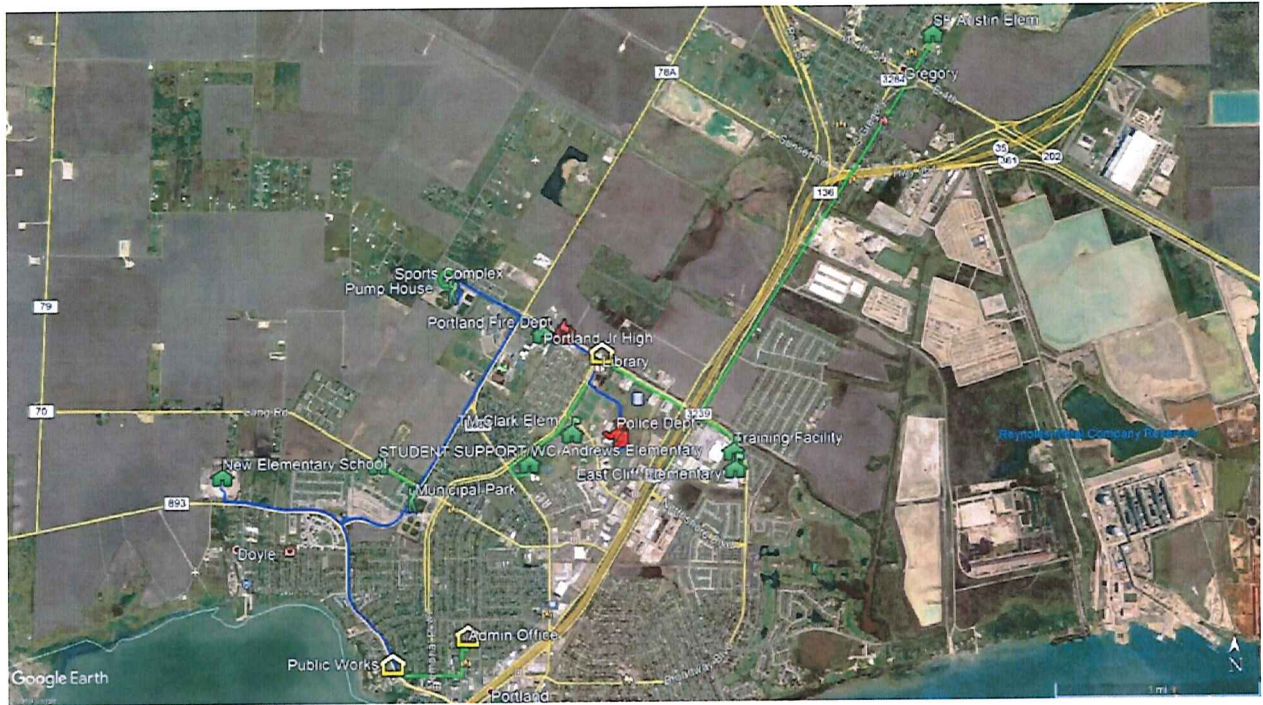
## No credit allowance will be made for:

- a. Interruptions caused by the negligence of Customer or third parties outside of Media Link's control.
- b. Interruptions due to the failure of power, equipment, systems or connections not provided by Media Link under this Agreement.
- c. Interruptions during any period when Customer has released the circuit for maintenance or rearrangement purposes or for the implementation of a Customer order.
- d. Interruptions which continue because of Customer's failure to authorize replacement of any element of the Service.
- e. Interruptions due to force majeure events.
- f. No trouble found or where the fault of the trouble is undetermined.

Confidential & Proprietary

End of Proposal

Attachment A



Blue line depicts existing Media Link buried fiber routes.  
Green line depicts proposed Media Link buried fiber routes.

# Gregory-Portland ISD

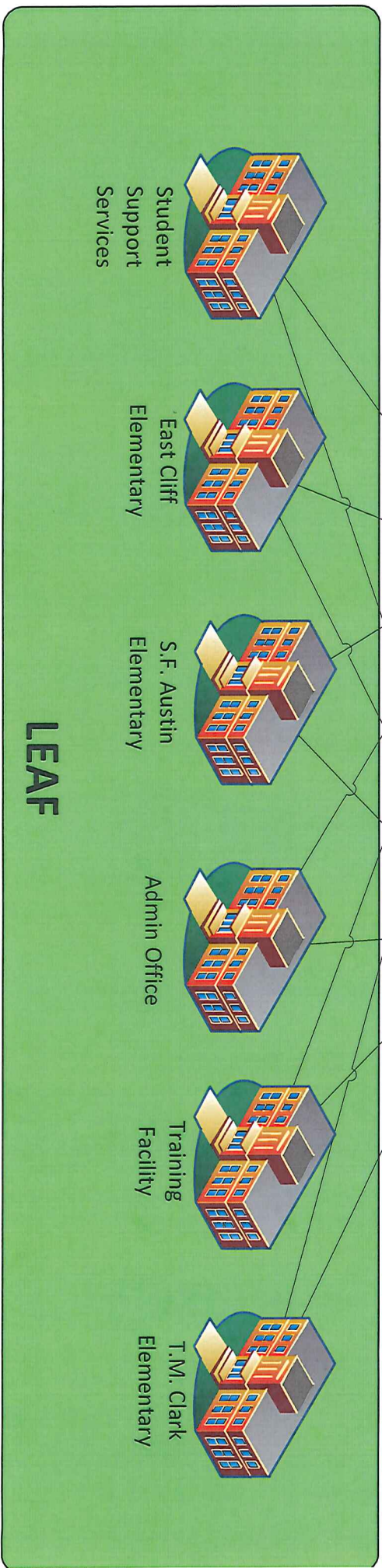
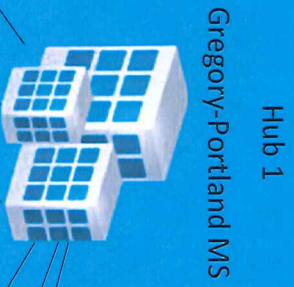
EACH SITE WILL HAVE 3 FIBER PAIRS TERMINATING  
1 PAIR FOR LIT SERVICE, 1 PAIR FOR EMERGENCY, AND 1 PAIR FOR SCHOOL USE



**MEDIALINK**  
T E L E C O M

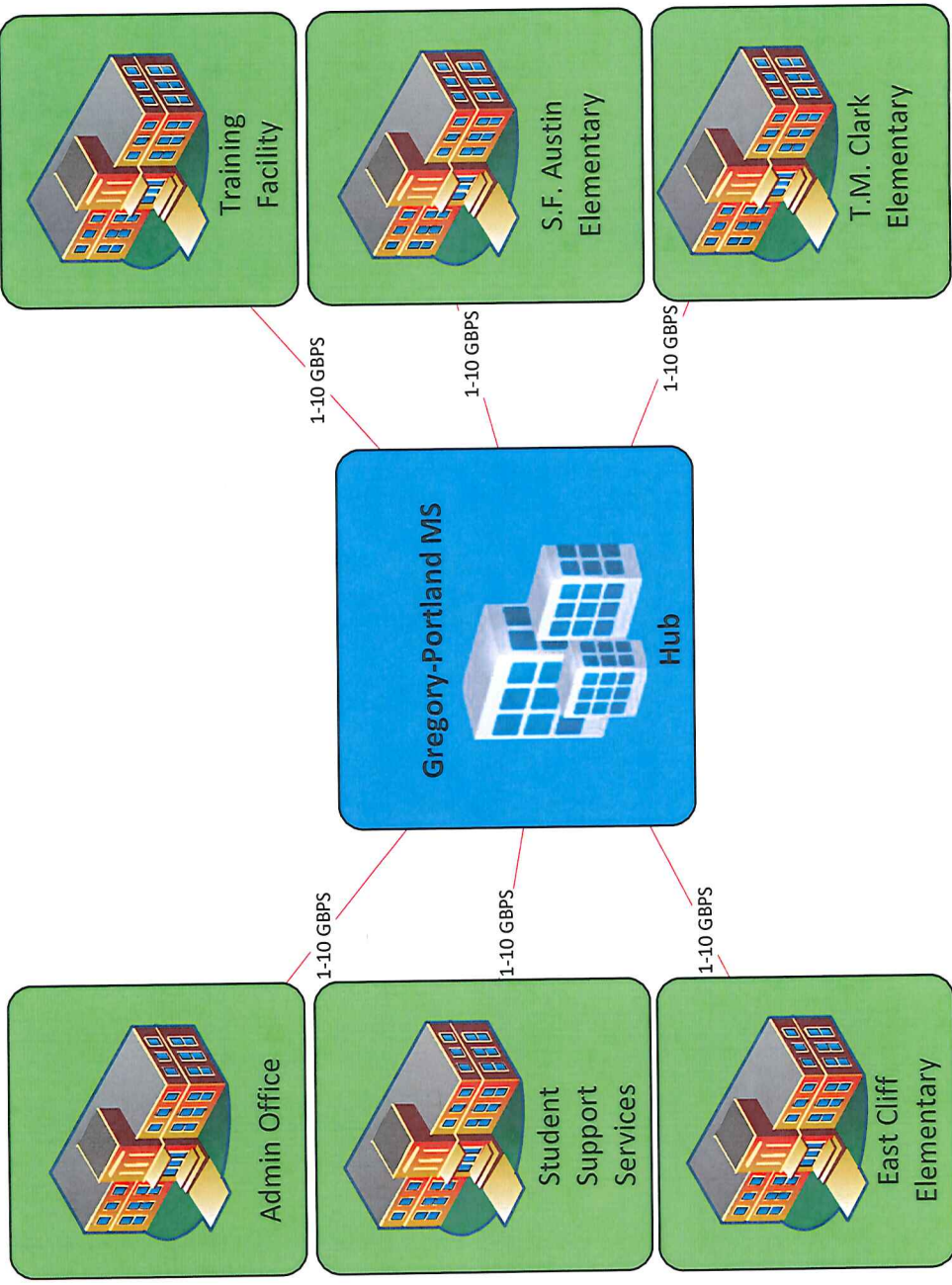
## SPINE

1 - 10 GBPS LIT SERVICE TO EACH SITE  
40-100Gbps Options Available



- 6 FIBERS RAN FROM GREGORY-PORTLAND JR HIGH TO EACH LEAF SITE
- 6 FIBERS RAN FROM WC ANDREW ELEMENTARY TO EACH LEAF SITE
- Secondary Aggregate location could be easily located at another ISD site

# Gregory-Portland ISD



EACH SITE WILL HAVE 3 FIBER PAIRS TERMINATING.  
 1 PAIR FOR LIT SERVICE. 1 PAIR FOR EMERGENCY. AND 1 PAIR FOR SCHOOL USE