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.

Enhanced Call Quality Monitoring

ENA is able to monitor the overall quality of experience for every call made to and from ENA's voice solutions. We actually monitor network conditions such as jitter, latency and packet loss that can negatively affect call quality. This allows ENA to quickly pinpoint where a call problem lies–whether on the customer's LAN or on our own telecommunications network–thereby enabling us to resolve an issue in a more efficient, more effective manner.

In the event of a critical issue or substantial outage, ENA will provide updates and status reports at 30-minute intervals to the assigned customer's administrator. Additionally, ENA provides the customer with monthly summaries of any outages or other issues that affected voice service.

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 5:00 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 network traffic in aggregate and has the capability to drill down to specific IP addresses in order to monitor and manage network abuse, virus outbreaks and unusual network traffic as well as to ensure packet prioritization based on pre-set rules.

The tools outlined below will be available to provide data for each individual end site.

Network Monitoring Tool

ENA's proactive network monitoring system checks each device on the network in five-minute intervals. If a test fails or performs outside expected boundaries, the system alerts the ENA CTAC to take corrective action so the device is returned to service as soon as possible. **The Network Monitoring Tool displays real-time status of the network, allowing insight into the health of the network at any time, from any place with an Internet connection.**

At a glance, all customer administrators can determine:

- If a service interruption has occurred at a site
- Length of the interruption
- If it is acknowledged by ENA

If the ENA CTAC is currently working such a service interruption, administrators may click the associated "Ticket" link and be taken to the Ticket Tracker for that specific incident to see the progress toward resolution. Additionally, customers can view historical availability information for each site for the last two months.

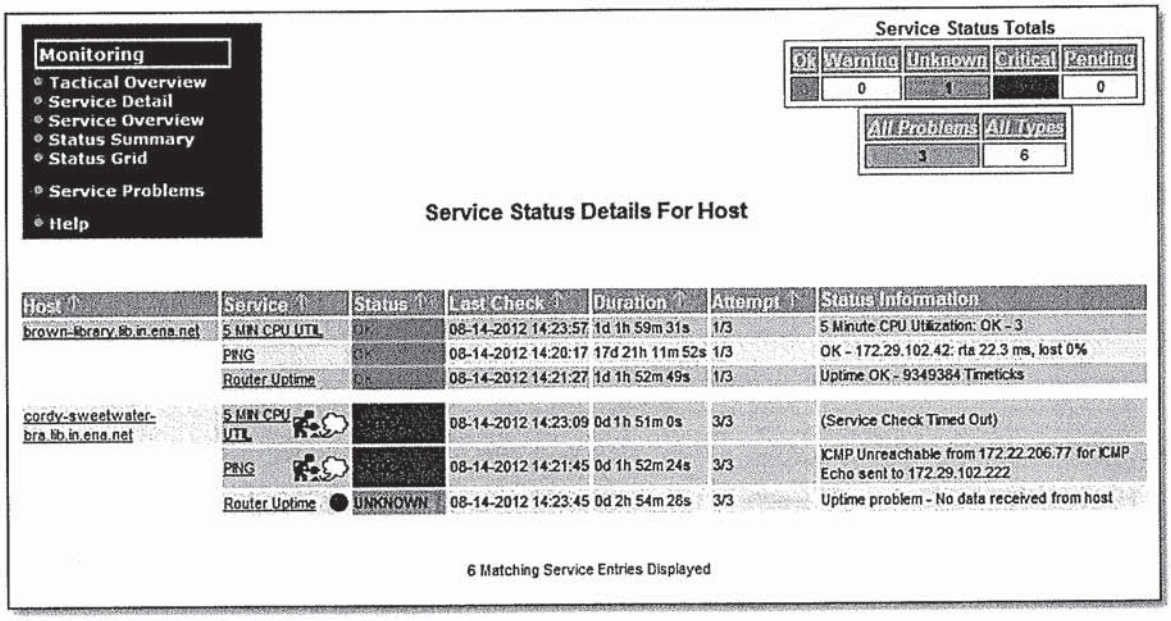

Figure 35: Network Monitoring Tool

Bandwidth Utilization Reporting Tool

The Bandwidth Utilization Reporting Tool allows customers to track and monitor aggregate bandwidth usage by site using industry-standard metrics. This tool provides bandwidth usage documentation on an hourly, daily, weekly and monthly basis. This information assists in troubleshooting, planning future capacity requirements and tracking usage spikes.

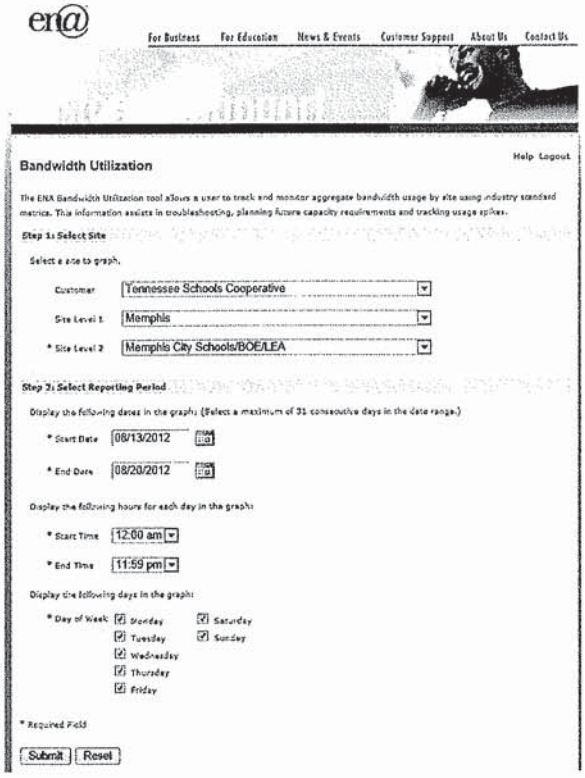

Figure 36: Bandwidth Utilization Reporting Tool

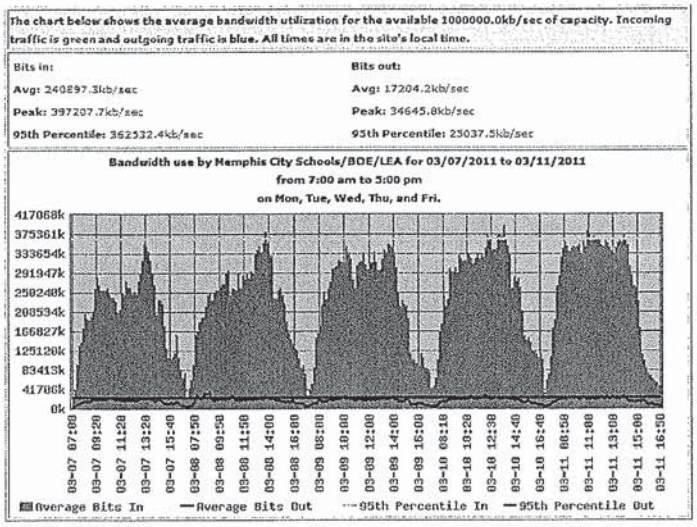

Figure 37: Sample Report from ENA's Bandwidth Utilization Reporting Tool

Account Management Tool

The Account Management Tool allows authorized administrators to maintain account information for users who are granted access to the tools for the management of passwords, user profiles and the creation of additional accounts.

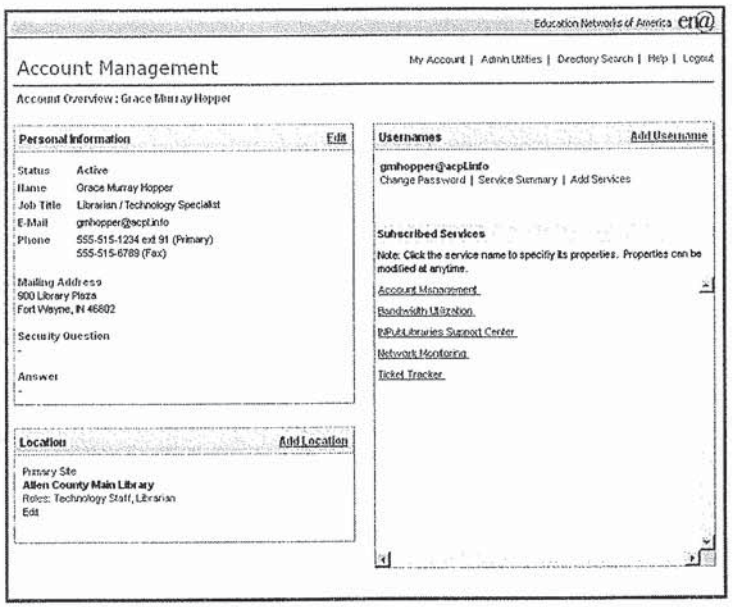

Figure 38: Account Management Tool

Training

ENA will provide access to ongoing web-based training for customer network staff on all our customer-accessible network monitoring and management tools via scheduled webinars and online help functionality.

ENA's comprehensive training ensures customer satisfaction with its ENA SmartVoice solution including:

- Administrator training on ENA SmartVoice services
- Onsite end user training
- Quick reference guides for most handsets. See **Exhibit 11** for examples of our ENA SmartVoice Polycom Phone Guides.
- Always available, online video tutorials on handset use

ENA developed online phone training that is available to all users via any Internet connection. These videos are categorized by phone model and feature, and range from 30 seconds to two minutes in length. They are separated in such a way that a user could quickly watch a video if they forget how to use a specific feature without having to sit through an entire 30-minute training session. Many school districts use these videos to train teachers and other staff that are not able to attend live training sessions.

I. Potential Risks

As ENA is already the service provider for 115 of the 136 school districts across Tennessee, including SCS, and serves approximately 97 percent of the school districts participating in this procurement, we anticipate that the risks related to the successful completion of this project are minimal as compared to any other respondent and consist solely of ongoing project management and execution and governmental funding.

We are accustomed to managing the project management/execution risk through open and regular communication with our customers and believe that we have adequately covered those risks through our project plan. We expect a leadership-level commitment from the participating districts who request additional services under this contract to ensure that the appropriate staff, funding and time are allocated to ensure successful execution. To ensure success, that commitment must extend throughout the community (principals, administrators, other IT staff, and video and telephone users). We are experienced in working with Tennessee school districts to successfully implement our solutions and our customers understand their role in facilitating upgrades. Therefore, we do not anticipate any significant issues as we install any and all services under this contract throughout its lifecycle. Please see **Tab IF. Timeline for Installation** and **Tab IG. Project Approach** for the manner in which we plan to work with each participating district.

As this project likely relies on local, state and federal funding, the successful completion of the project is subject to the approval and receipt of adequate funding, both in order to initiate and in order to pay for services over the term of our contract. ENA has substantial expertise in assisting with federal (E-Rate) funding, however we will rely on each district to ensure adequate local and state funding throughout the project.

Tab II. Experience and Qualifications

A. Network Failure Information (Addresses Required Responses Table Item II.a.)

Describe in detail all network failures affecting customers in the last year.

Outlined below is a detailed description and duration of the major network outages that affected multiple customers in the last year.

1. January 31, 2012. At 12:37 PM a network interruption occurred that impacted eight school districts (Lawrence, Hamblen, Hawkins, Maury, Sullivan, Blount, Loudon and Warren). ENA detected the outage in our network monitoring system and quickly determined that the source of the outage was an equipment failure in the central office of one of ENA's underlying suppliers. We were able to restore service within 30 minutes of the outage start time and all school districts were back online at 1:06 PM.

2. June 15, 2012. A pre-scheduled maintenance window was scheduled from 12:00 AM – 5:00 AM to enable one of ENA's underlying suppliers to complete some necessary network maintenance. Problems were encountered during the maintenance window causing loss of service at 14 school districts (Sweetwater, Hawkins, Hamblen, Loudon, Monroe, Grainger, Lenoir City, Newport, Richard City, Rogersville, Alcoa City, Sullivan, Cocke, and Dayton) that extended beyond the scheduled service resumption time. ENA immediately engaged the underlying supplier when services were not available as planned at 5:00 AM to restore service to pre-maintenance condition, which was completed by 9:00 AM that morning. A full root-cause analysis was completed before ENA agreed with the supplier to reschedule the maintenance during a future window. At ENA's direction, corrective actions were taken to prevent failure reoccurrence and the maintenance was completed during the next scheduled maintenance window with no impact to customers.

Describe in detail all major degradations in service effecting the business requirements of your customers that required an escalation to remedy within your company or with your sub-contractors

There were no major degradations in service effecting the business requirements of ENA's customers that required an escalation to remedy within ENA or our sub-contractors within the last year. ENA conducts regular reviews of ENA's network performance and that of all our underlying suppliers. If there are any indications that degradation in service is impacting our customers, we escalate throughout ENA and our suppliers according to our published escalation procedures until the issue is resolved.

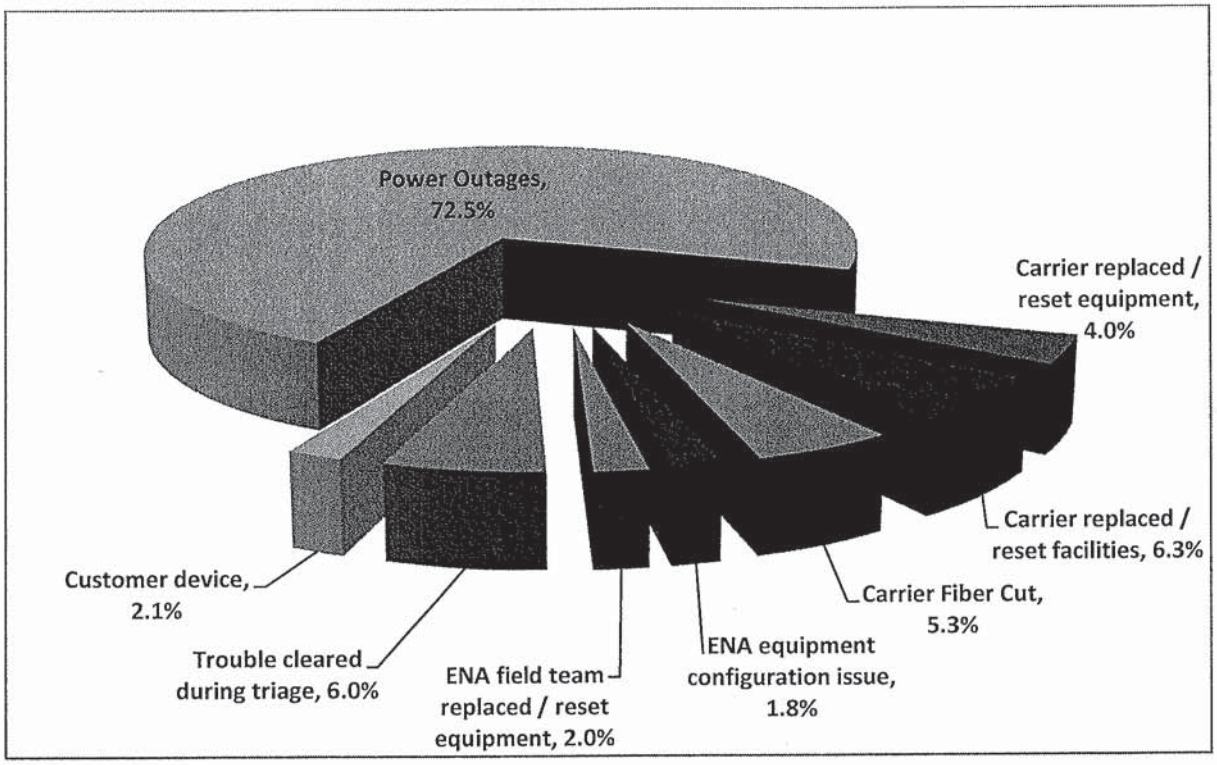

Figure 39: Resolution of Tennessee Customer-Visible Outages for 2012

B. Experience in the Categories of Service (Addressed Required Responses Table Item II.b.)

Describe in detail the experience your company has in the three categories of service as listed in the title of the RFP

"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 has been providing Internet access service as well as services requested by this RFP for over 16 years.

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, 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 services have evolved into a comprehensive, Infrastructure as a Service (IaaS) offering that includes:

- Internet access and WAN connectivity for data, voice and video including managed end site equipment
- Network monitoring and management
- Managed Wi-Fi services
- Security and firewall services
- Interconnected VoIP services
- IP videoconferencing services
- Content filtering services
- E-mail and e-mail archiving services
- Quality of service (QoS) and traffic management
- Instructional and productivity tools

Experience in Delivering Managed Connectivity, Communication and Collaboration Services

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.

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. **Our understanding of the technology needs and challenges of these communities coupled with our experience in providing connectivity, communication and collaboration services to meet the needs of schools and libraries is unequaled and unsurpassed.** ENA's managed service approach was featured as a best-practices model for school districts in the State Educational Technology Association's (SETDA) report on the importance of bandwidth in education titled *High-Speed Broadband Access for All Kids: Breaking Through the Barriers* (http://www.setda.org/web/guest/2020/broadband).

Now serving thousands of locations across the nation, as illustrated below, with robust data, voice and video services and support, ENA is the most qualified and uniquely positioned to provide the services requested.

ENA National Customers Include:

555 School Districts

170 Library Systems

2.5 Million Students, Teachers and Administrators

3.6 Million Library Patrons

5,200 End Site Connections

Operating Nationally

Serving 10 of the Largest School Systems in the U.S.

With one or more of our managed services including Internet access, WAN, voice and video. School districts include: Atlanta Public Schools in GA, Baltimore City Public Schools in MD, Clay County School District in FL, Houston Independent School District in TX (new contract), Indianapolis Public Schools in IN, Knox County Schools in TN, Memphis City Schools in TN, Metro Nashville Public Schools in TN, Prince George's County Public Schools in MD, and Shelby County Schools in TN.

6 Statewide Contracts

VERMONT DEPARTMENT OF EDUCATION · IDAHO EDUCATION NETWORK · METROPOLITAN Nashville PUBLIC SCHOOLS · Department of Education · Indiana Department of Education SUPPORTING STUDENT SUCCESS

Figure 40: ENA National Coverage

"I continue to see that because ENA's focus is education; your service offerings uniquely fit the school environment. We CAN tell that you guys focus on schools."

Eric Saunders, Director of Technology
Memphis City Schools

Why Select ENA Internet Access and Wide Area Network Services

Utilizing ENA's Infrastructure as a Service (IaaS) solution is similar to hiring a general contractor to build your house and, once built, having that expert remain to keep everything running smoothly and reliably. We are the single service provider responsible for delivering reliable Internet, network, voice and video services in support of the variety of applications and technologies deployed throughout the state, district or library. The promise of ENA's complete, turnkey, data IaaS offering is that it encompasses the provisioning, installation and on-going maintenance of all circuits and network and security

equipment/hardware. Our solution includes network design, 24x7x365 proactive monitoring, maintenance and support, security, performance evaluation and E-Rate filing assistance—**all delivered utilizing Priority 1 E-Rate service.** With ENA's IaaS solution, customer personnel only need to contact call one phone number (ENA's) to request new services or to resolve any and all issues related to network connectivity. As part of this singular attention to customer service, ENA continually evaluates all aspects of our service and updates or replaces any component that needs attention, including ENA-owned customer premises equipment as required, in order for all components to perform optimally.

ENA's national MPLS-based, network backbone is designed to provide resilient and reliable connectivity through numerous Points of Presence (POPs) established in major Internet peering facilities in addition to using multiple Internet service providers to ensure uninterrupted service. By establishing geographically separate access points, ENA is able to deliver core network service continuity even in the event of a prolonged incident or disaster affecting any one of our POP locations. Additionally, our national network backbone infrastructure is highly scalable and flexible to meet the unique needs of the communities we serve. As part of our commitment to continuous improvement, ENA is consistently exploring ways to enhance and optimize our Internet access service.

Why Select ENA VoIP Services

ENA designed our cloud-based E-Rate eligible voice offerings to meet the unique needs of schools and libraries. Advances in technology have dynamically changed how we work and communicate with each other and these new technologies continue to evolve allowing for faster, easier, more feature-rich calling services. Enhanced communications today means peace of mind and productivity for all users, whether they are educators, parents, patrons or students. The entire community counts on your telephone service to work and no one understands that like ENA. Since ENA launched its innovative and cost-effective VoIP services in 2006, we have successfully installed and supported thousands of Interconnected VoIP extensions and analog, PRI and IP trunking lines for hundreds of sites throughout the United States. After implementing one of the largest Interconnected VoIP solutions in the country in the K-12 environment, ENA was awarded the Gold-level Internet Telephony Service Provider distinction from Polycom, a leader in IP phones.

ENA's goal is to ensure your telecommunication infrastructure grows and adapts to changing technology and communication needs. By selecting ENA's voice services, you will receive more than just high-quality voice service – you will also begin the path to the next generation of converged collaboration and communication systems that will drive education and efficiencies in the future.

Why Select ENA Live Videoconferencing Services

ENA has been managing statewide video conferencing services as part of our implementation of the Idaho Education Network since 2009 and launched our ENA Live videoconferencing service in 2010. ENA Live is a cloud-based, E-Rate eligible, fully hosted, highly scalable videoconferencing solution that enables schools to deploy videoconferencing in a much more pervasive and cost-effective manner than ever before. Utilizing an E-Rate eligible and easy-to-use videoconferencing service such as ENA Live

addresses many of the challenges in using videoconferencing including budget, time, IT support, scalability, compatibility and training.

In summary, ENA's goal is to ensure your connectivity, communication and collaboration technology infrastructure grows and adapts to your changing needs. ENA looks beyond the basic functionality of its services and assists customers with ways to achieve their short and long-term connectivity, communication and collaboration objectives. In addition, we work with you to enable increased adoption of service features and capabilities so end users receive the full productivity benefits of their service. We believe our service partner approach sets us apart from other service providers.

C. Expansion/Scalability (Addresses Required Responses Table Item II.c.)

Describe your expansion/scalable capability during the term of this contract

ENA can provide two types of Ethernet connectivity for schools in Tennessee based on service availability: district (WAN) and egress. In a district fiber configuration, service is provided at levels ranging from 5 Mbps through 10 Gbps between the schools in a district and a district aggregation point. Under our egress offering, ENA connects the district aggregation point to an ENA POP in bandwidth increments of 1 Mbps between 5 to 1,000 Mbps.

ENA intends to deliver a range of connectivity services to participating Consortium school districts across Tennessee. We strive to provide the best technology solution for the specific environment. ENA has successfully implemented the following technologies in the ENA network nationwide: fiber-based 10/100 Mbps, 1 Gbps and 10 Gbps Ethernet services, copper and fiber-based DS3 services, copper-based T1 and Ethernet services and licensed, high bandwidth wireless point-to-point and point-to-multipoint links. Outlined in this section are the uses, strengths, scalability and challenges of implementing these technologies for SCS and participating Consortium school districts.

All network services provided in this Proposal Response will deliver guaranteed bandwidth at the level of connectivity purchased. ENA uses dedicated circuits ranging in speed from 1.544 Mbps/T1 to 10 Gigabit Ethernet to connect each end site to our core network. All circuits in the core are then extensively monitored and managed to ensure there is adequate spare capacity at all times to support the level of bandwidth purchased by our customers. We do not employ traditional residential cable modems or DSL circuits in our manner of service delivery as each of those services are 'best effort' and cannot guarantee the purchased bandwidth will be available at all times. **ENA's approach of dedicated circuit delivery allows us to confidently guarantee bandwidth purchased.**

5-100 Mbps and 1-10 Gbps Ethernet Services

Wide area Ethernet services are quickly becoming the most cost-effective and flexible means of providing school to district aggregation and district aggregation to Internet connectivity. Wide area Ethernet services may be provided over either copper or fiber-based facilities, with services less than 20 Mbps generally provisioned over multiple copper pairs and those in excess of 20 Mbps provisioned using fiber-optic facilities.

While some participating Consortium school districts will be required to utilize copper facilities to meet many their needs now, our experience in providing service to schools in seven states has taught us that when fiber-based facilities are available or affordable, they are often the best choice. These fiber-based services are **the most readily scalable** of the existing technologies due to the high bandwidth capacity of fiber cabling and ENA's use of modular hardware that allows for swift redeployment for services at higher bandwidths. Fiber (or fiber-optic) refers to the medium and the technology associated with the transmission of information as light pulses along a glass, plastic wire or fiber. Fiber connections carry much more information than conventional copper wire and are in general, not subject to electromagnetic interference or the need to retransmit signals. Virtually all local and long-distance transport lines are now fiber-based. ENA's backbone is based on fiber-optic transport and is scalable to multiple 10 Gigabit wavelengths. **A significant and growing number of schools and school districts throughout the nation are connecting using scalable 5 Mbps through 10 Gbps fiber-optic connections.**

Because fiber is more complex and costly to install than previous technologies, it is not yet available to all Tennessee communities. This lack of availability (which can lead to inequitable distribution of connectivity) and higher cost of implementation are fiber's primary drawbacks. **No one transport provider can deliver fiber-optic connections statewide. In order to improve availability, ENA has established relationships with a number of transport providers, including cable, utility (power and water providers), territorial and alternative telephone carriers, municipal networks, cellular/wireless carriers and emerging higher education fiber-optic networks to leverage their networks to provide fiber-optic connectivity for a greater number of schools and districts. These relationships have already enabled ENA to connect 100 percent of the Tennessee Consortium school districts listed in this RFP that are ENA customers to fiber-based ENA managed Internet access services.**

An excellent example of this approach is our work with numerous school districts in northwest Tennessee and Gibson Electric Membership Corporation. In 2007 ENA began to investigate higher bandwidth options for many of the rural school districts we serve throughout Tennessee to meet growing bandwidth demands. Traditional carrier facilities were not available to serve a number of rural school sites scattered throughout northwest Tennessee so ENA began to investigate non-traditional options.

ENA developed a partnership with Gibson Electric Membership Corporation to build fiber to serve the Gibson County Special School District schools located in their geographic footprint. Based on the success of this project, Gibson Electric facilitated introductions to a number of sister cooperatives throughout Tennessee and we began to replicate this model in other underserved areas.

By committing to utilize this infrastructure to serve school sites, ENA became the anchor tenant for each of these community fiber builds and in just several years have formed partnerships with 16 different local electric cooperatives and municipal utility providers to construct 1,100 miles of fiber that cover approximately 17,000 square miles of Western TN and Western KY. The map below is a current view of this extensive infrastructure.

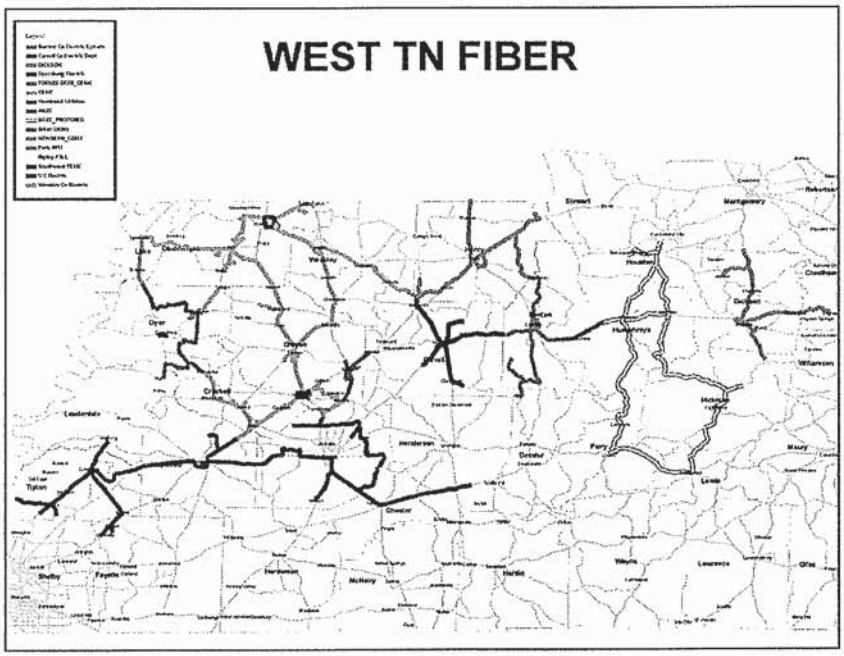

Figure 41: West Tennessee Fiber

ENA has truly proven that we are committed to working to working to deliver needed capacity at responsible prices using unique approaches in a way that no other provider has attempted in any of the states that we serve, particularly Tennessee.

T-1 and DS3 Circuits

Also known as DS1, a T-1 is a dedicated digital communication link provided by a carrier that offers 1.544 Mbps of bandwidth. T-1s are typically delivered over copper network facilities from the closest telephone company serving office to the school and are available statewide. This transport technology is scalable with relative ease because multiple T-1s can be combined to provide additional service speeds in increments of 1.544 Mbps. In the ENA network these circuits are commonly used for carrying traffic from a school to either the school district aggregation point or to one of ENA's points of presence (POPs).

A DS3, or T-3, is a dedicated digital communication link provided over either optical or electrical interface facilities that provides 44.736 Mbps of bandwidth. On the ENA Network, DS3s are used to connect some school district aggregation points to an ENA POP. However, based on service availability, we have found that we can often deliver 20 Mbps copper-based Ethernet and 100 Mbps or 1 Gbps fiber-based Ethernet at a lower cost than using a DS3. DS3s can be used to provide connectivity in increments between 1 and 45 Mbps and ease of scalability is generally limited to the 45 Mbps capacity of the link.

As new, lower cost technologies become available and are implemented in the network, they will be integrated into our service delivery options and often result in more service for the same cost. ENA intends to provide the maximum Internet access and services available given SCS's and each participating Consortium school district's available funding and service needs.

D. Organizational Chart (Addresses Required Responses Table Item II.d.)

Provide Organizational chart for your company

ENA's organization chart depicting our structure is included in **Exhibit 12**. The names of key individuals that will be performing the requirements of this Proposal Response are tinted in red.

E. Detailed Organizational Chart and Staff Information (Addresses Required Responses Table Item II.e.)

Provide a detailed organizational chart for the staff from your company that will be working on this contract's services. Include escalation chart as well for unresolved issues.

The following is a list of all key personnel who will perform the work outlined in our Proposal Response. As previously noted, ENA's organization chart depicting our structure is included in **Exhibit 12** with the names of key individuals that will be performing the requirements of this Proposal Response tinted in red. We have also included in **Exhibit 12** a Key Team Members Matrix with the estimated number of hours dedicated for RFP service components and deliverables mapping our key team members to the major RFP service components and deliverables indicating their level of involvement in this project.

Senior Management Team

- David M. Pierce, Chief Executive Officer (CEO)
- Bob Collie, Senior Vice President and Chief Technology Officer (CTO)
- Lenny Simpson, Senior Vice President of Operations
- Rex Miller, Chief Financial Officer (CFO)
- Jean Schmidt, Chief People Officer (CPO)
- Gayle Nelson, Vice President, Customer Services
- Lillian Kellogg, Vice President, Client Services
- Dana Moore, Director, Tennessee Community and Government Relations

Project Management and Support Team

- Operations
  - Matthew Turner, Director of Services Implementation
  - Patrick Connor, Manager of Field Operations
  - Mike Byers, Project Manager
  - Joe Temple, Project Manager
  - Courtney Dirks, Project Manager
  - Kimberly Wales, Project Manager
  - Debra Regan, Project Manager
  - Dana Briggs, Director of Customer Support

- Technology
  - Greg Horton, Director of Information Systems
  - Travis Wakes, Director of Engineering
  - Michael McKerley, Senior Director of Technology and Innovation
  - Simon Weller, Director of Systems Architecture
  - Cory Ayers, Director of Network Architecture
  - Amanda Pappas, Senior Product Manager
  - Terry Guilyard, Product Manager
- Finance
  - Ward Chaffin, Director of Finance
  - April Scott, Director of Tennessee Finance
- Client Services
  - Monica Farner, Director of Marketing
  - Monica Cougan, Product Marketing Specialist
- Customer Services
  - Jay Power, Director of Solutions Engineering
  - Dan Crowley, National Solutions Engineer
  - Mark Smith, Director of Regional Sales & Account Strategy
  - Dan Whorton, Account Service Manager
  - Mark Sunderhaus, Account Service Manager
  - Marc Elliott, Account Service Manager
  - Brandon Calhoun, Account Service Manager

In addition to the key personnel listed above, 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 works 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.
  - Your ASM will be available to meet with you 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.

"Customer service is one of the more significant spaces where ENA shines as a service provider. It is fair to say that they have 'set the bar' for customer service in our district. We have very few outages and the few we have had have been responded to in an efficient and effective manner ... ENA is anxious to see our district succeed and are quick to partner with us in any way that is possible."

Jim Idol, IT Supervisor, E-rate, Network Facilities, and Special Projects
Knox County Schools, Tennessee

The following diagram illustrates the comprehensive personnel resources dedicated to data, voice and video solutions support and the successful operation of the services proposed:

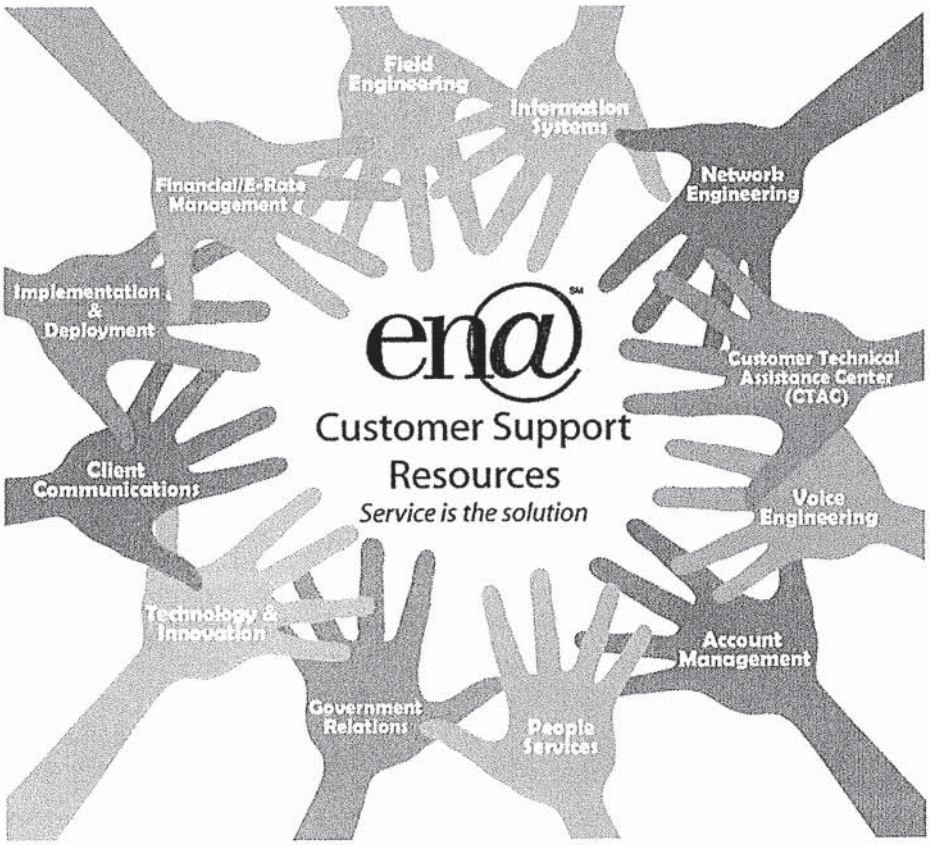

Figure 42: Customer Support Resources

Dedicated, Local Account Management and Technical Support (Addresses Contractor Personnel Requirements A.)

ENA assigns a dedicated Account Service Manager (ASM) and National Solutions Engineer (NSE) to support SCS as well as every account we serve. SCS is well served locally by ASM, Mark Sunderhaus and NSE Dan Crowley. These two individuals have long-term experience in working with SCS and have extensive account knowledge to serve as the contract, operational and account contacts for SCS to manage the overall customer relationship.

The ASM serves as the customer advocate, and is the single point of operational and account contact for the district while the NSE provides the technical expertise to be sure ENA services meet the technical requirements of the customer. The ASM receives all orders from the customer and is the primary contact for all issues regarding ENA's response to this RFP and any contract which may arise pursuant to it. The ASM owns the overall customer relationship and is there to ensure customer satisfaction. It is the ASM's responsibility to establish a communications plan and to schedule and conduct regular onsite account review meetings. In addition, the ASM represents the customers interests to ENA in order to ensure continuous improvements in product offerings and overall service effectiveness. The ASM is also responsible for taking the lead in the annual account 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.

The following chart highlights the dedicated ASM coverage for all school districts in the State of Tennessee. All of the ASMs have developed a long-term and valued relationship with school districts in Tennessee.

AMS	Coverage Area	Phone Number	Mobile Number	E-mail	Years with ENA
Brandon Calhoun	Upper East Tennessee	(678) 999-7773	(615) 812-5566	bcalhoun@ena.com	3 years
Dan Whorton	Middle Tennessee	(615) 312-6044	(615) 406-5578	dwhorton@ena.com	9 years
Marc Elliott	West Tennessee	(615) 312-6198	(615) 403-6589	melliott@ena.com	1 year
Mark Sunderhaus	East Tennessee	(615) 312-6188	(513) 300-4105	msunderhaus@ena.com	4 years
Mark Smith	Statewide Management	(615) 312-6155	(615) 445-9057	msmith@ena.com	12 years

Figure 43: ASM Contact Information

Annual Account Planning Process

ENA will provide extensive post-implementation support to SCS and the participating Consortium districts through our ongoing E-Rate support and annual planning process. The following table is an example of our annual planning process that is repeated yearly for the life of the contract:

Date	Team	Step
Monthly (by the 15th)	ASM and District	Review current processes, procedures, and performance reports.
Sep-Oct	ASM and District	Perform annual Customer Satisfaction Survey
Oct-Nov	ASM	Work with the District to determine requested service upgrades for next contract year
Dec-Jan	District and ENA Finance	Review 471 Filings with District
		Provide additional E-Rate assistance as necessary to meet Form 471 filing deadline
Mar-Jun	ASM, District and ENA Finance	Establish schedule for all requested service upgrades with the District for following contract year

Figure 44: Annual Account Planning Process

Escalation Chart

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.

Management escalation within ENA occurs according to prescribed timetables driven by incident priority which is described in detail in **Tab IH. Quality Assurance Plan**. 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.

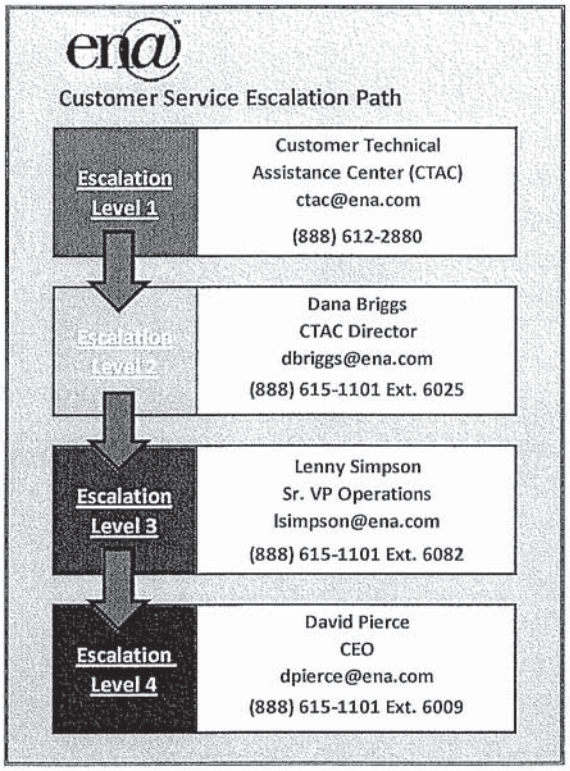

Figure 45: Customer Service Escalation Path

F. Detailed Staff Resumes and Technical Certifications (Addresses Required Responses Table Item II.f. and Contractor Personnel Requirements B.)

Identify and provide detailed resumes for the staff who will be working on this contract.

The resumes of the key personnel who will be working on this contract are included as **Exhibit 13.** Each resume details the employee's current role, experience, qualifications, educational background and work history.

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.**

95% of our Network Engineers and CTAC Customer Support Engineers hold Advanced Technical Certifications.

Our CTAC Customer Support Engineers and Network Engineers hold several industry certifications including Micrsoft MCSE and MCSA, RedHat RHCE, Cisco CCNA, CCIP, CCNP and CCIE, and Linux LPIC-2, meaning you're in knowledgeable hands with ENA.

Figure 46: Advanced Technical Certifications

We have also included a list of the advanced technical certifications for ENA's staff members in **Exhibit 13**.

"The ENA team is our greatest asset! We could have the best equipment and people in the world (and we do), but without a solid backbone it would not mean much. We would have a great deal of difficulty keeping our network running without ENA's expertise, help and willingness to work with us to diagnose and repair problems."

Larry Jones, Lead Technician/Network Administrator
Greeneville City Schools, Tennessee

Public Chapter 587 (Addresses Contractor Personnel Requirements C.)

As required by Public Chapter 587 of 2007, as codified in Tennessee Code Annotated Section 49-5-413, all contractors with employees on school grounds while children are present are required to have employees successfully pass a background screening conducted by the Tennessee Bureau of Investigation and the Federal Bureau of Investigation. All ENA personnel who will be working on the delivery of products and services in this Proposal Response have passed the required background screening and are approved to work on school grounds.

G. Financial Health

Please see **Tab IE. Financial Stability** and **Tab VII. Required Forms and Documents** for ENA's financial health information and financial statements.

Tab III. Compensation and Cost Data

A. Attachment A (Addresses Required Responses Table Item III)

Complete the cost grid in Attachment A.

Category I

District with 10 sites
Managed Internet Access - Priority I Service

Number of Sites	Bandwidth	Cost 1st Year	Cost 2nd Year	Cost 3rd Year
2	T-1	$12,120.00	$9,720.00	$7,320.00
2	10 MB	$12,120.00	$12,120.00	$9,720.00
6	100 MB	$108,360.00	$108,360.00	$108,360.00
Aggregated Egress	50 MB	$48,060.00	$45,060.00	$42,060.00
Total Cost		$180,660.00	$175,260.00	$167,460.00

Additional volume pricing is available for districts with more than 10 sites but less than 80 sites.

Category II

District with 10 sites
CIPA Compliant Content Filtering

Number of Sites	Bandwidth	Cost 1st Year	Cost 2nd Year	Cost 3rd Year
2	T-1	$0.00	$0.00	$0.00
2	10 MB	$0.00	$0.00	$0.00
6	100 MB	$0.00	$0.00	$0.00
Aggregated Egress	50 MB	$0.00	$0.00	$0.00
Total Cost		$0.00	$0.00	$0.00

Basic filtering included with Managed Internet Access.

Category III

District with 80 sites
Managed Internet Access - Priority I Service

Number of Sites	Bandwidth	Cost 1st Year	Cost 2nd Year	Cost 3rd Year
5	T-1	$18,300.00	$18,300.00	$18,300.00
10	10 MB	$60,600.00	$60,600.00	$48,600.00
60	100 MB	$723,600.00	$687,600.00	$651,600.00
3	Gig	$73,260.00	$73,260.00	$73,260.00
2	2 Gig	$96,120.00	$96,120.00	$96,120.00
Aggregated Egress	200 MB	$60,060.00	$54,060.00	$54,060.00
Total Cost		$1, 310,940.00	$989,940.00	$941,940.00

Category IV

District with 80 sites
CIPA Compliant Content Filtering

Number of Sites	Bandwidth	Cost 1st Year	Cost 2nd Year	Cost 3rd Year
5	T-1	$0.00	$0.00	$0.00
10	10 MB	$0.00	$0.00	$0.00
60	100 MB	$0.00	$0.00	$0.00
3	Gig	$0.00	$0.00	$0.00
2	2 Gig	$0.00	$0.00	$0.00
Aggregated Egress	200 MB	$0.00	$0.00	$0.00
Total Cost		$0.00	$0.00	$0.00

Basic filtering included with Managed Internet Access.

Category V

District with 150 sites
Managed Internet Access - Priority I Service

Number of Sites	Bandwidth	Cost 1st Year	Cost 2nd Year	Cost 3rd Year
10	T-1	$36,600.00	$36,600.00	$36,600.00
5	10 MB	$30,300.00	$30,300.00	$30,300.00
120	100 MB	$1,447,200.00	$1,375,200.00	$1,303,200.00
10	Gig	$244,200.00	$244,200.00	$244,200.00
3	2 Gig	$144,180.00	$144,180.00	$144,180.00
2	DSL	$3,720.00	$3,720.00	$3,720.00
Aggregated Egress	350 MB	$96,060.00	$96,060.00	$84,060.00
Total Cost		$2,022,660.00	$1,930,260.00	$1,846,260.00

Category VI

District with 150 sites
CIPA Compliant Content Filtering

Number of Sites	Bandwidth	Cost 1st Year	Cost 2nd Year	Cost 3rd Year
10	T-1	$0.00	$0.00	$0.00
5	10 MB	$0.00	$0.00	$0.00
120	100 MB	$0.00	$0.00	$0.00
10	Gig	$0.00	$0.00	$0.00
3	2 Gig	$0.00	$0.00	$0.00
2	DSL	$0.00	$0.00	$0.00
Aggregated Egress	350 MB	$0.00	$0.00	$0.00
Total Cost		$0.00	$0.00	$0.00

Basic filtering included with Managed Internet Access.

Category VII

E-Mail Hosting (per account)

Number of Accounts	Cost 1st Year	Cost 2nd Year	Cost 3rd Year
200	$0.00	$0.00	$0.00
1,000	$0.00	$0.00	$0.00
25,000	$0.00	$0.00	$0.00
100,000	$0.00	$0.00	$0.00

Basic e-mail accounts for teachers and administrators are included with Managed Internet Access at no additional cost.

Category VIII

Web Site Hosting (per site)

Number of Accounts	Number of pages	Cost 1st Year	Cost 2nd Year	Cost 3rd Year
1	25	$300.00	$300.00	$300.00
1	75	$300.00	$300.00	$300.00
1	250	$300.00	$300.00	$300.00
1	2500	$600.00	$600.00	$600.00

Category IX

Managed VOIP (per site)

Number of End User Devices	Type of Features	Cost 1st Year	Cost 2nd Year	Cost 3rd Year
10 Admin	ENA SmartVoice Prime	$1,500.00	$1,500.00	$1,500.00
10 Admin				
10 Admin				
10 Admin				
50 Classroom	ENA SmartVoice Prime	$7,500.00	$7,500.00	$7,500.00
50 Classroom				
50 Classroom				
50 Classroom				
Telephony Lines (based on a 60 device site)	Number of lines/ talk paths Per site	Cost 1st Year	Cost 2nd Year	Cost 3rd Year
Analog	3	$1,440.00	$1,440.00	$1,440.00
PRI	1	$6,000.00	$6,000.00	$6,000.00
PBX Based service lines	6	$1,440.00	$1,440.00	$1,440.00
SIP Trunk (60 devices)	3	$720.00	$720.00	$720.00
PIN-Point 911 Services	Per DID	12	12	12

Analog and PRI lines based on expectation of purchasing at least 10 sites at the volumes listed.

PBX Based service lines are priced based on a per channel basis with expectation of IP enabled PBX and purchasing at least 100 channels.

SIP Trunk pricing based on per channel pricing and purchase of at least 100 channels.

Managed VOIP services not available in all areas.

Category X

Managed Video Conferencing (per site cost)

Options	Number of Sites Participating	Cost 1st Year	Cost 2nd Year	Cost 3rd Year
Option 1	3	$240.00	$240.00	$240.00
Option 2	10	$240.00	$240.00	$240.00
Option 3	40	$240.00	$240.00	$240.00
Option 4	150	$240.00	$240.00	$240.00

Different configurations of video conferencing services are available - see **Optional Services Pricing** details.

End user software download required and priced separately.

Category XI

Firewall

Number of End Sites	Number of Sites Participating	Cost 1st Year	Cost 2nd Year	Cost 3rd Year
District Hosted Firewall	10	$0.00	$0.00	$0.00
District Hosted Firewall	80	$0.00	$0.00	$0.00
District Hosted Firewall	150	$0.00	$0.00	$0.00
Hosted Firewall Service – per additional rule set		$1,200.00	$1,200.00	$1,200.00
LEA Hosted Firewall Integration Service		$1,200.00	$1,200.00	$1,200.00

Basic Firewall with standard rule set protecting the ENA network and districts is included with managed Internet Access.

District customization and control options are available - see **Optional Services Pricing** section.

LEA Hosted Firewall Integration service is for base level service - different configurations are available

Pricing Notes

Pricing for Category I is based on average pricing for services to school systems with less than 80 schools. Individual site prices may vary and certain services may not be available in all areas.

Pricing for Category III is based on average pricing for services to school systems with 80 to 149 schools. Individual site prices may vary and certain services may not be available in all areas.

Pricing for Category V is based on average pricing for services to school systems with 150 or more schools. Individual site prices may vary and certain services may not be available in all areas.

10 Mb service is offered via Managed Fiber or Wireless and may not be available for all sites.

Higher Broadband Service - 10mb and higher - requires end site to be ready to receive fiber. Certain make ready costs such as conduit, electrical power, ground and backer board may be required. ENA will work with customer to minimize these costs.

Additional Managed Internet Access service levels are available to allow scalability up to 10 gb and beyond. Maximum pricing for those service levels will be derived based on the price points and service levels listed above.

Governmental fees (to the extent the customer is not exempt from such fees) including state, local and federal taxes, fees, USF, E911 taxes/fees and similar are in addition to the above rates. These fees will be charged at the applicable rates set by governmental entities and are subject to change over the life of the service contract. Currently, such fees only apply VOIP services.

Aggregated Egress represents fixed service level. Burstable service is also available - see **Optional Services Pricing** section.

Total points available for this non-E-Rate eligible cost/criterion are 5 points.

Managed VOIP (per site)

Cost per End User Devices	Make & Model	Cost
1 Admin	Polycom IP331	$0.00
10 Admin	Polycom IP331	$0.00
100 Admin	Polycom IP331	$0.00
500 Admin	Polycom IP331	$0.00
1 Classroom	Polycom IP321	$0.00
25 Classroom	Polycom IP321	$0.00
100 Classroom	Polycom IP321	$0.00
500 Classroom	Polycom IP321	$0.00

Based on recent FCC action, ENA is offering a bundled handset with each applicable purchase of VOIP service for a thirty-six month time frame (consistent with this RFP term) at no additional cost

Standard pricing for phones is listed in our **Optional Services Pricing** section in the event that a customer wishes a month to month solution or an upgraded phone solution.

Other bundles of handset and voice packages are available as well as options to upgrade from a free bundled handset to a different handset model. See **Optional Services Pricing** section.

In the event that the FCC, SLD or E-Rate program determine bundled handset options are not eligible for E-Rate, standard handset prices will apply as listed in the **Optional Services Pricing** section.

Make and model represent available handsets at the time of this proposal. ENA reserves the right, with approval from the customer, to substitute equivalent make and model phones over the life of the contract.

Price includes applicable manufacturer warranty. Extended warranty service is available.

Installation is typically performed by ENA's customers. ENA installation services are available for an additional charge.

Models listed above assume the availability of Power Over Ethernet (POE). If POE is not available, a separate charge for a power adapter will apply.

B. Explain Schedule and Method of Compensation

Unless specifically footnoted, all services in the E-rate eligible services section will be invoiced on a monthly basis at the end of each calendar month of service. The format of the invoice (discounted invoice versus BEAR method) will be based on the preference of the participating school district. For managed VOIP end user devices listed in the non-E-Rate eligible cost section, those items are one-time costs and are invoiced as devices are shipped or delivered to the customer. For Optional Services, see description of each item and related footnotes for schedule and method of compensation.

C. Address Any Licensing or Maintenance Costs

ENA's end user devices include all licensing costs and a one-year warranty as part of the above cost. Customers will own these devices and will be responsible for any maintenance or similar costs after the one-year warranty expires. Damage to phones caused by misuse, neglect or other circumstances outside the control of ENA will not be covered by warranty. Extended warranty service is available.

D. Include Any Additional Lifecycle Costs

No other lifecycle costs are expected related to end user devices listed above.

For E-Rate eligible services, no additional lifecycle costs are expected. ENA will evaluate and refresh all of the technology required to deliver the services under contract as necessary over the life of the contract. During the course of a multi-year contract, ENA anticipates installing new/refreshed equipment at most end sites in the network typically as part of upgrades to increased service levels.

E. Identify Potential Cost Overrun Risks

ENA does not anticipate any cost overruns associated with end user devices.

ENA understands that our customers expect as few cost surprises as possible and ENA's service methodology is designed to minimize any cost surprises.

For E-Rate eligible services proposed in our Cost Grid, ENA does not anticipate any cost overrun risks as (1) almost every participating Consortium school district is served currently by ENA, and (2) ENA presents pricing for any service change/upgrade to the customer for approval prior to beginning any work.

ENA's upfront communication methods tend to mitigate any risk of surprise cost overruns to our district customers. Over the course of the contract, ENA will work with hard-to-serve area to develop higher broadband solutions. Before such solutions are implemented, ENA will discuss price and service level options with the customer and obtain approval to move forward.

ENA's ongoing service method includes ownership and maintenance responsibility for equipment required to deliver service (as allowable under E-Rate). With ENA owning and maintaining that equipment, cost surprises tend to be minimal or eliminated. Note that customers may have expenses to upgrade or repair LAN equipment and/or building conditions in order to receive higher broadband services from ENA. ENA will work with customers to minimize such expenses to the extent possible.

F. Option to Utilize the Metropolitan Nashville Public School Contract

We have endeavored to respond to your RFP in a manner that meets and exceeds every requirement, and to provide SCS the opportunity to continue to contract with ENA for all services currently provided to you and all of the participating Consortium school districts. In addition to the enclosed Proposal Response, we also encourage you to consider accepting the Metropolitan Nashville Public School (MNPS) contract 2-225071-00 as an additional proposal response. This contract was awarded as a result of competitive RFP Number 11-4, Managed Internet, Access, Voice-Over-IP and Video Conferencing issued by MNPS on behalf of a large consortium of Tennessee School Districts in March, 2011. ENA's responses to this RFP are consistent with the MNPS contract which is currently being used by SCS and most of the participating districts. We understand that you have received copies of this contract in the past but would be happy to forward another copy to you electronically upon request.

G. 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
ENA Managed Wi-Fi Services (Only Available with ENA Managed Internet Access and Wi-Fi-Capable Devices)	$50.00 per individual user, per year	5, 7
Customized ENA WebSafe Content Filtering	$1.00 per individual user, per year	5, 7
ENA WebSafe Pro	$2.00 per individual user, per year	5, 7, 8
Customer-Owned Firewall or Appliance Integration		
Small	$100.00	
Medium	$300.00	
Large	$500.00	

ENA Connectivity Services - Continued

Service	Monthly Fee Per Site (unless otherwise indicated)	Note
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	

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 Intercom/Paging/Door Locks			$30.00
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	
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	

~ 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
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

Service	One-time Fee	Service	One-time Fee
Phones/Handsets ***			
IP Handsets - *Price includes configuration and testing*			
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

~ 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	
*** Phone models and pricing subject to change			
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	

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

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
Voicemail	Price per mailbox - minimum 25 mailboxes per customer		$7.50
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 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 Includes Logitech c910 HD Web Cam, Plantronics DSP 400-600 USB Headset.	$160.00	
Desktop Speakerphone Bundle Includes a Logitech c910 HD Web Cam and ClearOne Chat 50.	$235.00	
Classroom Bundle Includes a Logitech c910 HD Web Cam and ClearOne Chat 150.	$460.00	
Large Classroom Bundle 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.	$950.00	
Room System Includes VidyoRoom HD-50 Video Processor, HD Pan Tilt Zoom Camera with six presets with large viewing area, and a ClearOne Chat 150 speakerphone.	$6,000.00	

[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. ENA Mail Pricing

ENA E-Mail Services

Service	One-time Fee	Monthly Fee
ENA Mail -- Includes all ENA Mail features available via webmail plus secure IMAP/POP/SMTP access from standards-compliant clients (per account)		$1.00
ENA Mail Pro -- Includes all ENA Mail features plus full MS Outlook integration and ActiveSync (per account)		$3.00
Consulting -- For implementation, project management, transition, and data migration	$125.00/hour	
On-site Training[1]		
Half-day	$600.00	
Full-day	$1,000.00	

[1]*Additional travel and expense charges may apply.*

5. 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	

6. Student E-Mail Pricing

Gaggle Student E-Mail Services

Service	One-time Fee	Yearly Fee
Basic E-Mail Accounts (per year/per account)		$2.55
Email + Student Web Hosting Account (per year/per account)		$3.80
Integration with Google Education Accounts (per year/per account)		$3.25
Integration with Google Apps (Docs, Calendar, Chat) (per year/per account)		$1.00
Set-up Fee for Google Education Integration	$500.00	
Integration with Live@Edu Accounts (per year/per account)		$3.25
Set-up Fee for Live@Edu Integration	$500.00	

7. ClassLink LaunchPad

ClassLink LaunchPad Services

Service	One-time Fee	Yearly Fee
School Site with less than 250 licenses		$1,795.50
School Site with 251-499 licenses		$2,695.50
School Site with over 500 licenses		$4,495.50
District Pricing 500-1499 licenses (per license/ per year)		$6.30
District Pricing 1500-4999 licenses (per license/ per year)		$5.40
District Pricing 5000+ licenses (per license/ per year)		$4.50
One-time Set up and Admin Training (required)	$995.00	
Training Remote (per day)	$995.00	
Training On-site (per day)	$1750.00	
Gold Level Enhanced Support		$2,695.50
Platinum Level Enhanced Support		$5,395.50
Platinum Level Plus Enhanced Support		$7,195.50

8. 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

Tab IV. Capacity and Ability to Meet Scheduling Requirements

A. Plans for Network Connectivity Needed

Describe in detail your plans for the network connectivity needed for this proposal and the time frame in which to do it. (Addresses Required Responses Table Item IV.a.)

ENA has provided detailed information describing our plans for the network connectivity needed and the time frame in which to do it in the following sections:

- See **Tab ID. Functional Requirements**
- See **Tab IF. Timeline for Installation**
- See **Tab IG. Project Approach**
- See **Tab IIC. Expansion/Scalability**

B. Capacity in the Three Categories of Service

Describe in detail the capacity your company has in the three categories of service as listed in the title of the RFP. (Addresses Required Responses Table Item IV.b.

ENA has provided detailed information describing our capacity in managed Internet access, Voice-over-IP and video conferencing in the following sections:

- See **Tab ID. Functional Requirements**
- See **Tab IG. Project Approach**
- See **Tab IIB. Experience in the Categories of Service**
- See **Tab IIC. Expansion/Scalability**

C. Understanding of Delivery Requirements

What is your understanding of the delivery requirements for this contract?

Simply put, ENA will meet every commitment we make as part of this Proposal Response. We understand the delivery requirements because we have been providing services to the schools of Tennessee for over sixteen years. We know that we are to deliver, as we have for the past sixteen years, to the high standards expected of us by each participating Consortium school district that is party to this RFP. Those standards include on-time delivery of all new or additional services under ENA's management oversight and accountability at a level of quality that delights each district. Following new service initiation, our mutual expectation is to deliver proactive and highly responsive service to optimize availability and functionality of all services ENA provides. ENA will continue to provide superior service delivery to the vast majority of Consortium members who already subscribe to those services. ENA possesses the resources, skills, processes, and experience to uphold those standards.

D. Structure of Firm to Ensure Timely Delivery

Describe in detail how your firm is structured to ensure timely delivery of these services/products.

ENA has been performing managed Internet services in the State of Tennessee for over 16 years. While we've grown to serve schools and libraries in other states, we have maintained our headquarters location in Nashville, TN, and proudly house over 80 percent of our employees in the State of Tennessee.

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, 16-year relationship with the school districts of the State of Tennessee 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 Tennessee school districts.

E. Delivery Concerns for Performing Contract

What delivery concerns do you have in performing this contract?

Fortunately, ENA has no delivery concerns. We can confidently say that because of two key reasons:

1. ENA is already serving SCS and 97 percent of the Consortium school districts listed in the RFP are current customers. This means there will be no transition or downtime experienced by these districts if ENA is deemed the successful bidder. Additionally, 100 percent of Consortium school districts have been served by ENA in the past. This means ENA is familiar with the technology staff of those school districts, knowledgeable about their technology environments, and immediately ready and capable to provide services to those districts. Additionally, this level of experience and knowledge about the technology landscape of each of these districts will facilitate the quick and seamless inclusion of all upgraded or new services selected by these districts.

2. As noted in **Tab IF. Timeline for Installation and Tab IG. Project Approach**, our appreciation for the needs of Tennessee schools and our extensive experience in delivering these services and products serve as the foundation for our complete confidence in our ability to perform all aspects of this contract. ENA's long-term history and demonstrated performance of successfully serving school districts in Tennessee as well as across the nation provides the evidence that ENA can deliver the services and products required by this RFP on time.

While there are no transition or migration issues to be concerned about if ENA is the successful vendor, SCS and other Consortium members should take the following into consideration when evaluating other respondents. Transitioning over 850 sites across the broad geography of Tennessee in an effort to replicate the fiber-based infrastructure ENA has implemented in collaboration with dozens of providers over the last decade, and completing that transition in the few months available between the conclusion of this procurement process and the beginning of the next E-Rate funding year is an incredibly daunting task, fraught with considerable risk. Even where alternate fiber facilities may be available, it will still require testing and trouble-shooting new circuits, replacing customer premises equipment, implementing an entirely new filtering architecture, revising filtering policies based on the new solution, replacing tailored firewall configurations – and the list goes on. All of these factors, combined with the loss of the history and specific institutional knowledge that ENA has related to each school district would increase the technical support demands significantly for already stretched technical personnel in the affected school districts. Simultaneously migrating over 20,000 phone users to a new VOIP solution, replacing 20,000 handsets, and retraining teachers and administrative users is a project that would take months if not years, but certainly would stretch well beyond the timeframe expected by current users of ENA's voice services.

It goes without saying that such a migration would almost certainly result in a negative impact to many of the Consortium systems' abilities to adequately support teaching and learning as well as mission