



NEW HAVEN PUBLIC SCHOOLS

## Operations Memorandum

**To:** New Haven Board of Education Finance and Operations Committee  
**From:** Gilda Herrera  
**Date:** 2/9/2021  
**Re:** Renewal Agreement with Windstream Enterprise for

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**Contractor Name:** Windstream Enterprise

**Contractor Address:** 4001 Rodney Parham Rd, Little Rock AR

**Is the contractor a Minority or Women Owned Small Business?** No

**Renewal or Award of Contract/Agreement?** Renewal

**Total Amount of Contract/Agreement and the Hourly or Service Rate:** \$56,244.00

**Contract or Agreement #:** Wired Upgrade To Nathan Hale 2021-2022

**Funding Source & Account #:** 19047200 52260

### Key Questions:

- 1. What specific service will the contractor provide:** To provide telecommunications carrier services at three (3) redundant locations (gateway center, Wilbur cross and hill central schools for voip phone system. ST Contract 17PSX0072 from January 8, 2021 to June 30, 2021.
- 2. How was the contractor selected? Quotes? RFP? Sealed Bid or Sole Source? Please describe the selection process including other sources considered and the rationale for selecting this method of selection:** State Contract 17PSX0072
- 3. If this is a renewal with a current vendor, has the vendor's performance been satisfactory under the existing contract or agreement?** Yes
- 4. If this Contract/Agreement is a Renewal has cost increased? If yes, by how much?**  
No decreased. 3 MbFiber - added to services
- 5. If this Contractor is New has cost for service increased from previous years? If yes, by how much?** N/A
- 6. Is this a service existing staff could provide? Why or why not?** No.

## Account Summary

Customer Name	NEW HAVEN BOARD OF EDUCATION
Quote #	2176293
Windstream Enterprise Representative	Matthew Gilbert
Contract Term Length	36 Months
Effective Date	January 8, 2021
MMF	\$4,687.77

## Summary of Charges (Total for All Locations)

Product	Monthly Recurring Charges	One-Time Charges
Common Voice Features	\$270.00	\$0.00
Dynamic IP	\$2,605.01	\$0.00
SD WAN	\$624.70	\$0.00
Internet Service	\$1,188.06	\$0.00
<b>Total*</b>	<b>\$4,687.77</b>	<b>\$0.00</b>

"The Monthly Recurring Charges represented above DO NOT include the taxes or charges that Windstream passes on to governmental entities AND the following Windstream fees and surcharges: Access Recovery Charge of up to \$3.00 per line or a maximum of 5 per trunk. Regulatory Assessment Surcharge of up to 8% applies to Interstate and International charges in the following states MN, NY and PA. An Administrative Service Fee of up to 12% applies to Interstate, Intrastate and Internet services monthly charges in all states except MN, NY and PA."

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## Service Agreement Summary

This Service Agreement is subject to and controlled by the Windstream Service Terms and Conditions and the service-specific terms and conditions located at <http://www.windstreamenterprise.com/service-terms-and-conditions>, including how such terms may be modified from time to time, and all of which are hereby incorporated herein by reference. By your signature you warrant that you have read, understand and agree to the Service Agreement, Windstream Service Terms and Conditions and applicable service-specific terms and conditions, and acknowledge that you are authorized to sign this Service Agreement and order the Service(s) as outlined herein.

CUSTOMER	WINDSTREAM
Signature: _____	Signature: _____
Printed Name: _____	Printed Name: _____
Title: _____	Title: _____
Date: _____	Date: _____

This offer is voidable by Windstream if not signed and returned by 2/22/2021.

## Location Summary

Location Name	Monthly Recurring Charges	One-Time Charges	Credits
New Haven Board of Education	\$1,401.83	\$0.00	\$0.00
New Haven Board of Education	\$1,782.79	\$0.00	\$0.00
New Haven Board of Education	\$1,503.15	\$0.00	\$0.00

## Location Detail

Location Name	New Haven Board of Education	Account Number	200190231
Location Address	181 MITCHELL DR , NEW HAVEN, CT 06511-2593	Service Order Type	Conversion

**Total One-Time Charges:**  
**\$0.00**

**Total Recurring Charges:**  
**\$1,401.83**

## Monthly Recurring Charges

Product	Qty.	Unit Price	Total Price
<b>Common Voice Features</b>			
900/976 Block	1	\$0.00	\$0.00
International Block	1	\$0.00	\$0.00
<b>Dynamic IP</b>			\$626.85
Call Paths - SIP	46	Included	
Ethernet Access(20 Mb)	1	Included	
Managed Router - Advanced	1	Included	
Managed Router Equipment	1	Included	
20 DID Station Numbers	171	\$0.00	\$0.00
FSLC Charge	10	\$9.20	\$92.00
Direct Trunk Overflow Charge	1	\$34.95	\$34.95
<b>Internet Service</b>			\$433.53
Ethernet Access(3 Mb)	1	Included	
Internet Service (3.0 Mbps)	1	Included	
<b>SD WAN</b>			\$214.50
Equipment - VMware VCE 520	1	Included	
SD-WAN Management - Concierge	1	Included	
SD-WAN Service License ( 50Mbps)	1	Included	
		<b>Total</b>	<b>\$1,401.83</b>

## Usage Rates

Product and Usage Rates				
Usage Type	Rate	Initial Increment	Additional Increment	Precision
<b>Out of State Long Distance Charges (D)</b>	0.03	6 sec	6 sec	2 digit†
<b>Local Measured Service Charges</b>	0.025			
<b>In State Long Distance Charges (D)</b>	0.03	6 sec	6 sec	2 digit†
<b>Regional Long Distance Charges (D)</b>	0.03	6 sec	6 sec	2 digit†

Rates listed within the Usage Rates section are applicable for all locations, unless otherwise noted on the individual Service Location listing in the Usage Rates sub-section.

**Notes:** 1 - Per Minute 2 - Per Call 3 - Per Minute per Participant

\* Rates are subject to change on 30 days notice via bill message on customer's invoice.

\*\* Additional charges apply for all local, long distance and 8XX features, network access charges, router maintenance, CPE maintenance and directory listings.  
For the current features pricing, go to <https://www.windstream.com/about/legal/Fee-and-Surcharge-Guide>

\*\*\* Amounts listed are reasonable approximations based on initial proposal. Actual amounts shall depend on final lease amount set forth in the Customer's Lease Agreement.

‡ Local Usage is an additional charge in CA, DC, MA, MD, NH, NJ, NY, PA and RI and will be billed at the current tariffed rate. Rates are subject to change on 30 days notice via bill message on customer's invoice.

† Each call is billed to two decimal places and rounds the billed amount for each call up to the nearest whole cent.

## Location Detail

Location Name	New Haven Board of Education	Account Number	200190165
Location Address	54 MEADOW ST , NEW HAVEN, CT 06519-1743	Service Order Type	Conversion

**Total One-Time Charges:**  
**\$0.00**

**Total Recurring Charges:**  
**\$1,782.79**

## Monthly Recurring Charges

Product	Qty.	Unit Price	Total Price
<b>Common Voice Features</b>			
900/976 Block	1	\$0.00	\$0.00
International Block	1	\$0.00	\$0.00

	LD Block of 1000	15	\$18.00	\$270.00
<b>Dynamic IP</b>				\$843.24
	Call Paths - SIP	46	Included	
	Ethernet Access(50 Mb)	1	Included	
	Managed Router - Advanced	1	Included	
	Managed Router Equipment	1	Included	
	20 DID Station Numbers	172	\$0.00	\$0.00
	FSLC Charge	10	\$9.20	\$92.00
	Direct Trunk Overflow Charge	1	\$34.95	\$34.95
<b>Internet Service</b>				\$316.00
	Ethernet Access(10 Mb)	1	Included	
	Internet Service (10.0 Mbps)	1	Included	
<b>SD WAN</b>				\$226.60
	Equipment - VMware VCE 520	1	Included	
	SD-WAN Management - Concierge	1	Included	
	SD-WAN Service License ( 100Mbps)	1	Included	
			<b>Total</b>	<b>\$1,782.79</b>

## Usage Rates

Product and Usage Rates				
Usage Type	Rate	Initial Increment	Additional Increment	Precision
<b>In State Long Distance Charges (D)</b>	0.03	6 sec	6 sec	2 digit†
<b>Local Measured Service Charges</b>	0.025			
<b>Out of State Long Distance Charges (D)</b>	0.03	6 sec	6 sec	2 digit†
<b>Regional Long Distance Charges (D)</b>	0.03	6 sec	6 sec	2 digit†

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**Notes:** 1 - Per Minute 2 - Per Call 3 - Per Minute per Participant

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## Location Detail

Location Name	New Haven Board of Education	Account Number	200190197
Location Address	140 DEWITT ST , NEW HAVEN, CT 06519-2133	Service Order Type	Conversion

**Total One-Time Charges:**  
**\$0.00**

**Total Recurring Charges:**  
**\$1,503.15**

## Monthly Recurring Charges

Product	Qty.	Unit Price	Total Price
<b>Common Voice Features</b>			
900/976 Block	1	\$0.00	\$0.00
International Block	1	\$0.00	\$0.00
<b>Dynamic IP</b>			\$754.07
Call Paths - SIP	46	Included	
Ethernet Access(20 Mb)	1	Included	
Managed Router - Advanced	1	Included	
Managed Router Equipment	1	Included	
20 DID Station Numbers	172	\$0.00	\$0.00
FSLC Charge	10	\$9.20	\$92.00
Direct Trunk Overflow Charge	1	\$34.95	\$34.95
<b>Internet Service</b>			\$438.53
Ethernet Access(3 Mb)	1	Included	
Internet Service (3.0 Mbps)	1	Included	
<b>SD WAN</b>			\$183.60
Equipment - VMware VCE 520	1	Included	
SD-WAN Management - Concierge	1	Included	
SD-WAN Service License ( 50Mbps)	1	Included	
		<b>Total</b>	<b>\$1,503.15</b>

## Usage Rates

Product and Usage Rates				
Usage Type	Rate	Initial Increment	Additional Increment	Precision
<b>In State Long Distance Charges (D)</b>	0.03	6 sec	6 sec	2 digit <sup>†</sup>
<b>Regional Long Distance Charges (D)</b>	0.03	6 sec	6 sec	2 digit <sup>†</sup>

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<b>Local Measured Service Charges</b>	<i>0.025</i>			
<b>Out of State Long Distance Charges (D)</b>	<i>0.03</i>	6 sec	6 sec	<i>2 digit†</i>

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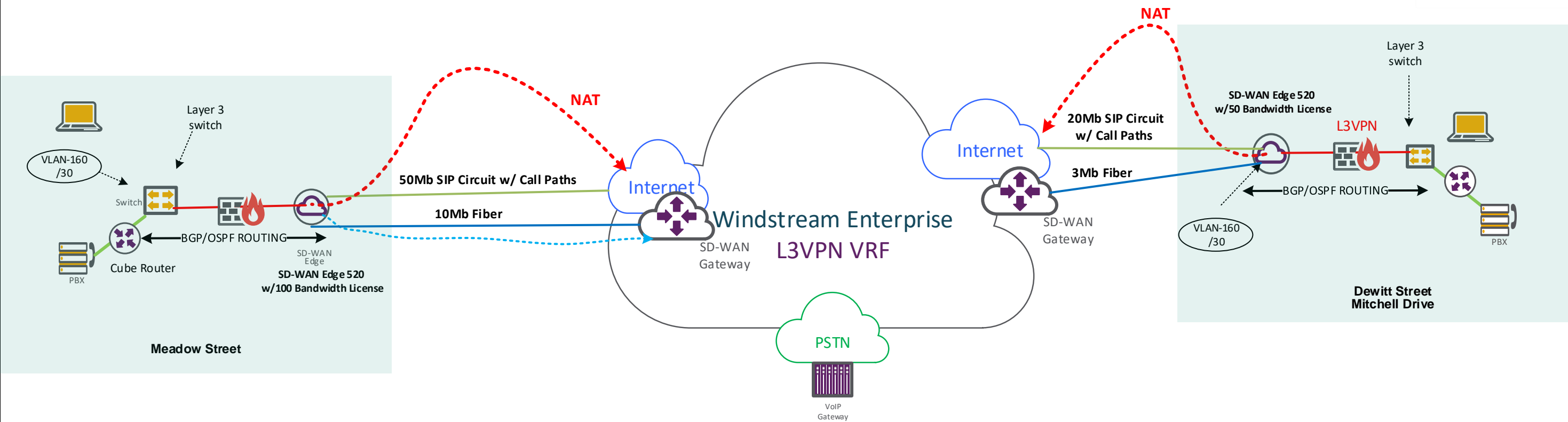
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# Option #2 SD-WAN Solution



### Solution Overview:

- Meadow Current 50Mb SIP will remain as is
- Dewitt and Mitchell SIP will reduce to 20Mb
- VCE 520 at all three sites
- Meadow includes 100Mb bandwidth license
- Dewitt and Mitchell includes 50Mb bandwidth license
- Managed routers included at the three sites
- Configuring a 10Mb fiber circuit at Meadow
- Configuring a 3Mb fiber circuit at Dewitt and Mitchell
- Concierge Service included

