



June 21, 2006

Department of Administration IS&C Division Attn: Division Director One Davis Square Charleston, WV 25301

RE:

RFQ ISCF0097

Dear IS&C Division Director:

FiberNet is pleased to submit the attached response to your RFQ to provide LATA crossing services to transport voice, video, and data traffic within the State's network.

FiberNet is in receipt of three (3) addenda to the original RFQ dated May 2, 2006. FiberNet will meet or exceed the requirements of the RFQ as amended by the addenda. FiberNet is providing pricing for non-redundant circuits. FiberNet will be glad to provide the additional information requested in the RFQ for an end-to-end circuit diagram and for a service escalation list upon request. They will be provided within the specified time indicated in the RFQ.

FiberNet is attaching our standard Service Level Agreement, but if there is a conflict or discrepancy, FiberNet will meet or exceed the minimum expectations required by the State of West Virginia's Public Service Commission as described in Section 3.4.1 of the RFQ.

FiberNet will be pleased to answer any follow-up questions or inquiries that either the Purchasing Department or IS&C may have regarding our response. You can contact me at my office at 304/720-2108 or via email at tsmarr@wvfibernet.net; or you can contact David Blevins at his office at 304/720-2116 or via email at dblevins@wvfibernet.net.

We appreciate the opportunity to bid on these services and to work with the State of West Virginia.

Sincerely,

Terry & Smarr Vice President

Wholesale and Enterprise Networks

Attachments

Fax: 304.333.2114

Fox: 304.865.2114



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State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Pay 50100 Post Office Box 50130 Charleston, WV 25305-0130

REQ NUMBER ISCF0097

ADDRESS CORRESPONDENCE TO ATTENTION OF KRISTA FERRELL

304-720-2149 *423152404 FIBERNETLLC 211 LEON SULLIVAN WAY

CHARLESTON WV 25301

DEPARTMENT OF ADMINISTRATION IS&C - DIVISION DIRECTOR ONE DAVIS SQUARE

CHARLESTON, WV 25301

304-558-2596

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ADDENDUM

<u>Part 1: General Information, 1.1:</u> Since this is an RFQ and not an RFP, what is the specific service being requested since OC-3, MPLS, and VPLS-Level 2 are all mentioned as viable options? FiberNet would like confirmation or clarification.

Please delete the other options. The vendor will be expected to replace the current OC-3's with like raw OC-3's.

Part 1: General Information, 1.1: Since the facility being requested connects ATM equipment in different LATA's, the throughput and utilization information would be provided by the ATM equipment. The winning vendor could request this information on behalf of the State or the State could request this information directly. FiberNet would like confirmation or clarification.

The winning vendor is required to get the CLLI codes and ATM specifics from Verizon. The Vendor is also required upon receiving a written request from the State to obtain actual traffic utilization reports. The State will provide a written request that Verizon provide said information to the winning Vendor.

<u>Part 1: General Information, 1.2:</u> A vendor could assume that the State is responsible for coordination with their ATM equipment vendor. The winning vendor would be responsible for connection to the ATM equipment but not for the ATM equipment itself. Vendors could also assume that the State is responsible for coordinating all ATM and Frame Relay PVC's and SVC's between the ATM equipment as has been true in the past. FiberNet would like confirmation or clarification.

The winning vendor is responsible for all coordination with Verizon to ensure reliable transition and nominal downtime as required. The State will continue to coordinate PVC's and SVC's and UBR's VBR's and CBR's as we do today. WVNET handles the majority of this work and will continue to through the length of this contract.

<u>Part 3: Procurement Requirements, 3.1.1 and 3.1.2:</u> Vendors could assume that "INTEREXCHANGE TELECOMMUNICATIONS" should be interpreted as a point-to-point OC-3. FiberNet would like confirmation or clarification.

It is a point to point OC-3 that is required; all other options are to be disregarded.

<u>Part 3: Procurement Requirements, 3.1.1 and 3.1.2:</u> FiberNet questions the accuracy of the CLLI codes provided for Clarksburg, Charleston, Hagerstown, and Bluefied. FiberNet would like confirmation or clarification.

The winning Vendor is required to obtain this information.



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State of West Virginia Department of Administration Quotation Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130

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*423152404 304-720-2149 FIBERNETLLC 211 LEON SULLIVAN WAY CHARLESTON WV

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*423152404 304-720-2149 **FIBERNETLLC** 211 LEON SULLIVAN WAY CHARLESTON WV 25301

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State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Request for Quotation

ISCF0097

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ADDRESS CORRESPONDENCE TO ATTENTION OF

KRISTA FERRELL 304-558-2596

*423152404 304-720-2149 FIBERNETLLC 211 LEON SULLIVAN WAY CHARLESTON WV 25301

\$H P TO DEPARTMENT OF ADMINISTRATION IS&C - DIVISION DIRECTOR ONE DAVIS SQUARE

CHARLESTON, WV 25301 304-558-5472

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REQUEST FOR QUOTATION

Office of Technology ISCF0097

PART 1

GENERAL INFORMATION

1.1 Purpose:

The Acquisition and Contract Administration Section of the Purchasing Division "State" is soliciting proposals for the Department of Administration, Office of Technology, to obtain bids from vendor(s) to provide connectivity between the Clarksburg lata and the Hagerstown lata and between the Charleston lata and the Bluefield lata as described in this RFQ. Replacing the current OC-3's with OC-3's with the ability to monitor traffic throughput is the minimum acceptable solution. The Office of Technology realizes technologies such as a Multi-Point Label Switching (MPLS) or a Virtual Private LAN Service (VPLS) - Level 2, may be viable options. Our primary goal is to solicit a cost-effective solution that meets our requirements and maintains an acceptable quality of service.

1.2 Prime Contractor:

The Vendor(s) is solely responsible for all work performed under the contract and shall assume prime contractor responsibility for all services offered and products to be delivered under the terms of this contract. The State will consider the Vendor(s) to be the sole point of contact with regard to all contractual matters. The Vendor(s) may enter into written subcontracts for performance of work under this contract; however, the vendor(s) is totally responsible for payment of all subcontractors.

1.3 Term of Contract & Renewals:

This contract will be effective July 1, 2006 or upon award, whichever is later, and shall extend for the period of one (1) year, at which time the contract may, upon mutual consent, be renewed. Such renewal shall be for an additional six (6) months, or until such reasonable time thereafter as is necessary to obtain a new contract. The "reasonable time" period shall not exceed twelve (12) months. During the "reasonable time" period the vendor may terminate the contract for any reason upon giving the Agency ninety (90) days written notice. Notice by Vendor of intent to terminate will not relieve Vendor of the obligation to continue to provide services pursuant to the terms of the contract.

PART 2 CURRENT ENVIRONMENT

2.1 Current Environment:

There is currently an OC-3 that runs between Charleston and Bluefield which is partitioned by end user and the total partitioned allocation is 69,809 Kbps. The State estimates this circuit to have actual traffic of no more than 41,100 Kbps. The other OC-3 runs between Clarksburg and Hagerstown. This OC-3 is also partitioned and the allocated total is 75,880 Kbps. The State's estimate for the actual traffic on this circuit is to be no more than 51,840 Kbps. The minimum acceptable bandwidth is 100Mbps.

Circuits located within the Charleston area terminate at the Local Exchange Carrier's (LEC's) respective hub and the same is true for circuits in the Bluefield, Clarksburg and Hagerstown areas. The circuits then leave the local LEC's hub and ride the OC-3 crossing to make their way to Charleston, Bluefield, Clarksburg or Hagerstown.

PART 3 PROCUREMENT REQUIREMENTS

3.1 Mandatory Technical Requirements

3.1.1 Install an INTEREXCHANGE TELECOMMUNICATIONS between the following Asynchronous Transfer Mode (ATM) Common Language Location Codes (CLLI codes):

Charleston lata ATM Switch CHTNWVLEBB0
Bluefield lata ATM Switch BLFDWVXABB1

3.1.2 Install an INTEREXCHANGE TELECOMMUNICATIONS between the following ATM CLLI codes:

Clarksburg lata ATM Switch CLBGWVMABB0 Hagerstown lata ATM Switch HGTWMDHGBB2

- 3.1.3 The circuit cost between the Bluefield Switch and the Charleston Switch must include the cost of the port on both the Bluefield Switch and the Charleston Switch. This cost must be for full bandwidth utilization of the port.
- 3.1.4 The circuit cost between the Clarksburg Switch and the Hagerstown Switch must include the cost of the port on both the Clarksburg Switch and the Hagerstown Switch. This cost must be for full bandwidth utilization of the port.
- 3.1.5 The vendor must be able to add additional INTEREXCHANGE TELECOMMUNICATIONS circuits between the above CLLI codes if requested by the State.
- 3.1.6 The vendor must be able to upgrade to 200MB Ethernet or add OC-12s between the above CLLI codes if requested by the State.
- 3.1.7 All circuits will be dedicated exclusively for the use of the State of West Virginia unless an alternative solution guarantees the State of privacy and availability.
- 3.1.8 Any and all equipment required to provide the circuits or to support any other relevant requirements of this procurement must be housed in the same Central Office as the ATM switches identified by the CLLI codes above. Any cross connects that may be required will be the responsibility of the vendor. Any cost associated with these cross connects or the housing of the equipment must be identified as a one-time charge on the Price Sheet.
- 3.1.9 All circuits installed as a result of this procurement effort must have the capability of redundancy.

 Vendors must describe how they propose to meet this requirement. If a vendor quotes distinct pointto-point circuits, the vendor must ensure the path is kept diverse end-to-end for the term of this contract.
- 3.1.10 The vendor must submit the vendor's transition plan to convert the State's current service to the new service; and any benefits their solution brings to the State versus the current environment; etc.
- 3.1.11 The vendor must provide an end-to-end network diagram, both hard copy and in electronic Visio 2003 format for the mandatory circuits. Additionally, the vendor must provide a detailed design and documentation that must include at a minimum: specifications for all components; quoted facility routes; method of installation; and warranty terms and periods. Upon the request of the Purchasing Buyer, this information must be provided within three (3) business days from the date requested. If the vendor fails to provide this document within the specified timeframe, the vendor will be removed from further consideration.
- 3.1.12 The vendor shall bear all financial and scheduling responsibility (i.e. traffic control, flagmen, orange barriers, etc.) required to install the circuits and to ensure access to work areas.

3.2 INSTALLATION REQUIREMENTS

- 3.2.1 All circuits installed and/or upgraded and accepted as a result of this procurement are to be installed and operational within sixty (60) calendar days After Receipt of Purchase Order (ARO). If the vendor does not meet the provisioning requirements, the State will receive a credit equal to the installation charges. If the provisioning deadline extends thirty (30) calendar days past the agreed upon installation date, the State may terminate the contract.
- 3.2.2 Upon notification by the vendor that any new or relocated circuits are installed and have passed all vendor testing, the State will perform an acceptance test no later than ten (10) business days from

- the date of notification to assure that the circuits work as specified. The circuits shall be deemed installed upon successful completion of this acceptance test.
- 3.2.3 If any downtime is required for the installation of the circuits, the end-user shall experience downtime only during the night of the cut-over which shall be scheduled between 2AM and 6AM.
- 3.2.4 Billing for the circuits shall commence only after successful acceptance testing by the State.

3.3 MAINTENANCE REQUIREMENTS

- 3.3.1 The successful vendor shall be responsible for the on-going maintenance of all circuits, even those that may utilize a third-party to provide the "last mile".
- 3.3.2 Scheduled maintenance must occur on Sunday mornings beginning no earlier than 2AM with completion no later than 6AM EST.
- 3.3.3 Vendor must provide seven (7) calendar days advance notification of scheduled maintenance.
- 3.3.4 In the event of required emergency maintenance, the vendor shall inform the State's point of contact and receive verbal approval prior to working on the circuits or any infrastructure that may affect the traffic flowing across the circuits.

3.4. SERVICE LEVEL GUARANTEE

3.4.1 The vendor must describe, in detail, their level of service guarantee and remedies for outages. The vendor's response must meet or exceed the minimum expectations required by the State of West Virginia's Public Service Commission (PSC) as described in Title 150, Legislative Rule for the Public Service Commission entitled, Series 6 – Rules and Regulations for the Government of Telephone Utilities. (see http://www.wvsos.com/csrdocs/worddocs/150-06.doc)

3.5 SERVICE ORDERS

- 3.5.1 The successful vendor must have a Network Operations Center (NOC) with a 24 x 7 x 365 availability with on-duty network engineers that can be reached via a nationwide toll-free phone number. All calls into the NOC must be answered by a live operator (i.e. no IVR or Automated Attendant). Upon such a report, the vendor shall note the time of the report, assign a reference number for the report, and provide this information to the caller. The vendor shall also provide other appropriate contact information where problems or outages are to be reported. If not provided with the vendor's bid response, upon the request of the Purchasing Buyer, this information must be provided within three (3) business days from the date requested. If the vendor fails to provide this document within the specified timeframe, the vendor will be removed from further consideration.
- 3.5.2 The vendor shall provide escalation and reporting procedures for service outages. Escalation schedules shall contain escalation timeframes from point of incident and telephone numbers for all levels of activity on the escalation schedule. Trouble call management escalation may include high priority reporting and resolution centers and not necessarily individuals. If not provided with the vendor's bid response, upon the request of the Purchasing Buyer, this information must be provided within three (3) business days from the date requested. If the vendor fails to provide this document within the specified timeframe, the vendor will be removed from further consideration.
- 3.5.3 Any vendor responding to this RFP must be willing to grant authorization to map the logical paths, across the proposed circuit type, to the vendor (s) who owns the equipment located at the CLLIs identified in Section II.A.1 and II.A.2.

3.6 ACCOUNT MANAGEMENT

- 3.6.1 The successful vendor shall provide appropriate personnel to provide overall account management and to work in tandem with dedicated staff at Office of Technology (OT). The Account Manager(s) will meet with OT staff on a regular basis to discuss contractual matters, technology planning, billing issues and other administrative matters. The timing and location of these meetings shall be determined by OT after the contract is awarded.
- This account management function shall include a single point of contact (SPOC) for all problem resolutions, billing issues, installation activity and maintenance. The single point of contact shall be available to state staff via toll free calling. Escalation procedures for account management personnel shall be provided in response to this RFP. This shall include, but not be limited to, the escalation as a result of an outage, installation and/or billing matters. Escalation schedules shall contain names, titles and telephone numbers of account management escalation personnel.
- 3.6.3 The vendor must provide a statistical report of network reliability that, at a minimum, is to be presented at the OT/Vendor scheduled meetings. The State, however, may request such statistical reports outside of the meeting times. If so, such reports shall be given to the State within three (3) business days from the date requested.

Examples of reports are network availability and reliability (all types), outage durations (all types), measure of provisioning commitment. Summary reports will be prepared in graphical format and statistical backup on a per/incident report will be available.

3.7 MISCELLANEOUS

3.7.1 Vendor(s) must include, per circuit, all fees (USF, Administrative Fees, etc.) listed separately, as part of the base monthly rate, in the vendor(s)' response. The state cannot pay any tax, fee or surcharge that is not specifically mentioned as part of the contract or is not included as part of the base monthly rate. The State of West Virginia is exempt from all Federal and West Virginia State taxes.

3.7.2 E-Rate

The successful vendor MUST participate in the E-Rate program. The vendor shall register with the Schools and Library Division of the Universal Service Administrative Company (USAC) and a get SPIN (service provider) identification number. Vendor must register with the USAC each year of the contract term, and remain in good standing.

SUMMARY SHEET FOR COST EVALUATION - REDUNDANT CIRCUITS

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RFQ No. ISCF0097

AFFIDAVIT

West Virginia Code §5A-3-10a states:

No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owned is an amount greater than one thousand dollars in the aggregate.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions.

"Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

EXCEPTION:

The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

LICENSING:

The vendor must be licensed in accordance with any and all state requirements to do business with the state of West Virginia.

CONFIDENTIALITY:

The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures and rules. Vendors should visit www.state.wv.us/admin/purchase/privacy for the Notice of Agency Confidentiality Policies.

Under penalty of law for false swearing (West Virginia Code, §61-5-3), it is hereby certified that the vendor acknowledges the information in this said affidavit and are in compliance with the requirements as stated.

Vendor's Name:	FiberNet	116			
Authorized Signature:	: Sew	C. Sman	Date:	6-21-06	
No Debt Affidavit			-		



Service Level Agreement

ISCF0097

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Service Availability Guarantee:

FiberNet's Service Availability Guarantee is to ensure that the FiberNet Network is available 99.999% of the time. This guarantee covers FiberNet's network, which extends throughout WV. The FiberNet network is the most advanced statewide network in WV qualifying FiberNet to be certified as an Eligible Telecommunications Carrier. SONET ring architecture ensures the reliability of FiberNet's network and its service guarantee to customers. Some remote end-points are on folded fiber rings.

The FiberNet continuum of proactive network-centric solutions ensures the availability of our network applications. This has evolved from a discretionary expense to a strategic investment for FiberNet. This also allows your Company to approach business continuity from a proactive perspective. FiberNet follows industry standard best practices to assure the utmost in availability and security to our customers.

This guarantee excludes service interruptions that are due to access circuits provided by other LEC'S (Local Exchange Companies) or maintenance service performed within a maintenance window.

All scheduled maintenance to the FiberNet network will be performed within a maintenance window of 2AM to 6AM local time of the FiberNet POP to which the Customers service is connected or as negotiated with a specific customer. As a courtesy, FiberNet will attempt to notify all affected customers at least 48 hours in advance by email, telephone or fax prior to performing any scheduled maintenance affecting service or as specified.

If the customer experiences an interruption of service, they should immediately notify FiberNet Customer Service of the trouble and obtain a ticket number relating to the outage. FiberNet's Network Operations Center (NOC) is manned 24 x 7 x 365 for our customer's convenience. Once service is restored, the customer needs to request a credit within 5 days of service restoration, providing the ticket number for reference. The calculated outage will be from the time of receiving the initial trouble report until service restoration. All times will be verified by FiberNet network surveillance.

Any outage lasting more than eight hours will be credited for 24 hours of service. In the event that the outage lasts more than 24 hours you will be credited for each 24-hour period that your service was out.

6.21.06