



Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

State of West Virginia
 Request for Information
 21 - Info Technology

Proc Folder: 120401

Doc Description: Request for Information (CRFI) to replace MPLS contract

Proc Type: Request for Information

Date Issued	Solicitation Closes	Solicitation No	Version
2015-06-25	2015-07-30 13:30:00	CRFI 0210 ISC1500000002	1

BID CLERK

DEPARTMENT OF ADMINISTRATION

PURCHASING DIVISION

2019 WASHINGTON ST E

CHARLESTON

WV 25305

US

Vendor Name, Address and Telephone Number:

*Suddenlink
 108 Brent Way
 Hurricane, WV 25526 Phone-304-760-8807*

07/29/15 15:21:25
 WV Purchasing Division

FOR INFORMATION CONTACT THE BUYER

Guy Nisbet
 (304) 558-2596
 guy.l.nisbet@wv.gov

Signature X

FEIN # 46-0563233

DATE July 28, 2015

All offers subject to all terms and conditions contained in this solicitation

		SHIP TO	
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US		WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV 25304 US	

Line	Comm Ln Desc	Qty	Unit Issue
1	See Attached Request for Information Files		

Comm Code	Manufacturer	Specification	Model #
81161700			

Extended Description :
Requesting information for the replacement of the current MPLS contract (MPLS07)

ISC1500000002	Document Phase Final	Document Description Request for Information (CRFI) to replace MPLS contract	Page 3 of 3
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ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions



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BID RECEIVING LOCATION

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 2019 WASHINGTON ST E
 CHARLESTON WV 25305
 US

VENDOR

Vendor Name, Address and Telephone Number:

*Suddenlink
 108 Brent Way
 Hurricane, WV 25520 Phone 304-760-8807*

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ISC1500000002	Document Phase Draft	Document Description Request for Information (RFI) to replace MPLS contract	Page 3
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ADDITIONAL TERMS AND CONDITIONS

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SOLICITATION NUMBER: CRFI 0210 ISC1500000002

Addendum Number:

No.01

The purpose of this addendum is to modify the solicitation identified as ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

- Modify bid opening date and time
- Modify specifications of product or service being sought
- Attachment of vendor questions and responses
- Attachment of pre-bid sign-in sheet
- Correction of error
- Other

Description of Modification to Solicitation:

Addendum issued to publish and distribute the attached information to the vendor community.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ATTACHMENT A

Questions and WVOT Responses for WV State Office of Technology RFI

- 1) Pg 7 - Under current environment, paragraph #2. – Do the connections between the existing State PoP's have to be postalized rates?

A.1 WVOT Response: Our preference is for these circuits to have postalized rates. They will be solicited separately. Please provide any notable pros and cons for this approach.

- 2) Pg 7 – Under Purpose – Please define the difference between Statewide transport and county-wide. Can you also define “related services statewide”.

A.2 WVOT Response: Statewide refers to the provisioning of circuits to State sites in all 55 WV counties; County-wide refers to the provision of circuits to State sites within a county or counties. Related Services refers to any additional services necessary for the provision of voice or other delay-sensitive traffic; examples would include NPA-NXX-xxxx numbers, Quality of Service parameters, and transport.

- a. Please provide more details about “Point-to-Point Private Line Services.”

A.2.a WVOT Response: Point-to-Point Private Line Services refers to dedicated connections between two State sites – these could be DS1 (1.5Mb/s), DS3 (45Mb/s), 10/100/1000MB/s switched ethernet etc.

- b. Please provide more details about “Ethernet Dedicated and Multi-point Switched Services.”

A.2.b WVOT Response: Ethernet Dedicated refers to point-to-point Ethernet services, Multipoint Switched Services refers to multiple State sites being connected to a main State site, usually across a higher bandwidth Ethernet circuit across a service-inherent network.

- c. Please provide more details about “Multi-protocol Label Switching (MPLS) Services.”

A.2.c WVOT Response: MPLS refers to the provision of circuits between State sites across an MPLS-based, quality of service-inherent network.

- 3) Pg 8 – Please help us understand by clarifying and/or providing examples of what you are looking for in #2 through #4.

A.3 WVOT Response: In general, we are seeking information for specifications and evaluation parameters when soliciting telecommunications services with respect to a vendor's Network Design, Service/Support Infrastructure, Security Practices and any notable concerns in provisioning circuits on a County-wide level; although the actual response requirements begin at the bottom of page 8 through Page 9.

- 4) Page 9 - #2.2 through 2.2.4 – Related to question #2 above. Could you better define/clarify what you mean by Statewide transport or what type of response you are looking for.

A.4 WVOT Response: See responses to #2 and #3 above.

5) Please describe what services the State of WV specifically purchases from Verizon today and how they are used by the State and the agencies.

A.5 WVOT Response: The current MPLS07 contract is with both Verizon and Frontier. The services purchased from this contract include MPLS Services, Private IP services, private line point-to-point services, Frame Relay Services, ATM Services, Ethernet Services, IP Trunking Services.

6) What assessment criteria will be used to assess each bidder and is the criteria and scoring of the assessment documented?

A.6. WVOT Response: This RFI is seeking assessment criteria to be considered for the replacement contracts for the current MPLS07 contract; that criteria is yet to be finalized.

7) Does the State consider Ethernet Transport and Ethernet Access the same?

A.7. WVOT Response: For the purpose of this RFI, Yes.

8) How much of the state will a vendor need to cover with Ethernet access in order to be considered a viable contender?

A.8 WVOT Response: For the County Contracts, the State of WV preliminarily plans to consider all vendor responses at a County-wide level. A vendor does not have to provide services in multiple Counties to be viable in a single County.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.:

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

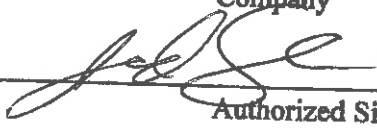
Addendum Numbers Received:

(Check the box next to each addendum received)

- | | |
|-----------------------------------------|------------------------------------------|
| <input type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Suddenlink Communications
Company


Authorized Signature

7.28.15
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.
Revised 6/8/2012

West Virginia Office of Technology

**Request for Information
CRFI ISC1500000002**

July 15, 2015

**Prepared By
Suddenlink Communications**

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West Virginia Office of Technology
Request for Information
7/15/2015

2.1 Executive Summary

Suddenlink is providing the State of West Virginia information in response to CRFI 0210 ISC 1500000002 in this document.

As the nation's seventh largest cable MSO (Multi-System Operator), Suddenlink has experienced strong growth since its formation in 2006. A privately held Delaware corporation, today Suddenlink generates \$2.3 Billion in revenue servicing 1.5 million commercial and residential customers located in seventeen states. In the State of West Virginia, Suddenlink serves more than 11,500 businesses and more than 200,000 residential customers. Suddenlink employs 6,520 employees nationwide with 846 of those employees being in the State of West Virginia. A detailed Financial Report is available at http://phx.corporate-ir.net/phoenix.zhtml?c=213551&p=quarterlyearnings_2015.

The Suddenlink network services counties from Mercer in the East, to Wirt in the Northwest, and many counties in between. See the accompanying map and zip code listing for more detail. The Suddenlink network provides symmetrical fiber optic internet, fiber optic Point-to-Point transport, coax-based internet via cable modem, commercial Business Class Telephone, PRI, and SIP service, commercial video, as well as residential video, phone, and security services.

Suddenlink expects to make approximately \$40 Million in capital investments during 2015 in West Virginia. By the end of 2015, Suddenlink will have invested approximately \$375 million in the state since 2006.

USAC's E-rate and Rural Healthcare/Healthcare Connect Programs have been leveraged by Suddenlink in the State of West Virginia for many years. Suddenlink's E-rate/RHC eligible fiber and coax-based services are made available to K-12, library, and eligible healthcare entities under SPIN 143030633.

2.2

2.2.1 Networking Architecture and Design

2.2.1.1 Statewide Transport Services

The high-speed services are offered by Suddenlink can provide up to 10Gbps of fiber optic service to the State of West Virginia. The Suddenlink network is a fully standards-based Ethernet infrastructure. Because the fiber infrastructure that is the backbone of the Suddenlink network will be the medium for 10Gbps and even higher, the State of West Virginia can expand capacity by changing termination equipment, without having to do extensive fiber upgrades. It is this fiber infrastructure that will find utilization for the foreseeable future, regardless of the speeds and specific network types that find acceptance and popularity.

Fiber Optic Point-to-Point and Point-to-Multipoint Services

Our fiber-optic Point-to-Point and Point-to-Multipoint services allow customers to connect two or more locations on a Layer 2 Ethernet platform. Features include:

- Symmetrical download and upload speeds up to 10Gbps
- Fully dedicated bandwidth
- Ability to offer optical or copper Ethernet handoffs
- A Service Level Agreement guaranteeing 99.99% of uptime network availability
- Redundant statewide backbone
- IEEE 802.1Q compatibility
- 24/7 Monitoring by our state of the art Network Operations Center

Fiber Optic Dedicated Internet Service

Our fiber optic Dedicated Internet Access provides customers with class leading access to the Internet. Offering speeds up to 10Gbps, our fiber optic network guarantees the level of service needed to conduct business in the most efficient way possible. Our dedicated fiber optic internet services offer the following features:

- Symmetrical download and upload speeds up to 10Gbps
- Fully dedicated bandwidth
- Ability to offer optical or copper Ethernet handoffs
- A Service Level Agreement guaranteeing 99.99% of uptime network availability
- Redundant statewide backbone
- IPv4 and IPv6 compatibility
- Ability to offer BGP (Border Gateway Protocol) Peering
- 24/7 Monitoring by our state of the art Network Operations Center

2.2.1.2 Ethernet Transport for Counties

Suddenlink's network topology provides redundant transport whether countywide, statewide, or nationwide. Suddenlink's services are non-tariffed, therefore there are typically little to no variances in rates based on geographic location.

2.2.1.3 Statewide IP Trunking and Related Services

2.2.2 Service/Support Infrastructure

2.2.2.1 Statewide Transport Services

Suddenlink provides 24X7X365 support for fiber customers through the Suddenlink National NOC. Services are pro-actively monitored remotely for status changes, including loss of connectivity, and outage updates are provided via phone or email. Monitoring encompasses the Suddenlink Regional and National networks, cataloging network events with potential to impact customer services. Following are some of Suddenlink's internal service expectations for Enterprise fiber customers:

- Response time within 5 minutes of outage event occurring
 - No more than 2 ms of jitter
 - Latency generally, 10 ms one way / 20 ms round trip
 - Triage / Dispatch (if necessary) / Ticket creation within 15 minutes of outage event occurring
 - Update threshold for Sev 1 ticket: 1 hour
 - Update threshold for Sev 2 / 3 tickets: 2 hours
 - Change Management notifications provided 10 business days in advance for service impacting work, 5 business days in advance for non-impacting / potentially impacting work
 - Customer-enabled circuit monitoring included with all Ethernet transport services
- Sample of Customer-enabled Monitoring Interface:

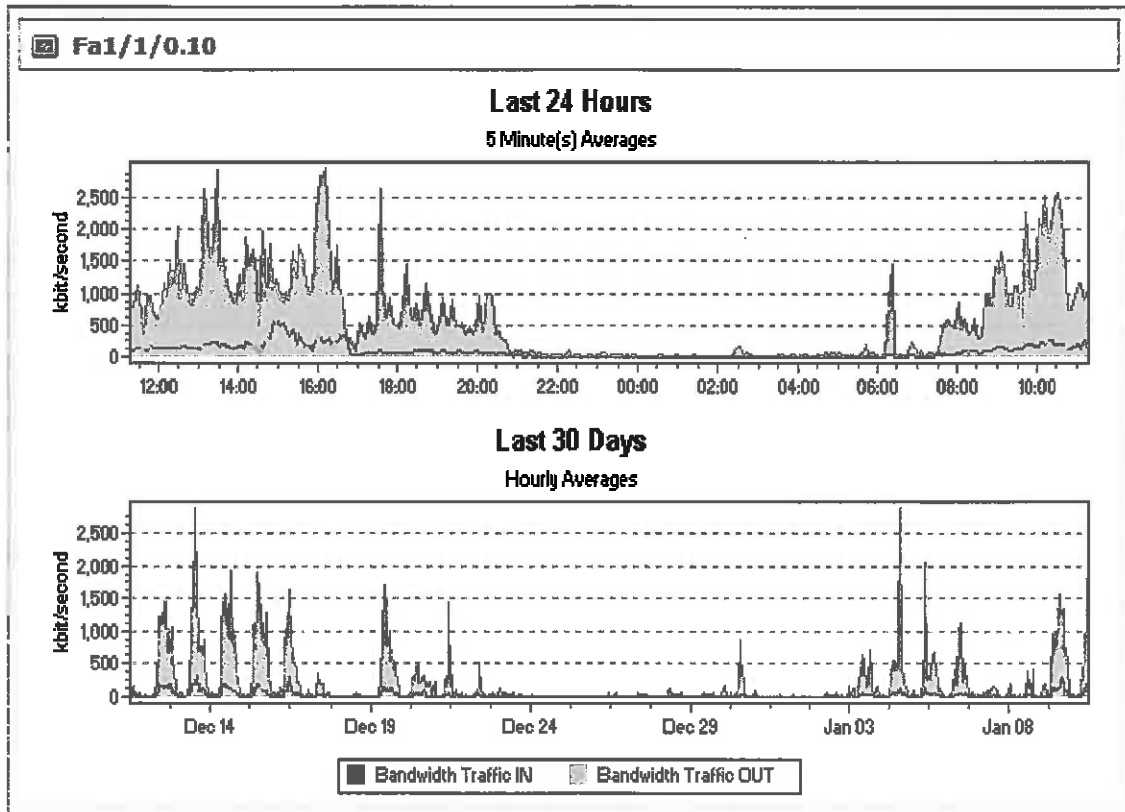


Suddenlink Business Services

A screenshot of the Suddenlink Business Services (SBS) login interface. The title bar reads "SBS Info Login Information". Below the title bar, there are two input fields: "User Name" and "Password". A "Login" button is positioned below the "Password" field. The interface is presented in a windowed format with a light gray background.

By visiting Suddenlink's site of <http://sbsinfo.suddenlink.net> (login screen above) and entering credentials set up by the Management, designated State of West Virginia staff members have access to view network statistics anytime. If User Name or Password ever need to be changed, they can be changed by calling the Suddenlink NOC (or NSC) at 877/694-9478.

Sample Grapher Traffic Tool Report
Craven County Schools



2.2.2.2 Ethernet Transport for Counties

Suddenlink's Service/Support Infrastructure is unchanged whether providing countywide, statewide, or nationwide support.

2.2.2.3 Statewide IP Trunking and Related Services

2.2.3 Security Practices

2.2.3.1 Statewide Transport Services

Suddenlink has a comprehensive written security program that includes security policies, procedures, and guidelines. This is an internal proprietary document that could be shared under NDA. The documentation addresses such factors as Security Assessments, Risk Assessment, External/Internal Vulnerability Scanning/PCI DSS Compliance, Security Awareness, Configuration and Change Management, Alternate Data Center Sites, and Incident Reporting.

2.2.3.2 Ethernet Transport for Counties

Suddenlink's security practices are uniform across countywide, statewide, and nationwide transport.

2.2.3.3 Statewide IP Trunking and Related Services

2.2.4 Ethernet Transport at a County Level

2.2.4.1 Limited Coverage, Service Offerings, Redundancy, and Support Staff

Suddenlink has provided map and zip code information in this document that point specifically to Suddenlink's on-net sites within the State of West Virginia. Suddenlink also has NNIs (Network to Network Interfaces) with other providers across the state. These NNIs enable Suddenlink to provide service outside its native footprint. It is possible that Suddenlink might elect to partner with other providers in response to the State's RFP.

Service offerings have been covered in Section 2.2.1.1.

2.3 Other factors to consider in transitioning to a multi-vendor award

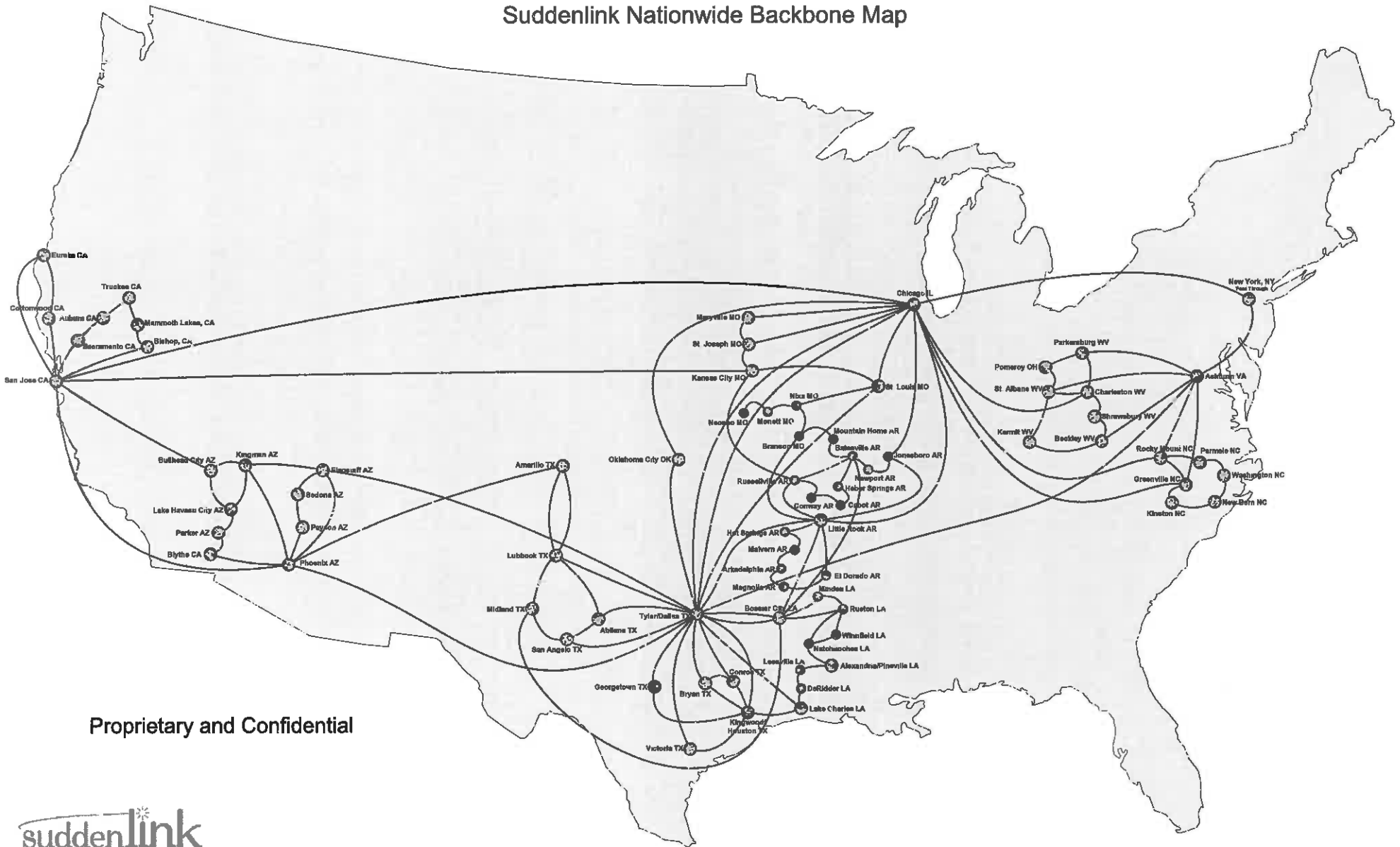
Suddenlink Support Team Resources

Name	Title / Functional Area Of Responsibility	Contact Information
Account Management Contact		
Melissa Wright	Account Executive	Tele: 304/760-8807 melissa.wright@suddenlink.com
Susan Chatham	Government & Education Specialist	Tele: 888/201-2015 susan.chatham@suddenlink.com
Billing Support & Questions		
Anita Copodonna	Regional Support Supervisor	Tele: 304/760-8926 anita.copodonna@suddenlink.com
Operation / Engineering Escalation Contacts		
	Suddenlink Technical Support	Tele: 800/490-9604
Executive Escalation Contact		
Paul Lawrence	Regional Sales Manager – Atlantic Region	Tele: 304/760-8925 paul.lawrence@suddenlink.com
Mike Tarrant	Regional Sales Director – Atlantic/NC Region	Tele: 252/757-2232 michael.tarrant@suddenlink.com
Eric Harris	VP CAO East	Tele: 252 /757-2230 eric.harris@suddenlink.com

Barbour County	Boone County	Cabell County	Clay County	Fayette County	Greenbrier County	Harrison County	Jackson County	Kanawha County
26334	25009	25504	25018	25002	24901	26332	25239	25003 25147
26349	25024	25510	25019	25031	24902	26361	25248	25015 25156
	25047	25541	25043	25036	24910	26366	25264	25025 25160
	25049	25545	25125	25040	24925	26369	25271	25026 25162
	25051	25701		25057	24931	26385	26164	25035 25177
	25053	25704		25059	24957	26404		25039 25182
	25081			25085	24970	26408		25045 25201
	25130			25090	24986	26431		25054 25202
	25142			25115	25958	26438		25061 25214
	25148			25118	25961	26451		25064 25301
	25149			25161	25962	26568		25067 25302
	25154			25173	25967			25071 25303
	25165			25186	25972			25075 25304
	25169			25840	25981			25079 25305
	25181			25859	25984			25083 25306
	25193			25866				25086 25309
	25205			25879				25102 25311
	25209			25880				25301 25312
	25529			25901				25107 25313
	25565			25904				25110 25314
				25917				25112 25315
				26674				25122 25320
								25132 25321
								25134 25360
								25136 25387
								25143 25389

Lewis County	Lincoln County	Logan County	Mason County	Mercer County	Mingo County	Monroe County	Nicholas County	Pleasants County	Putnam County
26378	25501	25022 25634	25123	24712	25661	24951	26656	26134	25159
	25521	25076 25635	25247	24731	25665	24963	26690	26170	25526
	25564	25183 25636	25253	24733	25667				25560
	25567	25508 25637	25260	24736	25670				25878
	25567	25547 25638	25265	24740	25674				
	25572	25601 25639	25287	24747	25676				
	25573	25606 25642	25515	25841	25685				
		25607 25643	25550	25922	25687				
		25614 25646		25971	25691				
		25617 25647							
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		25633							

Suddenlink Nationwide Backbone Map



Proprietary and Confidential



suddenlink

**Atlantic Region
Fiber-Optic Backbone**

