

STATE OF NEW HAMPSHIRE
Dept. of Administrative Services
Div. of Procurement and Support Services
Bureau of Purchase and Property
State House Annex
Concord, New Hampshire 03301

Date: August 7, 2019

NOTICE OF CONTRACT
(VENDOR UPDATE)

COMMODITY: CARRIER ETHERNET SERVICES
CONTRACT NO.: 8002167
NIGP: 939-2141
VENDOR: Consolidated Communications, Inc
PO Box 11021
Lewiston, ME 04243
VENDOR #: 300703

CONTACT PERSON(S): Gregory Desjardin
Tel. No.: (603) 656-8022
E-Mail: Gregory.desjardin@consolidated.com

EFFECTIVE FROM: May 10, 2017 through May 31, 2022

PRODUCTS & PRICING: See Pricing Table below

PAYMENT & TERMS: Payments shall be made via ACH.

INVOICING & PAYMENTS: Itemized invoices shall be submitted to requesting agency after the completion of a monthly service and shall include a brief description of services provided and service location.

Contractor shall be paid within 30 days after receipt of properly documented invoice and acceptance of the work to the State's satisfaction.

FairPoint shall deliver electronic summary billing as currently supported through current FairPoint Carrier Ethernet (Contract No. 8001176) and Telephone & Data Communications Service (Contract No. 8001707) contracts. The State shall pay the amount due for the particular month that the bill is issued as defined in the field entitled TOTAL_NEW_CHARGES_AMOUNT contained in the SUMMARY file.

FairPoint Communications shall provide final billing data to the Department of Information Technology in an electronic format that has been reconciled by FairPoint Communications and/or their agents prior to delivery to the State.

F.O.B.: F.O.B. Destination to any location within the State of New Hampshire

SCOPE OF SERVICES

The Contractor shall be responsible for all Services, network configuration, development and Proof of Concept associated with this Contract. The Contractor shall be responsible for overall support and coordination, migrating from pre-existing Contractor services, interfacing/integrating with Agency systems, testing, and support services.

Contractor shall have a proven methodology of support services ensuring the delivery of high quality Carrier Ethernet Services including metrics defined within this Contract.

Contractor Staff:

The Contractor shall provide a contract manager and key Staff for the administration of this contract as noted below.

Security Review

Prior to providing service to the State and entering any State facility, each Contractor and/or subcontractor employee shall obtain a criminal history record review from the Department of Safety, Division of State Police, Criminal Records Unit. (See <https://www.nh.gov/safety/divisions/nhsp/ssb/crimrecords/index.html> for details.) *The State reserves the right to deny any Contractor employee with a criminal history to be allowed on a job site.* These terms are inclusive of any subcontractor or other personnel providing services at State facilities. Employee agreements allowing background checks and any associated costs to obtain the review will be exclusively the responsibility of the Contractor. The Contractor shall provide proof of no records found to the Department of Information Technology, Office of Statewide Telecommunications 5 days prior to the employee arrival at any worksite.

- The State may require that a Contractor employee be precluded from entry into any facility. The Contractor shall replace any employee working at such locations when directed by the State.
- The Contractor shall provide written notice to the Telecommunications Section of any changes of Contractor employee criminal record status.
- All Contractor personnel shall comply with the individual State facility security requirements in which they are performing services under this Contract including signing required log in/out forms.
- Should installation personnel be rejected by the State, the Contractor shall provide replacement personnel immediately in order to meet assigned installation dates.

Project Manager: The Contractor shall assign and identify a Project Manager who shall have full authority to make binding decisions under the Contract, and shall function as the Contractor's representative for all administrative and management matters. The Contractor shall identify the Project Manager prior to the beginning of the project. The Project Manager shall be available from 8:00 A.M. to 4:30 P.M. Eastern Standard Time of each State business day to promptly respond questions and address service issues. The Project Manager or alternate shall respond to any calls within two (2) hours of inquiries from the State, and be at the State site as needed. The Project Manager shall provide complete oversight of the project inclusive of best industry practice implementation, schedule development, site surveys, reporting, organization of weekly status meetings and cutover coordination of each and every circuit installation. The Project Manager shall be qualified to perform the obligations required of the position under the Contract. The Contractor's selection of a Project Manager will be subject to the prior written approval of the State. The State reserves the right to require removal or reassignment of the Contractor's Project Staff found unacceptable to the State.

Contracting Officer: Contractor shall provide a primary contracting officer for all services provided to the State. In addition, a single Contractor Project Manager shall be provided, who is responsible to ensure the installation and continued operation of all Contractor services in conjunction with key Contractor-proposed staff.

Account Management: Order provisioning personnel for the acceptance of State service and repair requests. Personnel shall be completely aware of Contractor services, and fully capable of relating such services to State needs. The Contractor shall interpret State Telecommunications Service Request (TSRs) or repairs, speak with State contacts to define service needs and complete any documentation necessary for the Contractor in order to complete service implementation. All requested circuits shall be installed within 30 days of individual circuit request.

Financial Representative: The Contractor shall provide dedicated financial representatives knowledgeable in the Contractor invoicing systems, associated input, and corrective activities to resolve billing, call detail, equipment programming, and data discrepancies. The Financial Representative will cooperate with the State to resolve billing, payment or report and invoice accuracy problems that may occur during the course of the Contract.

The Contractor shall provide within five (5) working days, any corrective data requested by the State. This is inclusive of itemized balances and credits owed the State. The Contractor shall provide daily reports indicating the completion or continuation of any service requested by the State.

Engineering Support: Contractor shall provide configuration technical support to the State for circuit implementation, circuit service changes, upgrades, future changes/reconfiguration and best practice development and deployment.

Field Installation Staff: Contractor shall provide staff to assist in the transition of network circuits from the current contractor to new contractor services. Staff duties shall include: Contractor circuit related cabling, patch panel connection and patching to State hardware (patch panel and router), and downloading of router interface

parameters, all under remote supervision of DoIT employees. Field Installation Staff shall also verify circuit connectivity and performance in association with DoIT engineers.

Single Point of Contact: The Contractor shall serve as the Single Point of Contact for the State for all maintenance issues regarding Contractor services. This shall be inclusive of any and all additional TSR releases, repair releases and reports releases. The State shall not be responsible to directly contract third party contractors or Contractor partners.

Contractor shall provide telephone, facsimile, and Internet e-mail access to each individual on the Contractor account team. General toll free numbers shall be provided for telephone and facsimile services on a statewide basis.

Replacement of Personnel: Contractor shall agree to provide an "equal or better" replacement for any personnel who leave employment of the Contractor during the course of the Contract. Contractor shall make the individuals available to be interviewed by the State prior to the Project assignment. Assignment shall be at the approval of the State.

Personnel Access through E-mail: The Contractor shall maintain E-mail availability throughout the term of the Contract, with mail being verified and emptied every hour of operation. The State may communicate with the Contractor in all respects through E-mail as desired by the State. Contractor systems shall be capable of receiving and interpreting Adobe, MS Office Professional and Visio files.

Computer Access and Use Agreement: Contractor and its employees assigned to this Project shall sign a "Computer Access and Use Agreement." The State may require a detailed background check on any individual assigned to the Project, as this Project may involve confidential or sensitive information. Personnel assigned to the State shall be available to work immediately upon contract commencement.

Status of Contractor Employees and Subcontractors: Contractor employees and subcontractors shall in all respects be independent of the State and in no way considered employees of the State.

Contractor Employee Reassignment: The State reserves the right to require the Contractor to train, counsel or reassign any personnel (including subcontractors) whose actions or appearance are not consistent with the standards of the State and in the best interest of the customers utilizing the Contractor services.

Picture ID: Contractor shall provide employee picture ID badges including the company name and company contact telephone number for each employee servicing the State account. The ID shall be worn by all Contractor employees while servicing the State. The State shall retain the right to disallow service and site access to any employee not displaying an ID badge. All costs of acquiring badges shall be solely borne by the Contractor.

Network Operations and Customer Service Centers: Contractor shall support all services through a Network Operations Center (NOC) and Customer Service Center (CSC). Centers shall be available to the State 24 hours per day, 7 days a week via a toll free number and e-mail. NOC and CSC shall utilize trouble and order tracking systems, reportable to the State, support all activities as noted below. Issue numbers shall be originated by the Contractor, and e-mailed to the State within 15 minutes of issue of service work being released to the Contractor.

Contractor Employees: The Contractor or their personnel shall not represent themselves as employees or agents of the State. While on State property, employees shall be subject to the control of the State, but under no circumstances shall such persons be deemed to be employees of the State. All personnel shall observe all regulations or special restrictions in effect at the State Agency.

The Contractor's personnel shall be allowed only in areas where services are being performed. The use of State telephones is prohibited unless approved by the State.

State Agency Project/Status Meetings

The Contractor shall participate in project and/or status meetings with State employees (or designees) during the term of this Contract, as required by the State. It is anticipated that the beginning of the project will require, at a minimum, weekly project/status meetings.

Meetings shall include the State Project Manager (or designee) and the Contractor Project Manager. Other State staff or project members will attend as mutually agreed upon by the State and Contractor Project Managers. State Senior Management will be kept informed on the project status via attending the meetings or, in the event of a major decision, by scheduling a Senior Management meeting.

Meetings will cover the technical, schedule, and resource aspects of the project. Emphasis shall be placed on the accomplishments for the concluded reporting period, the planned activity for the future reporting period, and identification and resolution of all issues and problems. The review shall be conducted at a time and location to be determined jointly by the State and Contractor Project Managers. The agenda and minutes of each meeting shall be produced and distributed as mutually agreed by the State and Contractor Project Managers.

SERVICE REQUIREMENTS

Metro Ethernet Forum (MEF) 6.2 or most recent version: Contractor shall provide Carrier Ethernet 2.0 Services complying with MEF 6.2 or most recent Metro Ethernet Forum release as follows:

CE 2.0 E-Line Services: CE 2.0 EPL and EVPL services to create a broad range of point-to-point services with dedicated UNIs, open transparency such that Service Frames are identical at both the source and destination UNIs. All-to-one bundling at the UNIs minimizes the coordination between the Subscriber and Service Provider on the definition of the CE-VLAN ID/EVC Map at each UNI. The CE 2.0 EVPL service shall allow for service multiplexing and bundling enabling the support of multiple EVCs at the UNI and the mapping of more than one CE-VLAN ID per EVC.

CE 2.0 E-LAN Services: CE 2.0 EP-LAN and EVP-LAN services used to create a broad range of multipoint-to-multipoint services.

A CE 2.0 EP-LAN: Use of dedicated UNIs with a high degree of transparency such that Service Frames are identical at both the source and destination UNIs. All-to-one bundling at the UNIs minimizes the coordination between the Subscriber and Service Provider on the definition of the CE-VLAN ID/EVC Map at each UNI.

A CE 2.0 EVP-LAN: Service shall allow for service multiplexing and bundling enabling the support of multiple EVCs at the UNI and the mapping of more than one CE-VLAN ID per EVC.

A CE 2.0 E-Tree Services: CE 2.0 EP-Tree and EVP-Tree services which can be used to create a broad range of rooted-multipoint services.

A CE 2.0 EP-Tree Service: Dedicated root and leaf UNIs providing a high degree of transparency such that Service Frames are identical at both the source and destination UNIs. All-to-one bundling at the UNIs minimizes the coordination between the Subscriber and Service Provider on the definition of the CE-VLAN ID/EVC Map at each UNI.

A CE 2.0 EVP-Tree Service: Allows use of root and leaf UNIs and allows for service multiplexing and bundling enabling the support of multiple EVCs at the UNI and the mapping of more than one CE-VLAN ID per EVC.

Service Quantity: The State shall determine the quantity required of any service offered by the Contractor.

Cooperation with Incumbent: The Contractor shall fully cooperate with incumbent and future Contractors for the replacement of services at the initiation and termination of Contract to ensure service transfer with a minimum interruption of service.

Interfacing with Other Contractors: During and after installation, Contractors shall contact alternate State Contractors to resolve problems if they occur. The State will mediate in the event of unresolved conflicts. Contractors shall attend any meetings called by the State to resolve such conflicts without additional charges being imposed on the State.

New Service or Change Order: Contractors shall utilize and retain State issued Telecommunications Service Request numbers as a cross reference to any Contractor order number. Contractor shall acknowledge receipt and acceptance of orders on the next State business day by means of an e-mail distributed to the State contacts.

Maintenance/Service Hours: Contractor shall repair support/ service restoration 24 hours per day, 7 days per week, 52 weeks per year. Reports shall be accepted via a toll free contractor supplied number and e-mail reporting. The Contractor shall perform 24 hour x 7 day monitoring, reporting and maintenance of its network in support of State services including addressing of system failure (full and component), network overload, network performance, alert management, management reports and other related items.

Any call to the Contractor shall be returned within 15 minutes of initial request. Contractor shall pursue a solution to service issues within two (2) hours of request. Circuit issues not resolved within four (4) hours of request shall become critical to the State, and require continued work to satisfy maintenance issues under Emergency Maintenance requirements. Contractor shall NOT limit daily work to eight (8) hours per day when addressing maintenance issues, requiring the Contractor to continue work beyond business hours until circuit connectivity is restored.

Emergency Maintenance: The Contractor shall provide emergency maintenance for those network services designated by the State as important to the function of the State. The State shall designate the critical nature of the circuit at the time of notification. Inclusive of those problems shall be any problem restricting individual office operations and/or connectivity outside of the office in any and all respects. All such reports shall be remotely tested by the Contractor within 30 minutes of report, with repairs initiated within the hour. If services are not restored within two hours of report, second level support shall be obtained through the Contractor. Contractor shall not limit daily work to eight (8) hours per day when addressing any issues requiring the Contractor to continue work beyond business hours until circuit connectivity is restored. Include a complete description of Contractor procedures in the Narrative response.

Routine Maintenance Requirements: The Contractor shall provide routine maintenance for those network services designated by the State as routine maintenance services. Such services shall include, but are not limited to any problem regarding a single application while other applications remain operable. The Contractor shall test the aforementioned service within two hours of report and repairs initiated within 4 hours. Any routine maintenance may be escalated to Emergency Maintenance at any time requested by the State.

Initial Installations: The Contractor shall replace any and all Carrier Ethernet services currently provided to the State by the incumbent Contractor. All such circuits shall be replaced in kind or at a greater bandwidth as designated by the State. All such installations shall be complete prior to 5/9/2017. It is the intent of the State to have the Contractor install circuits on a graduated basis over the period of time from Contract award to the final 5/9/17 completion date.

Additional Installations: Services shall be installed on a per request basis. Any circuit requested after the initial completion of the State network shall be installed within 30 days of release of request to the Contractor.

Within 5 days of request to install at any service location, Contractor shall review the site to insure adequate service availability. The Contractor shall report back to the State in writing the results of the review within 5 business days after site review, verifying the installation date.

The State shall be allowed up to five (5) business days after Contractor installation and release to test and verify services. Contractor shall not bill for services during this timeframe. Contractor shall not bill for services if the installation fails to operate properly per the requirements noted within this document.

The Contractor shall not charge a onetime fee for the installation of any circuits.

Circuit and Interface Troubleshooting: Contractor shall provide first level State internal network related problem determination assistance at no fee. At a minimum, the Contractor shall demonstrate any related problem is not due to the Contractor's services/equipment. No fees shall be billed to the State regarding problem determination, or other services.

Contractor will work with the State Project team to provide procedures for circuit acceptance. **Installation Spreadsheet:** The Contractor shall provide information identifying installations in agreed upon state required table formats. Tables shall contain circuit numbers, physical terminating points, programmed options, terminating equipment, switching operations and any other information required to locate, troubleshoot or replace circuits. Tables shall be provided within 30 days of complete installation of the first circuit installed, and be updated on a monthly basis.

Post Implementation Review: The State shall be allowed five (5) days after Contractor installation of each circuit to review and accept each installation to insure installation and circuit performance within the specification defined within this document.

Test Plans: The Contractor shall provide complete test plans defining how the Contractor will test individual circuit installations and provide written documentation on the test results for each circuit. The Contractor is solely responsible to troubleshoot circuit problems related to installation services. The State's final test will deem the final acceptance of service.

Standards and Performance: Carrier Ethernet service shall service multiplex based frame 802.1q VLAN value multiple E-LAN and E-Line services over the same customer port (UNI). Carrier Ethernet Service shall support Jumbo Frames (a minimum of 1508 bytes up to 9000 bytes) and preserve customer MPLS tags.

QoS: Contractor shall provide the ability to differentiate up to four levels of QoS based on level of service. Contractor shall recognize and act on State Traffic Mappings.

POP: Contractor shall provide local access and support throughout the State and provide network Point of Presence to all Central Office centers in NH.

Incremental Circuit Bandwidth: Contractor shall provide Circuits with incremental bandwidth steps up to 1 Gbps. Concord locations shall allow up to 10 Gbps. Services shall be available to be provisioned at all levels up to 500Mbps at the time of bid response to be considered a valid offering and bid response. Concord locations shall allow up to 10 Gbps.

Multiplexing to Access Link: Carrier Ethernet service shall support service multiplexing of all service types as defined within the Carrier Ethernet 2.0 Service compliance with MEF 6.1 over a single access link and customer access port (UNI).

802.1q: Carrier Ethernet service shall service multiplex based on frame 802.1q VLAN value multiple E-LAN and E-Line services over the same customer port (UNI).

Service Access Levels: Service access will be provided and guaranteed at 99.99% or better availability (24hrs/day by 7days/week), at the throughput rate provisioned, through the end of this Contract. Service access is defined as all services that are provided by the Contractor which are, directly or indirectly, related to the connectivity to the State Agency's network router from the Contractor at the availability and throughput defined above.

Dependability: All services shall be maintained at a 99.99% dependability factor, reflecting that service access is available for use 99.99% of the time based upon a 30 day time period. If a service becomes intermittent in connection or transport, and repeatedly fails, the State, at its sole discretion, may choose to terminate service at that location and seek replacement service from another Contractor, or pursue any or all remedies as set forth in Form Number P-37 Agreement.

Service Interface: Contractor shall provide fiber to the doorstep for all locations receiving 5Mbps or faster data service. End user interface shall be an RJ45 metallic Ethernet interface.

Proactive Contractor Maintenance: Contractor shall perform OS upgrades, hardware upgrades and general service maintenance on a routine basis. The State shall be advised in writing, 10 days in advance of service interruptions. Emergency service updates may be performed next business day upon one (1) business day notification to the State. The State shall determine the time and day of any interruption of service. No costs shall be charged for Contractor maintenance.

The above maintenance notification windows do not apply to trouble response issues.

Performance Monitoring by State: Contractor shall provide a Performance Monitoring package. All Tests shall include a detailed document that shows all standards based tests that were run and their values as a proof of satisfactory completion prior to acceptance of the product by the State and ensued billing.

Contractor shall provision Network Operations Center managed CPE that is manageable and monitored at the carrier Network Operations Center. This manageability shall include, but not be limited to, adjusting service parameters, initiating loopback testing, initiating performance testing, and remote troubleshooting capability.

Service Termination: In the event that any service experiences a 10% or more dependability failure rate (10% of all services become unavailable per the 99.99% up time dependability rate) for a 24 consecutive hour period, the State at its sole discretion, may choose to terminate all services at all locations and seek replacement service from another Contractor, or pursue any or all remedies as set forth in Form Number P-37 Agreement.

Latency: Service shall be kept below 60 ms (maximum) latency, 20 ms of jitter and .5% loss for any given circuit end to end in the Contractor's network.

Redundant Connectivity: The Contractor's core network shall have redundant connections between facilities within their infrastructure. The Contractor's core network shall use dynamic protocols for failover to redundant links, and shall occur without human interaction. Should any link(s) fail the redundant link(s) shall automatically forward traffic in less than 50 milliseconds.

Port Blocking: Contractor shall not block any ports or traffic between connections to State Agencies. Contractor shall not "break-in" or use protocol "sniffers" as methods of troubleshooting or any other purpose unless permission to do so is first obtained in writing from the State. Otherwise, Contractor shall be transient and not examine the customer traffic in any way other than providing service prioritization based on markings defined by the customer and contractor.

Monitoring per IAW ITU Y.1731 and IETF RFC 2544: Contractor shall provide standards based Carrier Ethernet performance monitoring per the latest revision standards. Contractor shall provide an Internet web portal where performance monitoring statistics are available for State review.

Contractor shall provide manufacturer specifications of equipment used to provide customer and Contractor testing access to equipment.

Contractor shall monitor, report and commence repair of any base (bonded) circuit which may be in partial or total failure. The State shall be advised of the detected failure, the nature of the failure, and the estimated time to correct the failure. The Contractor shall define within their response, how monitoring will be accomplished.

Quality of Work: The State shall require correction of defective work or damages to any part of a building or its appurtenances when caused by the Contractor's employees, equipment or supplies. The Contractor shall replace in satisfactory condition all defective work and damages rendered thereby or any other damages incurred. Upon failure of the Contractor to proceed promptly with the necessary corrections, the State may withhold any amount necessary to correct all defective work or damages from payments to the Contractor. The work staff shall consist of qualified persons completely familiar with the products and equipment they shall use. The Contracting Officer may require the Contractor to dismiss from the work such employees as deems incompetent, careless, insubordinate, or otherwise objectionable, or whose continued employment on the work is deemed to be contrary to the public interest or inconsistent with the best interest of security and the State.

Premise Access: Contractor will be granted access to premise during standard State work hours unless repair and maintenance projects require expanded timeframes. Contractor shall request access outside of the normal State business hours of 8:00 A.M. to 4:30 P.M., 48 hours prior to arrival. Consideration will be made for reduced timeframes in the occurrence of emergency situations. The Contractor is highly encouraged to perform all installation and maintenance during normal State working hours.

Confidential Information: The Contractor agrees that all discussions or information gained during an engagement shall be considered confidential and that no information gathered by the Contractor shall be released without prior consent of the State.

PROOF OF CONCEPT (POC)

Prior to award of contract, the Contractor shall agree to a 14 calendar day service trial defined as a Proof of Concept (POC), allowing the State to verify Contractor services. The State shall incur no charges for POC activities, inclusive of installation, monthly charges, hardware and software.

A total of 28 calendar days shall be allotted for the combined installation and trial period, beginning on the date of contract award by the Governor and Executive Council and ending 28 calendar days thereafter. Contractor failure to complete a POC per the specifications within this document shall negate the award and any impending contract with the Contractor.

Contractor shall install four (4) branch circuits and one (1) 500 Mbps "head end" service allowing connectivity from any of four "remote" sites to the head end site. Although it is intended that the State utilize POC circuits during the Contract, the State may require circuit replacement, increased speeds or removal after the completion of the POC.

Circuits shall be installed as follows:

- 500 Mbps head end circuit located at: 27 Hazen Drive, Concord N.H.
- 20 Mbps tail circuit located at 40 Terrill Park Drive, Concord, NH
- 20 Mbps tail circuit located at 1050 Perimeter Road, Manchester, NH
- 5 Mbps tail circuit located at 85 Mechanic Street, Lebanon, NH
- 5 MBPS tail circuit located at 65 Beacon Street West, Laconia, NH

Contractor shall propose a detailed POC testing procedure to verify all applicable requirements. The State shall review the test procedure and request modifications as necessary to insure complete in service testing. Test procedure shall include the following items:

Connectivity for all State applications and routing protocols;

Verification of all service performance requirements, including uptime, failover, dual mappings, performance monitoring, etc.

Evidence that performance is not degraded, packets are not lost, excess latency does not occur and jitter does not create instability during Traffic simulation at 80% of the circuit Committed Information Rate (CIR);

Quality of Service markings are preserved and acted upon throughout the Contractor network, and;

Successful display of Contractor Help Desk performance and escalation path in a simulated outage.

All circuits shall remain in full operation subsequent to the POC and acceptance by the State.

Head end circuit shall remain at 500 Mbps bandwidth and not be billed to the State until the entire network is installed and fully operational.

The Contractor has included individual pricing for all services specified within this Contract. The Contractor shall not impose any additional charges for items not specified in this contract.

The Contractor shall insure guaranteed connectivity via Carrier Ethernet connection at all locations and designated bandwidths as noted within the Appendix A Location Qualification Table.

The State shall be allowed up to five (5) business days after Contractor installation and release to test and verify services. Contractor shall not bill for services during this timeframe. Contractor shall not bill for services if the installation fails to operate properly per the requirements noted within this document.

The Contractor shall not charge a onetime fee for the installation of any services and or build out.

Contractor shall provide staff to assist in the transition of network circuits from the current contractor to new contractor services. Staff duties shall include: Contractor circuit related cabling, patch panel connection and patching to State hardware (patch panel and router), and downloading of router interface parameters, all under remote supervision of DoIT employees. Field Installation Staff shall also verify circuit connectivity and performance in association with DoIT engineers. Staff assistance shall not be billed to the State.

The State currently utilizes five (5) primary networks, each with its own independent head end. The head end costs for each individual network shall not be billed to the State until all circuits for that network are installed and fully functional. Individual branch (tail) circuits may be billed once operational and proven fully functional by the State. Networks and head end circuits are as follow:

Network Name	Head End Location	Head End Throughput
DOS	33 Hazen Drive, Concord	200 M
NHLC	27 Hazen Drive, Concord	150 M
DOC	27 Hazen Drive, Concord	30 M
NHES	45 South Fruit Street, Concord	100 M
Shared	27 Hazen Drive, Concord	500 M

No travel expenses nor equipment delivery charges shall be billed to nor paid by the State.

All services performed under this Contract(s) shall be performed between the hours of 7:30 A.M. and 4:00 P.M. local time unless other arrangements are made in advance with the State. Any deviation in work hours shall be pre-approved by the Contracting Officer. The State requires ten-day advance knowledge of said work schedules to provide security and access to respective work areas. No premium charges will be paid for any off-hour work.

The Contractor shall not commence work until a conference is held with each agency, at which representatives of the Contractor and the State are present. The conference will be arranged by the requesting agency (State).

The State shall require correction of defective work or damages to any part of a building or its appurtenances when caused by the Contractor's employees, equipment or supplies. The Contractor shall replace in satisfactory condition all defective work and damages rendered thereby or any other damages incurred. Upon failure of the Contractor to proceed promptly with the necessary corrections, the State may withhold any amount necessary to correct all defective work or damages from payments to the Contractor.

Sub-contractors shall be pre-approved by the State prior to performing any work.

PRICING TABLE

Contractor shall provide services to the State of New Hampshire as specified at the prices quoted below, in

complete accordance with general and detailed specifications included herewith.

Access Circuit	Description/Reason	Fixed Cost Per Month (Each)
1M UNI	1 M Carrier Ethernet Port & Access Circuit	\$67.63
1.5M UNI	1.5 M Carrier Ethernet Port & Access Circuit	\$101.63
3M UNI	3 M Carrier Ethernet Port & Access Circuit	\$127.23
5M UNI	5 M Carrier Ethernet Port & Access Circuit	\$183.91
10M UNI	10 M Carrier Ethernet Port & Access Circuit	\$254.75
20M UNI	20 M Carrier Ethernet Port & Access Circuit	\$269.87
30M UNI	30 M Carrier Ethernet Port & Access Circuit	\$300.89
40M UNI	40 M Carrier Ethernet Port & Access Circuit	\$331.92
45M UNI	45 M Carrier Ethernet Port & Access Circuit	\$370.23
50M UNI	50 M Carrier Ethernet Port & Access Circuit	\$401.25
60M UNI	60 M Carrier Ethernet Port & Access Circuit	\$474.24
70M UNI	70 M Carrier Ethernet Port & Access Circuit	\$510.74
80M UNI	80 M Carrier Ethernet Port & Access Circuit	\$543.59
90M UNI	90 M Carrier Ethernet Port & Access Circuit	\$567.30
100M UNI	100 M Carrier Ethernet Port & Access Circuit	\$583.73
150M UNI	150 M Carrier Ethernet Port & Access Circuit	\$609.08
200M UNI	200 M Carrier Ethernet Port & Access Circuit	\$655.61
300M UNI	300 M Carrier Ethernet Port & Access Circuit	\$684.41
400M UNI	400 M Carrier Ethernet Port & Access Circuit	\$704.36
500M UNI	500 M Carrier Ethernet Port & Access Circuit	\$681.37
600M UNI	600 M Carrier Ethernet Port & Access Circuit	\$715.13
700M UNI	700 M Carrier Ethernet Port & Access Circuit	\$740.44
800M UNI	800 M Carrier Ethernet Port & Access Circuit	\$749.73
900M UNI	900 M Carrier Ethernet Port & Access Circuit	\$775.47
1G UNI	1000 M Carrier Ethernet Port & Access Circuit	\$801.63
2G UNI	2000 M Carrier Ethernet Port & Access Circuit	\$1,000.22
2.5G UNI	2500 M Carrier Ethernet Port & Access Circuit	\$1,037.04
3G UNI	3000 M Carrier Ethernet Port & Access Circuit	\$1,118.12
4G UNI	4000 M Carrier Ethernet Port & Access Circuit	\$1,347.64
5G UNI	5000 M Carrier Ethernet Port & Access Circuit	\$1,460.32
10G UNI	10000 M Carrier Ethernet Port & Access Circuit	\$2,000.43
Ethernet Virtual Circuits		
1M EVC	1 M ELAN or ELINE EVC with Multi-Class of service	\$28.92
1.5M EVC	1.5 M ELAN or ELINE EVC with Multi-Class of service	\$43.46
3M EVC	3 M ELAN or ELINE EVC with Multi-Class of service	\$72.55
5M EVC	5 M ELAN or ELINE EVC with Multi-Class of service	\$104.87
10M EVC	10 M ELAN or ELINE EVC with Multi-Class of service	\$145.26
20M EVC	20 M ELAN or ELINE EVC with Multi-Class of service	\$219.46
30M EVC	30 M ELAN or ELINE EVC with Multi-Class of service	\$244.68
40M EVC	40 M ELAN or ELINE EVC with Multi-Class of service	\$269.90
45M EVC	45 M ELAN or ELINE EVC with Multi-Class of service	\$301.06
50M EVC	50 M ELAN or ELINE EVC with Multi-Class of service	\$326.28
60M EVC	60 M ELAN or ELINE EVC with Multi-Class of service	\$385.63
70M EVC	70 M ELAN or ELINE EVC with Multi-Class of service	\$415.31
80M EVC	80 M ELAN or ELINE EVC with Multi-Class of service	\$442.02
90M EVC	90 M ELAN or ELINE EVC with Multi-Class of service	\$461.30
100M EVC	100 M ELAN or ELINE EVC with Multi-Class of service	\$474.66
150M EVC	150 M ELAN or ELINE EVC with Multi-Class of service	\$495.88
200M EVC	200 M ELAN or ELINE EVC with Multi-Class of service	\$533.75
300M EVC	300 M ELAN or ELINE EVC with Multi-Class of service	\$557.20
400M EVC	400 M ELAN or ELINE EVC with Multi-Class of service	\$573.43
500M EVC	500 M ELAN or ELINE EVC with Multi-Class of service	\$582.46
600M EVC	600 M ELAN or ELINE EVC with Multi-Class of service	\$611.32
700M EVC	700 M ELAN or ELINE EVC with Multi-Class of service	\$632.95
800M EVC	800 M ELAN or ELINE EVC with Multi-Class of service	\$640.90
900M EVC	900 M ELAN or ELINE EVC with Multi-Class of service	\$662.89
1G EVC	1000 M ELAN or ELINE EVC with Multi-Class of service	\$685.26
2 GIG	2000 M ELAN or ELINE EVC with Multi-Class of service	\$858.34
2.5 GIG	2500 M ELAN or ELINE EVC with Multi-Class of service	\$959.51
4 Gig	4000 M ELAN or ELINE EVC with Multi-Class of service	\$1,156.48
5 Gig	5000 M ELAN or ELINE EVC with Multi-Class of service	\$1,253.16
10 Gig	10000 M ELAN or ELINE EVC with Multi-Class of service	\$1,716.66
Ethernet Dedicated Internet		
1M E-DIA EVC	1 M Ethernet Dedicated Internet Access EVC	\$40.32
1.5M E-DIA EVC	1.5 M Ethernet Dedicated Internet Access EVC	\$60.86

3M E-DIA EVC	3 M Ethernet Dedicated Internet Access EVC	\$107.95
5M E-DIA EVC	5 M Ethernet Dedicated Internet Access EVC	\$152.27
10M E-DIA EVC	10 M Ethernet Dedicated Internet Access EVC	\$217.86
20M E-DIA EVC	20 M Ethernet Dedicated Internet Access EVC	\$353.26
30M E-DIA EVC	30 M Ethernet Dedicated Internet Access EVC	\$400.08
40M E-DIA EVC	40 M Ethernet Dedicated Internet Access EVC	\$439.10
45M E-DIA EVC	45 M Ethernet Dedicated Internet Access EVC	\$483.46
50M E-DIA EVC	50 M Ethernet Dedicated Internet Access EVC	\$530.28
60M E-DIA EVC	60 M Ethernet Dedicated Internet Access EVC	\$625.03
70M E-DIA EVC	70 M Ethernet Dedicated Internet Access EVC	\$675.71
80M E-DIA EVC	80 M Ethernet Dedicated Internet Access EVC	\$716.22
90M E-DIA EVC	90 M Ethernet Dedicated Internet Access EVC	\$749.82
100M E-DIA EVC	100 M Ethernet Dedicated Internet Access EVC	\$770.22
150M E-DIA EVC	150 M Ethernet Dedicated Internet Access EVC	\$1,082.82
200M E-DIA EVC	200 M Ethernet Dedicated Internet Access EVC	\$1,322.82
300M E-DIA EVC	300 M Ethernet Dedicated Internet Access EVC	\$1,512.42
400M E-DIA EVC	400 M Ethernet Dedicated Internet Access EVC	\$1,679.82
500M E-DIA EVC	500 M Ethernet Dedicated Internet Access EVC	\$1,825.02
600M E-DIA EVC	600 M Ethernet Dedicated Internet Access EVC	\$1,919.82
700M E-DIA EVC	700 M Ethernet Dedicated Internet Access EVC	\$1,992.92
800M E-DIA EVC	800 M Ethernet Dedicated Internet Access EVC	\$2,065.02
900M E-DIA EVC	900 M Ethernet Dedicated Internet Access EVC	\$2,159.82
1G E-DIA EVC	1000 M Ethernet Dedicated Internet Access EVC	\$2,282.82
VoIP Ethernet Virtual Circuits		
1M V-EVC	1 M VoIP Ethernet Virtual Circuit	\$38.46
1.5M V-EVC	1.5 M VoIP Ethernet Virtual Circuit	\$57.80
3M V-EVC	3 M VoIP Ethernet Virtual Circuit	\$96.49
5M V-EVC	5 M VoIP Ethernet Virtual Circuit	\$139.61
10M V-EVC	10 M VoIP Ethernet Virtual Circuit	\$193.80
20M V-EVC	20 M VoIP Ethernet Virtual Circuit	\$299.20
30M V-EVC	30 M VoIP Ethernet Virtual Circuit	\$334.02
40M V-EVC	40 M VoIP Ethernet Virtual Circuit	\$368.24
45M V-EVC	45 M VoIP Ethernet Virtual Circuit	\$410.20
50M V-EVC	50 M VoIP Ethernet Virtual Circuit	\$445.02
60M V-EVC	60 M VoIP Ethernet Virtual Circuit	\$525.97
70M V-EVC	70 M VoIP Ethernet Virtual Circuit	\$566.45
80M V-EVC	80 M VoIP Ethernet Virtual Circuit	\$602.76
90M V-EVC	90 M VoIP Ethernet Virtual Circuit	\$629.24
100M V-EVC	100 M VoIP Ethernet Virtual Circuit	\$647.40

QUESTIONS: Direct any questions to Jeff Haley, 603-271-2202 or Jeffrey.Haley@nh.gov