

STATE OF NEW HAMPSHIRE
BUREAU OF PURCHASE AND PROPERTY
STATE HOUSE ANNEX
25 CAPITOL STREET
CONCORD, NEW HAMPSHIRE 03301-6398

ADDENDUM # 1 TO BID INVITATION #1594-14

DATE OF BID OPENING: 2/21/14

TIME OF BID OPENING: 2:30 PM

FOR: Telephone and Data Service Provider(s)

DATE POSTED: 1/29/14

Change To Read As:

Page 9 updates:

Group 4: High Speed Data Transfer Services inclusive of replacements for point to point and switched circuit operations. Current services include dedicated point to point T1, Frame Relay, switched Ethernet interface services, and ATM service. ~~It is the intent of the State to replace non-switched Ethernet interface with switched Ethernet services.~~ At the time of this writing, 368, 56K and 1.5M frame relay circuits are deployed. It is expected that 80% of the circuits will be replaced by alternate technologies, ~~prior to Contract award.~~ The balance of services, estimated at fewer than 100 circuits, must be installed prior to 6/30/2015.

~~The State currently holds a contract for Switched Carrier Ethernet services, listed to expire on 5/9/2017. Carrier Ethernet will not be included in service procurements as a result of this bid.~~

4.15 Ethernet Interface Connectivity ~~to the Doorstep~~

All High Speed Data Services shall present an Ethernet interface ~~commonly referred to as Ethernet to the Doorstep~~ providing 3 Mbps or faster synchronous full duplex services to State offices. Vendor shall provide interface device (if required) presenting a standard Ethernet handoff a standard RJ45 interface connection. Vendor shall also provide replacement devices in the event of failure. The Vendor must clearly define the technology, bandwidth, methods, procedures and equipment used to provide service. ~~Ethernet to the Doorstep in its proposal. Ethernet must be able to service multiplex based on frame 802.1q VLAN value multiple E-LAN and E-Line services over the same customer port (UNI).~~

~~Vendor must provide the ability to differentiate up to four levels of QoS based on level of service. Vendor must be able to map traffic based on VLAN ID into the appropriate QoS-enabled network.~~

Vendor must provide local access and support throughout the State and provide network Point of Presence to all Central Office centers in NH.

Vendor shall provide Circuits with incremental bandwidth steps up to 10gbps. Services must be available to be provisioned at all levels up to 10gbps at the time of bid response to be considered a valid offering and bid response.

Performance: Circuits must meet or exceed the following measurements:

- LESS THAN 150 milliseconds of delay
- LESS THAN 50 milliseconds of jitter
- LESS THAN 1% of packet loss

Dependability: All services must be maintained at a 99.99% dependability factor, reflecting that service access is available for use 99.9% of the time based upon a 30 day time period. If a service becomes intermittent in connection or transport, and repeatedly fails with total timeframe of failures accumulating to 120 minutes or more within a 30 day period (exclusive of planned maintenance outages), the State, at its sole discretion, may choose to terminate service at that location and seek replacement service from another Vendor, or pursue any or all remedies as set forth in Form Number P-37 Agreement.

Vendor must provide a Performance Monitoring package. All Tests must include a detailed document that shows all standards based tests that were run and their values as a proof of satisfactory completion.

Vendor must provision Network Operations Center managed CPE that is manageable and monitored at the carrier Network Operations Center. This manageability must 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 99.9% 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 Vendor, or pursue any or all remedies as set forth in Form Number P-37 Agreement.

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

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

Vendor shall not block any ports or traffic between connections to State Agencies. Vendor 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, vendor must be transient and not examine the customer traffic in any way other than providing service prioritization based on markings defined by the customer and vendor.

~~Vendor must provide standards based performance monitoring per IAW ITU Y.1731 including round trip delay from CPE to CPE, delay variation (jitter), frame loss, and availability in real time, 15 minute and 24 hours intervals. Vendor must provide an Internet Web Portal to view performance monitoring statistics at all times. Reports on each circuit must be retained and available for review, for a minimum period of 12 months from the date of origination.~~

~~Standards based IETF RFC 2544 performance monitoring testing to include Throughput test, Latency test, Frame Loss test, Back-to-Back test. All tests must be run at a variety of frame sizes to include 64, 128, 256, 512, 1024, 1280, and 1518 bytes.~~

Vendor solution shall include OAM fault management test functions including the following: Continuity Check Message, Loopback Message, Link Trace Message, Remote Detect Indication, Locked Signal Function, Test Signal, Maintenance and Communications Channel. Vendor shall provide manufacturer specifications of equipment used to provide customer and Vendor testing access to equipment

~~Vendor must provide sample formats of these monthly reports in their response to the RFB~~

Vendor service must allow the integration of alternate technologies into the network ~~Ethernet system~~ inclusive of Time Division Multiplexed services, allowing data to flow into the Ethernet head end circuit.

Service must allow the integration with the Public Switched Telephone Network allowing the transport of traditional voice services through Voice over Internet Protocol technology.

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NOTE: IN THE EVENT THAT YOUR BID INVITATION HAS BEEN SENT TO THIS OFFICE PRIOR TO RECEIVING THIS ADDENDUM, RETURN ADDENDUM WITHIN THE SPECIFIED TIME WITH ANY CHANGES YOU MAY WISH TO MAKE AND MARK ON THE REMITTANCE ENVELOPE BID INVITATION NUMBER AND OPENING DATE. RETURNED ADDENDA WILL SUPERSEDE PREVIOUSLY SUBMITTED BID.

BIDDER _____ ADDRESS _____

BY _____
(this document must be signed)

_____ TEL. NO. _____
(please type or print name)