

UNIVERSITY OF MASSACHUSETTS
REQUEST FOR BID

**Amherst Campus
Internet Service Provider Bid**



March 2009

RFB AA09-JM-3263

SUBMITTED BY THE UNIVERSITY OF MASSACHUSETTS,
PROCUREMENT DEPARTMENT, AMHERST MA 01003

SPONSORED BY THE UNIVERSITY OF MASSACHUSETTS OFFICE OF INFORMATION
TECHNOLOGIES/NETWORK SYSTEMS AND SERVICES

University of Massachusetts Amherst Campus Internet Service Provider Bid

1.0 Bid Summary

The University of Massachusetts Office of Information Technologies/Network Systems and Services (University) is seeking bids for provision of Internet access for the University of Massachusetts Amherst campus. Internet access is a mission-critical resource for the University's faculty, students, and staff. Therefore, to ensure the continued ability of the University to function as a teaching and research institution, the University is interested in continuing to connect to two Tier1 Internet Service Providers (ISPs) that will be responsive to the needs of the campus. This bid is being issued for a total of two Internet Service Provider connections. Based on geographical diversity concerns, one ISP will be chosen to terminate at 1 Federal St in Springfield, MA, and one ISP will be chosen to terminate at either 1 Federal St in Springfield, MA –or- at 300 Bent St in Cambridge, MA.

2.0 University Specifications

2.1 University Requirements

The University **requires** all Bidders to provide or agree to the following with their submission. Bidders submitting offers that do not meet the requirements below shall not be considered.

- A) The bid response must present per-megabit-per-second-per-month pricing based on the purchase volume ranges from 500 megabits/sec to 1 gigabit/sec and contract term lengths from 1 year to 5 years. Complete tables are provided in the bid response form section 2.1. **Internet service/ISP service costs shall include only monthly recurring per-megabit charges and non-recurring initial setup charges**, but shall not include any transport/local loop-related costs. Bidders shall provide per-megabit-per-second-per-month pricing for their POP that would provide service to 1 Federal St, Springfield, MA, facilities leased by the University. The exact bit rate and contract term length selected by the University shall depend on the overall cost to the University but shall fall within the range specified above.
- B) The bid response shall present all costs related to transport/local-loop interconnectivity between the University-leased meet-me room (near the facility Telephone/meet-me room in building 111 at 1 Federal St, Springfield, MA), and the bidder's POP. **The transport/local-loop costs should include only monthly recurring charges and initial non-recurring charges related to transport between the University-leased meet-me room in the basement of building 111**

- at 1 Federal St, Springfield, MA facilities and the bidder's POP.** These costs shall include but not be limited to monthly recurring charges for cross connects, transport circuits and/or dedicated fiber lease costs. These monthly recurring charges shall be outlined in the tables provided in the bid response form section 2.1 for each range of Internet service speeds. Any charges not included in the bid response form for this item become the responsibility of the vendor, not of the University.
- C) Pricing as outlined in items A and B above to be provided for a contract term length of 1 year with one optional 1-year extension, 2 years with two optional 1-year extensions, 3 years with two optional 1-year extensions, and 5 years. Term lengths indicated on Bid Response Form are 1 year, 2 years, 3 years, and 5 years. These term lengths will carry the corresponding optional extensions as indicated above.
 - D) Bidder must be willing to allow the University to purchase additional bandwidth at the rates specified in the bid response for the duration of the contract. Such requests may be made by the University at any time, and, in the case that an increase results in a lower cost per megabit, the University's monthly recurring charge will be adjusted accordingly. In the case that a transport circuit size needs to be increased, the University will pay the vendor's non-recurring charge for installation of the circuit as indicated in the bid response form, then will begin paying the indicated monthly recurring charge for the circuit upon implementation of the bandwidth upgrade.
 - E) Handoff to University equipment must be in the form of a singlemode fiber-based LX/LH Gigabit Ethernet interface.
 - F) Due to the advanced networking needs of the University community, bidder must guarantee reliable transport for all unicast, multicast, and broadcast packets and frames generated by the University community up to the current contractual megabit-per-second rate limit.
 - G) Bidder must specify both anticipated and guaranteed maximum number of calendar days after award of bid that services will be available. If vendor exceeds maximum number of calendar days specified without having service provisioned and the delays are not the fault of the University, the University reserves the right to cancel the provisioning of the ISP service without incurring any penalties.
 - H) Bidder must provide BGP peering with options for default route only, ISP and ISP customer routes only, or full Internet routing table as requested by the University.
 - I) Bidder's core network and Point-of-Presence (POP) architecture must have sufficient resiliency and redundancy in the sole judgment of the University. Bidder must provide documentation supporting claims of resiliency and redundancy in their bid response, including but not limited to a high-level overview of the ISP backbone network architecture, information regarding peering with other ISPs, and typical ISP POP architecture. Proposed solutions including transport must provide geographic routing information for any transport provisioned between the University handoff and the ISP POP for leased University facilities at 1 Federal St, Springfield, MA. The University reserves the right to request additional documentation for assessment of the technical merits of the top 3 bidder's networks once all bids have been evaluated on all other criteria.

- J) Bidder must provide University staff 24x7 access to Bidder's Network Operation Center (NOC) for trouble reporting and security or denial-of-service incident handling.
- K) Bidder is requested to attach a copy of FCC Form 445 that was submitted to the FCC regarding the bidder's compliance with the Communications Assistance for Law Enforcement Act (CALEA) as Attachment 1.
- L) Bidders who are part of the Internet2 Quilt agreement shall consider any agreement resulting from this bid to be part of the Quilt agreement. The bidder shall consider all bandwidth purchased by the University to be part of the Quilt aggregated bandwidth volume. Any reductions in bandwidth pricing based on Quilt aggregated bandwidth volumes will be extended to the University contract in the same timeframe as Quilt member pricing reductions are made. Quilt providers shall also provide a summer bandwidth reduction for the University in compliance with the Quilt agreement.
- M) Bandwidth charges on a per-megabit-per-month basis shall never exceed the amount shown on this bid response.

Note that the University reserves the right to accept an ISP service bid and reject the accompanying transport solution if the University feels that a better transport solution could be arranged through the auspices of the University. All such arrangements for transport would be subject to meeting the standard operational requirements of the selected ISP. All responsibility for transport services provisioned by the University will remain with the University.

2.2 University Preferences

The University **prefers** that all Bidders meet the following requirements:

- A) Handoff to University equipment for one ISP connection to take place at 1 Federal St, Springfield, MA in the UMass-leased Meet-Me Room adjacent to the Building 111 Main Telephone room.. Handoff to University equipment for second ISP connection to take place at either the same location in 1 Federal St in Springfield, MA –or- at 300 Bent St, Cambridge, MA, Suite S007, or in the building-wide meet-me room.
- B) Solutions requiring lit services transport circuits provisioned by a third party to interconnect vendor's POP and University facilities are not considered desirable, however, in the absence of more preferred options offers containing such circuits will be entertained.
- C) Bidders offering a "premium" support package to the University are **strongly** preferred. This "premium" support package would include direct access to a network support group dedicated to large customers who employ experienced network engineers. Access to this support group should be available through a dedicated "premium" support phone number and email address.
- D) Bidders with a current IPv6 offering or a definite timeline for public release of an IPv6 offering are preferred.

3.0 Bid Response Form

All bidders shall complete and return the attached Bid Response form. The information on the Bid Response form as well as all relevant attachments shall be used as the basis to determine a list of qualified bidders based on the requirements and preferences outlined in Section 2.0. The University reserves the right to engage in additional research using public resources if deemed appropriate by University staff. Completed Bid Response form shall be submitted as Attachment 2.

4.0 Terms and Conditions

Append as Attachment 3 a copy of Terms and Conditions that would be applicable to the provisioning of Commodity Internet service and related transport circuits.

5.0 Bid Evaluation

All bids will be evaluated, in rank order of importance, based on University requirements as outlined in Section 2.1, University preferences as outlined in Section 2.2, and the overall costs to the University.

6.0 Right of Refusal

The University reserves the right to reject any or all bids, wholly or in part; to waive technicalities; and to make awards in a manner deemed in the best interest of the University, consistent with rules and regulations governing the University of Massachusetts and the Commonwealth of Massachusetts.

7.0 Questions Concerning the RFB

All questions from prospective bidders concerning this bid shall be submitted in writing to the contact person listed below. Inquiries must be received prior to 4:00pm EST on **April 6, 2009**.

Contact Name:	John O. Martin Director of Procurement
Fax Number:	(413)-545-1643
Email Address:	jomartin@admin.umass.edu

When faxing include cover page and reference to **RFB AA09-JM-3263**. When emailing, include reference to **RFB AA09-JM-3263** in subject line. Inquiries received after the specified date and time will not be accepted. Oral interpretations given to prospective bidders have no standing.

The list of questions submitted by all vendors and the official University response to all submitted questions will be sent to all prospective bidders from the Procurement Department by official addendum (via U.S. Mail) no later than **April 10, 2009 by 5:00pm EST**.

8.0 Bid Opening Date and Time

Bidders shall deliver one (1) unbound original and **four (4)** copies of their bid to the following address by **2:00pm EST April 16, 2009**, at which time the bids will be publicly opened:

University of Massachusetts
Procurement Department
Attn: **RFB AA09-JM-3263**
407 Goodell Building
140 Hicks Way
Amherst, MA 01003-9334

It is the sole responsibility of the bidder to ensure that its bid is delivered to the Procurement department in its entirety by the due date and time. Late bids will not be considered and will be placed, unopened, in the bid file.

9.0 Bid Implementation Schedule

<u>Activity or Point of Action</u>	<u>Date</u>
RFB Release Date to Vendors	<u>March 20, 2009</u>
Deadline for Vendor Written Questions to University	<u>April 06, 2009 4:00PM EST</u>
Deadline for University Written Response to Vendor Written Questions	<u>April 10, 2009 5:00PM EST</u>
Deadline for Submission of Bids	<u>April 15, 2009 2:00PM EST</u>

10.0 Record Keeping and Retention, Inspection of Records

The successful bidder shall maintain records, books, files, and other data pertaining to the contract to the extent and in such detail as shall properly substantiate claims for payment under contract, for a minimum retention period of (7) years beginning on the first day after the final payment under a contract, or such longer period as is necessary for the resolution of any litigation, claim, negotiation, audit, or other inquiry involving the contract. The Federal granter agency, the Auditor of the Commonwealth, the University, or any of their duly authorized representatives or designees shall have the right at reasonable times and upon reasonable notice, to examine and copy, at reasonable expense, the books, records, and other compilation of data of the successful bidder which pertain to the provisions and requirements of the contract. Such access shall include on-site audits, review, and copying of records. (Reference Massachusetts General Laws, Chapter 11, Section12.)

Bid Response Form

Section 2.1

A - C) Present all per-megabit monthly recurring charges (MRC) and all non-recurring charges (NRC) related to Internet service for the following megabit per second ranges. Also include all transport related monthly recurring charges (MRC) and non-recurring charges (NRC) for each of the specified megabit per second ranges. A table is provided for a term lengths of 1 year, 2 years, 3 years, and 5 years.

Example Response

Term Length 1 Year:

Speed Range (mbits/sec)	ISP service NRC	ISP Service MRC	Transport NRC	Transport MRC
500-599	\$0	\$80/megabit	\$1000	\$1000
600-699	\$0	\$75/megabit	\$2000	\$2000
700-799	\$0	\$70/megabit	\$2000	\$2000
800-899	\$0	\$65/megabit	\$2000	\$2000
900-1000	\$0	\$60/megabit	\$2000	\$2000

Vendor Response Tables provided beginning on next page. Please complete the set of tables for 1, 2, 3, and 5 year term lengths for handoff at 1 Federal St, Springfield, MA and/or for 300 Bent St in Cambridge, MA.

Bid Response Form

Handoff Location: _____

POP Address : _____

Term Length 1 Year:

Speed Range (mbits/sec)	ISP service NRC	ISP Service MRC	Transport NRC	Transport MRC
500-599				
600-699				
700-799				
800-899				
900-1000				

Term Length 2 Years:

Speed Range (mbits/sec)	ISP service NRC	ISP Service MRC	Transport NRC	Transport MRC
500-599				
600-699				
700-799				
800-899				
900-1000				

Term Length 3 Years:

Speed Range (mbits/sec)	ISP service NRC	ISP Service MRC	Transport NRC	Transport MRC
500-599				
600-699				
700-799				
800-899				
900-1000				

Term Length 5 Years:

Speed Range (mbits/sec)	ISP service NRC	ISP Service MRC	Transport NRC	Transport MRC
500-599				
600-699				
700-799				
800-899				
900-1000				

- D) Will bidder allow University to increase bandwidth upon request? List all charges that will be levied in case of a mid-term bandwidth upgrade.
 Yes No
- E) Will handoff be singlemode-fiber-based Gigabit Ethernet? Yes No
- F) Does bidder guarantee delivery of all unicast, multicast, and broadcast traffic up to the current contractual rate limit? Yes No
- G) Anticipated number of calendar days to start of service: _____
 Guaranteed maximum number of calendar days to start of service: _____
- H) Will bidder provide BGP peering? Yes No
 Can bidder provide default route only via BGP upon request? Yes No
 Can bidder provide ISP and ISP customer routes only via BGP upon request? Yes No
 Can bidder provide full Internet routing table via BGP upon request? Yes No
- I) Attach documentation on Bidder's core network resiliency and redundancy, ISP peering information, and POP architecture information. In case of transport solutions, provide geographic routing information regarding UMass handoff to bidder POP transport.
- J) Describe available methods for University staff to reach Bidder's NOC.
- K) The University requests a copy of FCC form 445 that was filed with the FCC in compliance with the Communications Assistance for Law Enforcement Act (CALEA) be submitted with RFP response as Attachment 1.
- L) Is Bidder an Internet2 Quilt Provider? Yes No
 If yes, does Bidder agree to extend the terms of the Quilt agreement to the University?
- M) Does bidder agree that bandwidth charges will never exceed amount indicated on bid response for duration of the contract? Yes No

Section 2.2

- A) Provide addresses of all proposed handoff locations and associated bidder POPs. If bidder is proposing a lit services transport solution, please provide details of proposed transport mechanism for bringing traffic from bidder's POP to the specified handoff location. This shall

include applicable transport topology information and intermediate circuit types/speeds. Include names of third-party vendors involved in transport solution.

- B) Provide details of any “premium” support package that would be offered to the University as part of this bid. All costs related to “premium” support should be included in the per-megabit rates quoted in Section 2.1 question “A-C” response above.**
- C) Is bidder currently offering IPv6 services to its general customer base? If “No”, what is the bidder’s timeline for availability of an IPv6 offering to its general customer base?**

NOTE: The bidder shall sign below before submitting their response to this RFB to signify that they have read and understood all of the requirements identified in this RFB and its attachments. The person signing this bid acknowledges that they are a duly authorized representative of the company and is authorized submit this bid

Contractor Name: _____
Bid Submitted By: _____ Signature and Title
Print Name: _____
Bidder's Contact Person's Name Title for Questions or Points of Clarification: _____
Telephone No. (toll free number, if available)
Fax No.
E-Mail Address: