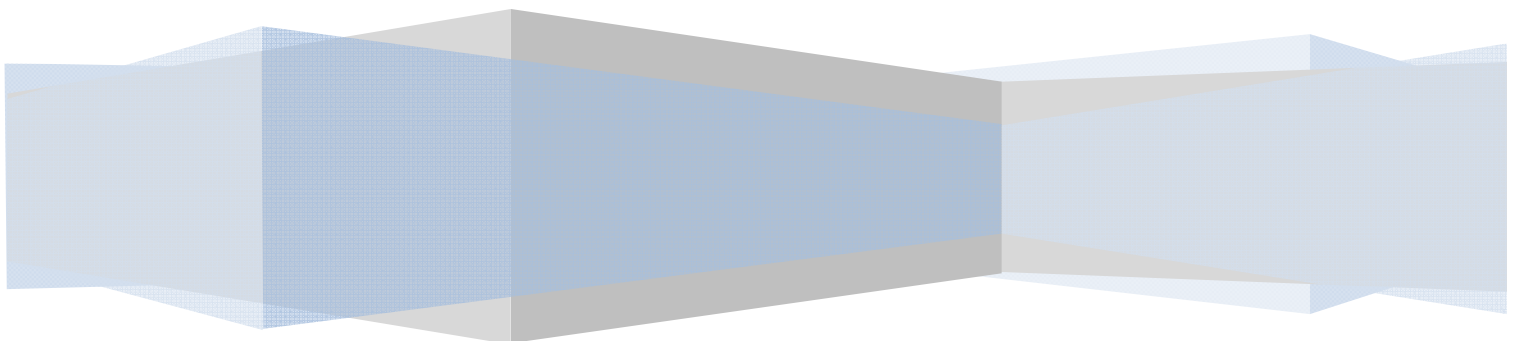




# RFP 2010-2

NoaNet Internet

Seattle / Portland



## 1 Preface

1.1 Northwest Open Access Network (NoaNet) is a Washington not for profit corporation that supplies wholesale services to service providers. Through NoaNet, wholesale providers such as ILECs, CLECs, IXCs, RSPs, ISPs, ASPs and cable companies gain access to the rural Northwest to serve service territories, major enterprises and government entities that require significant bandwidth for governmental, educational, enterprise and residential purposes.

NoaNet is owned by several Public Utility Districts that have linked their fiber optic networks together to achieve economic feasibility in underserved areas. NoaNet is unique in working with customers as a partner to present a complete end to end solution, which can include more than telecommunications. NoaNet draws upon a broad range of resources and partners to satisfy many business challenges.

NoaNet is a registered telecommunications company under the regulatory oversight of the Washington Utilities and Transportation Commission. Oregon Public Utility Commission and the Federal Communication Commission. NoaNet is more than a traditional telecommunications company, while providing wholesale communications services, NoaNet prides itself as being more nimble, flexible, accommodating and responsive than customary providers.

NoaNet is also a regional Internet Service Provider, ISP, based in Washington state. As an ISP, NoaNet purchases sufficient Internet bandwidth to satisfy their wholesale customer's current and future needs.

## 2 Definitions

2.1 In this Agreement, unless the context otherwise specifies, the following words and expressions have the following meanings:

<b>Term</b>	<b>Defined as</b>
"Acceptance Date"	the date of acceptance the Service.
"Committed Delivery Date"	the date of scheduled acceptance of a service as set forth in the Timeline.



“Implementation”	the installation works, commissioning and testing in respect of a provisioning of the service.
“Service”	The subscription of IP Transit service between NoaNet and the global Internet
“Shall Requirement”	a <b>shall</b> -requirement is a firm demand. A <b>shall</b> -requirement <b>shall</b> be fulfilled for the offer to be taken into consideration.
“Should requirement”	a <b>should</b> -requirement adds value to the service. A <b>should</b> requirement may be decisive in the selection of supplier.
“Site”	each of the places and/or buildings advised by NoaNet , where the Service is to be installed.
“Technical Specifications”	the descriptions of Service as set forth in Appendix 1.
“Term”	the duration of the agreement between NoaNet and the Supplier.
“Timeline”	the schedule for supply of the Services.

### 3 TECHNICAL CONTACT

Any questions concerning technical specifications or Statement of Work (SOW) requirements must be directed to:

<b>Name</b>	Nick Guy, Principal Network Architect
<b>Address</b>	2628 E. Aloha St. Seattle WA USA
<b>Phone</b>	2069304875
<b>FAX</b>	
<b>Email</b>	<a href="mailto:nickguy@noanet.net">nickguy@noanet.net</a>



#### 4 CONTRACTUAL CONTACT

Any questions regarding contractual terms and conditions or proposal format must be directed to:

<b>Name</b>	Nick Guy
<b>Address</b>	2628 E. Aloha St. Seattle WA USA
<b>Phone</b>	2069304875
<b>FAX</b>	
<b>Email</b>	<a href="mailto:nickguy@noanet.net">nickguy@noanet.net</a>

#### 5 RFP SUBMISSION DUE DATE

JUNE 7, 2010

#### 6 SCHEDULE OF EVENTS

<b>Event</b>	<b>Date</b>
1. RFP Distribution to Vendors	5/25/2010
2. Written Confirmation of Vendors with Bid Intention	6/3/2010
3. Questions from Vendors about scope or approach due	6/3/2010
4. Responses to Vendors about scope or approach due	
5. Request for Proposal Due Date	6/7/2010
6. Target Date for Review of Proposals	6/10/2010
7. Final Vendor Selection Discussion(s)--Week of	6/10/2010
8. Anticipated decision and selection of Vendor(s)	6/15/2010 or sooner
9. Anticipated commencement date of work	7/1/2010 or sooner



## 7 PROPOSAL SUBMISSION - NOTICE

### **Notice to Bidders**

**Sealed proposals will be received by Northwest Open Access Network (NoaNet) at the office of Mr. Nick Guy, Principal Network Architect, 2628 E. Aloha St., Seattle, WA. 98112.**

**Electronic version of proposals shall be submitted to:**  
[nickguy@noanet.net](mailto:nickguy@noanet.net).

**All proposals must be referenced as **NoaNet Internet RFP 2010 – 2** and submitted no later than the proposal due date of June 7, 2010 at 5:00PM PDT.**

### 7.1 PROPOSAL SUBMISSION - REQUIREMENTS

Award of the contract resulting from this RFP will be based upon the most responsive Vendor whose offer will be the most advantageous to NoaNet in terms of cost, functionality, and other factors as specified elsewhere in this RFP.

NoaNet reserves the right to:

- Reject any or all offers and discontinue this RFP process without obligation or liability to any potential Vendor,
- Accept other than the lowest priced offer,
- Award a contract on the basis of initial offers received, without discussions or requests for best and final offers, and
- Award more than one contract.

Vendor's proposal shall be submitted in several parts as set forth below. The Vendor will confine its submission to those matters sufficient to define its proposal and to provide an adequate basis for NoaNet's evaluation of the Vendor's proposal.

Vendor team arrangements may be desirable to enable the companies involved to complement each other's unique capabilities, while offering the best combination of performance, cost, and delivery for the services being provided

under this RFP. NoaNet will recognize the integrity and validity of Vendor team arrangements provided that:

- The arrangements are identified and relationships are fully disclosed.
- A prime Vendor is designated that will be fully responsible for all contract performance.

Vendor's proposal in response to this RFP will be incorporated into the final agreement between NoaNet and the selected Vendor(s). The submitted proposals are suggested to include each of the following sections:

1. Executive Summary
2. Scope
3. Contract period
4. Appendix: References
5. Appendix: Company Overview

7.1 Executive Summary: This section will present a high-level synopsis of the Vendor's responses to the RFP. The Executive Summary should be a brief overview of the engagement, and should identify the main features and benefits of the Internet services provided.

#### 7.2 Scope

7.2.1 A Primary IP Transit service between NoaNet and the global Internet, with capacity up to 10 Gbit/s delivered as 1 x 10 Gigabit/s or multiple GigE connections in Seattle WA or Portland, OR USA.

7.2.2 An option of an additional connection in either Seattle or Portland.

7.2.3 Either connection cannot single-home via the other to reach the global Internet, the physical paths must be distinct.

7.3 Contract Period The contract will have a duration of 1 year with the option of extension by 1 year or month to month.

7.4 Detailed and itemized pricing Include all fees including periodic and one time charges. The vendor will quote Primary IP transit service between NoaNet and the global Internet with capacity of 10Gbits/s delivered in Seattle, WA or Portland OR. The committed rate will be 1Gbit/s or less.

7.5 References. Provide three current corporate references for which you have provided similar services.

## 7.6 Company Overview

Provide the following for your company:

- Official registered name (Corporate, D.B.A., Partnership, etc.), Dun & Bradstreet Number, Primary and secondary SIC numbers, address, main telephone number, toll-free numbers, and facsimile numbers.
- Key contact name, title, address (if different from above address), direct telephone and fax numbers.
- Person authorized to contractually bind the organization for any proposal against this RFP.
- Brief history, including year established and number of years your company has been offering Internet services

## 8 Evaluation

Only those proposals that fulfill the qualification requirements will be evaluated.

### Criterion Weight

Economic and Contractual

Criterion	Weight
Economic: The total economic value of the bid will be evaluated as specified in section 8.1 below.	80%
Contractual: Terms and conditions that adversely affect NoaNet's rights or reduces the supplier's responsibility or liability will reduce the score under this criterion.	20%

### 8.1 Calculation model

Costs for evaluation purposes will be calculated as follows:

8.1.1 The economical evaluation described below will be carried out separately for each contracting period defined in section 2.3. (The actual contract period will be decided after the deadline of this request for proposals as it depends on external factors not yet known.)

8.1.2 The economical evaluation will start from the prices offered for the services requested and offered as quoted by the bidders.

8.1.3 The economical evaluation will identify the offer(s) that give the lowest cost to NoaNet for the IP Transit Service, the Calculated cost.

8.1.4 The calculation will be carried out as follows:

8.1.4.A. The Raw cost in \$ over the contract period is calculated directly from the offered prices as the sum of:

- 8.1.4.A.1 One time fees (If any)
- 8.1.4.A.2 Access Lines Fees (If any)

8.2. The Flexibility Cost is calculated by multiplying the raw cost with the following:

Committed Capacity Matrix Multiplication Factor:

Committed Capacity as a function of total capacity	Raw Cost Multiplication Factor
100%	2,00
90%	1,90
80%	1,80
70%	1,70
60%	1,60
50%	1,50
40%	1,40
30%	1,20
20%	1,00
10%	0,90
0%	0,80

### 8.3 Additional Conditions

Proposals submitted will become the property of NoaNet. Bidders **shall** observe complete confidentiality about all information learned about NoaNet or other information which they may become privy to the bidder in connection with this bid.

NoaNet and NoaNet's consultants shall provide a similar commitment of confidentiality concerning the bidder's information as applies to the bidder concerning the information of NoaNet.

### 8.4 Site visits

As part of the evaluation of the offer NoaNet may want to visit the bidders to verify the submitted information but assumes no obligation to do so. NoaNet may also request a demonstration of geographical diversity but assumes no obligation to do so. In particular, this may occur if NoaNet chooses to contract



with multiple vendors. If multiple vendors are selected NoaNet reserves the right to recommend changes in traces to assure diversity and integrity of the network.

## **9 Description of requested IP transit services**

### **9.1 Capacity**

The current IP Transit Service has 1 Gbit/s connections to a commercial IP Transit suppliers in Seattle and Portland, with a total IP port capacity of 4 Gbit/s. The IP Transit traffic volume is about 7 Gbit/s and is expected to continue growing, therefore the offered service shall deliver:

1. A Primary IP Transit service between NoaNet and the global Internet, with capacity up to 10 Gbit/s delivered as 1 x 10 Gigabit/s or multiple 1x GigE connections in Seattle or Portland OR
2. An option of additional capacity in either Seattle WA or Portland OR

NoaNet reserves the right to contract with more than one supplier. If more than one supplier is chosen the traffic will be distributed between the suppliers at the sole discretion of NoaNet to optimize connectivity and economy.

### **9.2 Delivery points**

NoaNet Points of Presence:

Seattle or Portland.

Westin Building – Primary Point of Presence  
2001 Sixth Ave, 19<sup>th</sup> FMMR  
Seattle WA 98121 USA

Pittock Building  
921 Southwest Washington Street, FMMR  
Portland OR 97205 USA

### **9.3 Interfaces**

The service **shall** connect to 10G or 1G interfaces with single mode fiber.

### **9.4 Service Level**

#### **9.4.1 Faults**



The supplier **shall** pay a service fee refund (penalty) for faults under conditions specified below at connections for Seattle and / or Portland.

### Definition of a Fault

The service as defined in Appendix 1 is considered unavailable in any of the following cases:

- The service does not conform to the specifications
- The service or part of the service is unavailable

Service interruptions on one connection are denoted **Single Faults**.

Service interruptions of two or more connections are denoted **Loss of Service**.

(**Note:** In case of 2 connections provided by bidder, when both are unavailable. In case of 3 connections provided by the bidder, when all 3 are unavailable)

A single fault starts with the following events:

- NoaNet detects a Fault
- Bidder detects a Fault
- A trouble ticket is opened in bidder's trouble ticket system

**Loss of Service** continues during the time when more than one connection has a single fault.

(**Note:** In case of 2 connections provided by bidder, when both are unavailable. In case of 3 connections provided by the bidder, when all 3 are unavailable)

### 9.4.2 Service Availability

The measurement period of availability **shall** be the same as the monthly billing period and start with the first full calendar month of service. NoaNet expects availability to 5 Nines standards (99.999%).

Availability %	Downtime/Year	Downtime/Month	Downtime/Week
99.999%	5.26 Minutes	25.9 Seconds	6.05 Seconds

### 9.4.3 Service fee refund (Penalty)

The bidder **shall** accept the following parameters for calculation of a refund:



A refund is calculated per calendar month and is 1/60 out of 1/30 of the service fee per minute of fault time, and cannot exceed the fee for the part for one month of service in any calendar month.

The table below shows the timings for different situations.

<b>Fault on</b>	<b>Refund starts after</b>	<b>100% refund starts after:</b>
Portland	0 hours	36 hours
Seattle	0 hours	36 hours

#### **9.4.4 Long term availability**

NoaNet **shall** have the right to terminate the contract for a part of the network that has had less than 90 % availability over a 3 months period where availability is defined in 6.4.3.

Note. Preventive maintenance time is included in sum of all interruption durations.

#### **9.4.5 Planned work**

The vendor **shall** inform NoaNet in writing at least 14 days prior to planned work that will interrupt the service.

#### **9.4.6 Customer Service**

NoaNet places the highest value on positive customer service. We require rapid response, (next business day or better) to NoaNet requests for configuration changes such as access list changes and other routine configuration changes and immediate escalation, (within the hour), to senior network personnel in the event of a service impacting issues.

## **Appendix 1: Service requirements**

### **A1.1 IP/IPv6 Service**

A1.1.1 The service shall adhere to the relevant Internet standards.

A1.1.2 Routing information shall be exchanged by use of BGP version 4

A1.1.3 The service delivered shall be transit free

A1.1.4 The Supplier network should be a recognized Tier 2 or better network

A1.1.5 The service shall support 4-octet AS numbers (rfc4893)

A1.1.6 The service shall provide multicast connectivity and service, including single-source multicast (Multicast IPv6 is not a requirement).

A1.1.7 The supplier shall cooperate with NoaNet to control the propagation of NoaNet's route announcements in order to achieve adequate load sharing between the service requested in this Invitation to Bid and NoaNet's other services.

A1.1.8 The supplier shall introduce new IP protocols and services in line with advanced members of the IP industry.

### **A1.2 Backbone transport and delivery by Bidder**

Bidders should provide information to enable NoaNet to assess the capacity and resilience levels of the Bidder's backbone network. This should include, but need not be restricted to the items set out below

A 1.2.1 A description and map of the Bidder's backbone network in North America, transatlantic and in Europe to show its topology, current capacities, and how resilience is achieved.

A 1.2.2 Information about average and peak load on trunk lines in North America, transatlantic and in Europe, and their development over the last 6 months.

A 1.2.3 A description of the policies for backbone network capacity planning, currently planned upgrades and lead times for further upgrades in North America, transatlantic and in Europe.

A 1.2.4 A description of the proposed routing policy to be applied for the Services, including BGP extensions, such as communities and the handling of denial of service attacks.

A 1.2.5 Bidders should describe their procedures for establishing, adding and modifying Service routes, including the use of the RIPE database.

A 1.2.6 A description of the router technology used in Bidder's infrastructure (core routers) and for customer access (edge routers). (Naming manufacturer and model would be sufficient)

A 1.2.7 Estimates of the fraction of North American and the fraction of European IP traffic directly served by its own network i.e. not requiring interconnections with other ISPs.

### **A1.3 Interconnection with other ISP's**

Bidders should provide information about the private and public interconnections they have with other ISP's, including but not restricted the items below:

A1.3.1 Details of the total private interconnection capacity together with the AS numbers that can be reached. Information should be broken out for North America and Europe.

A1.3.2 Details of the total public interconnection capacity together with the AS numbers that can be reached. Information should be broken out for North America and Europe.

A1.3.3 Details of any interconnection policies or agreements with private and with public interconnected networks to ensure service quality is maintained.

A1.3.4 Details of the Bidder's upgrade policies for private and public interconnections.

### **A1.4 Service Acceptance**

Bidders **shall** take responsibility for all aspects of installation including the provision of local loops, unless otherwise agreed, and support services for their equipment. Contracts will include precise definitions of the management boundary between the Bidder's infrastructure and NoaNet's equipment, of Bidder's testing and the acceptance process. Bidders will be required, after successful completion of their own tests to announce the readiness for acceptance testing at least five working days before the planned start of acceptance testing, which will last 10 working days.

NoaNet will agree specific test specifications with successful Bidders. For guidance NoaNet would expect to include reachability, latency, packet loss and routing, as set out below:

- The tests need to be passed regardless of the load on the Bidder's network and should be applied from work stations nominated by NoaNet:
- Reachability: NoaNet designated workstations on NoaNet and the networks served by NoaNet **shall** be able to reach destinations on Tier 1 backbone suppliers. Pings from each workstation will be made to the first router in the path of Tier 1 backbone suppliers (actual list to be agreed), and the pings **shall** be returned by those routers.
- Latency (Round-trip time): 500 ping packets of payload sizes 56, 100, 512, 1480 will be sent from the nominated work stations to the first routers in the path of the agreed Tier 1 backbone suppliers. The average round-trip time for each 500 ping samples **shall** not exceed 90 ms where the target of the ping test is located in North America. For cases where the target remains in Europe, the RTT should not exceed 500ms.

- Packet Loss: The packet loss rate will be measured in the same test run with the tests described for Latency (above). The packet loss rate reported for each 500 ping sample **shall** not exceed 0.2 %.

- Routing: From the nominated workstations traceroute commands will be made to destinations within the Tier 1 backbone suppliers and from there back to the workstation. The path **shall** be symmetrical through the Bidders network and use a reasonably short path through the Bidders network in terms of number of hops. This will be tested with traceroute where possible, and with traceroute servers in Europe and the US for the path to the test workstations. Bidders are invited to propose any additional tests to prove the effectiveness of their solution.

## **A1.5 Operations**

The supplier **shall** manage and monitor the service (i.e. between the agreed boundaries of management responsibility at each end) 24 hours per day, 7 days per week. The supplier **shall** have a trouble ticketing system and procedures to deal with fault reporting, diagnosis and correction, scheduled maintenance and reporting of status to NoaNet. The provision of tools that allow visibility and the potential to influence the distribution of traffic between the Service access points are sought. Tools for tracing the origin of Denial of Service attacks **shall** be available.

A1.5.1 Description of service monitoring procedures

A1.5.2 Description of fault reporting and escalation procedure and of trouble ticket facilities including the information it provides

A1.5.3 Description of proposed scheduled maintenance procedures

A1.5.4 Description of network management tools for visibility and the potential control of traffic distribution over the different interconnection points to the Service

A1.5.6 Description of service management tools for visibility and verification of Bidder's SLA values

A1.5.7 Description of tools and procedures to identify, trace and prevent Denial of Service attacks

A1.5.8 Description of network security capabilities including the potential operation of a Computer Security Emergency Response Team, the types of malicious or other security-threatening incidents covered the potential implementation of detection tools on their backbone, the handling of detected incidents by the Supplier, the reporting and any billing reconciliation with NoaNet.

## **A1.6 Service Performance and SLA**

Information to be provided by Bidders

A1.6.1 Bidder's definition of latency and guaranteed values for intra-Europe traffic and for traffic between Europe and North America

A1.6.2 Bidder's definition of availability and guaranteed values for US traffic and for traffic between the US and Europe and the US and East Asia.

A1.6.3 Bidder's definition of packet loss and guaranteed values for the US and for traffic between the US and Europe and East Asia.

A1.6.4 Definitions and values for any other QOS parameters that the Bidder proposes to include in the SLA, and measure to monitor.

### **A1.7 Reports**

A1.7.1 Bidders **shall** provide monthly reports, to be available within ten working days of the end of each calendar month, covering:

1. latency across backbone and access circuits
2. availability across backbone and access circuits
3. packet loss across backbone and access circuits
4. average and peak utilization levels on backbone network for intra- Europe, transatlantic and North America.
5. record and description of faults and steps taken to remedy them

A1.7.2 Bidders **should** provide reports on security events impacting the Service, the immediacy dependant on the severity of the risk

## Appendix 2: Prices and Price comparison table

The price information to be submitted is defined in section 3.2.

The supplier **shall** list all prices with details for all offered services. The list **shall** be on paper and in computer readable format (e.g. Excel or similar) preferable as the following example.

The prices **shall** be listed separately for each requested contract period (Section 2.3). The prices **shall** be given as yearly fee, paid monthly, plus potential one time fee.

### Flat rate pricing 10Gbit

Location	Install	1yr MRC	2yr MRC	3yr MRC
Seattle	\$	\$	\$	\$
Portland	\$	\$	\$	\$

### Usage based pricing 10Gbit

Location	Install	1yr MRC	2yr MRC	3yr MRC
Seattle	\$	\$	\$	\$
Portland	\$	\$	\$	\$

## **Appendix 3: Checklist for bidder delivery**

It is recommended the bidder review the proposal for completeness prior to submission. At minimum verify the following items:

1. Is the bid properly signed by a duly authorized person?
2. Are all documents required for qualification supplied, properly filled in and complete?
3. Is the information about the bidder (Appendix 2) properly filled in?
4. Have all requests been replied to on paper. In particular, have all requirements been replied to?
5. Have prices for all offered services and equipment been listed, in the format requested in Appendix 2 and on paper?
6. Is the computer readable material actually readable?
7. Have all requested product specifications been included?
8. Is the proposal structured as required in section 7?
9. Are all paper copies of the offer complete and identical?
10. Is there an electronic version of the offer?