



NEW JERSEY ECONOMIC DEVELOPMENT AUTHORITY REQUEST FOR QUALIFICATIONS / PROPOSALS (RFQ/P)

INTERNET SERVICE PROVIDER (ISP) SERVICES 2010-RFQ/P-037 – RE-BID

Questions / Answers #3

April 20, 2010

The following questions were received regarding this RFQ/P:

- QUESTION:** “DID per number charge. In the RFP the NJEDA requests the bidders provide a cost per DID that could be reduced if the NJEDA reduces the number of DID numbers. Interested Firm Name was edited here uses a different pricing model of charging per block of numbers. For example, for the purposes of this bid, the cost is \$3.00 per month for up to 100 DIDs. We hope you agree that this rate (works out to be .03/DID) is minimal however, if the NJEDA decides to cancel 20 DID numbers and goes from 100 DIDs to 80 DIDs in a location, our rate will still be 3.00 per month for the remaining block. Is this pricing model going to be acceptable to the NJEDA?”

ANSWER: Yes.

- QUESTION:** “Ping response times across the Interested Firm Name was edited here. In the RFP the NJEDA requests the bidder agree to a Service Level of 20 ms. Our SLA guarantees a response time of 55ms across our network. While in almost all instances performance is significantly better than that, the SLA document is a blanket document for a network that exists across many states. As the NJEDA network exists in one state, response times should easily meet your expectations however the SLA will not take that into account. Is this acceptable to the NJEDA?”

ANSWER: In an effort not to restrict competition among interested Proposers, the Authority has indicated its requirements regarding Latency and Jitter as The speeds of the one-way packet times are not a mandatory requirement, however, the Authority will evaluate proposals based on the parameters specified in the RFQ/P language.

- QUESTION:** “Site Specific Requirements. In the RFP the NJEDA states that the successful firm must make any adjustments or enhancements to the existing hardware, connection points, etc at no additional charge to the authority. We are only able to make changes to the equipment provided by

us (IAD/Router) and do not touch any of your own equipment. **Interested Firm Name was edited here** will only extended the demarc point up to 100 feet at no additional cost. We will also only partake in a standard extension that doesn't involve and sort of drilling or physical changes to your facilities, this would involve an electrician. It is also a hardship for **Interested Firm Name was edited here** to comply with agreement to absorbing costs for installing additional teleco (sic) equipment to support installation. Not knowing the current environment, there is no way of estimating and preparing any sort of figures for the attached fee Chart. Is this OK?"

ANSWER: The successful Proposer will be required to provide demarc extensions up to **but not to exceed** one hundred (100 ft.) feet from the Authority's demarcation point. **This is a change to the published specifications.**

As the Authority's future needs may necessitate similar extensions and / or additional or replacement wiring, the Respondent Firms must consider the costs for providing such service when preparing its "***Fee Schedule – Hourly Rates***" (reference Exhibit R –Section 4A – M).

As indicated in the section "***Quality of Service Levels – Item #7***" - Additional Services – Hourly Rates:

*"In the event the Authority identifies the need for the ISP Firm to provide additional services related to providing the ISP Services required herein, yet not specifically addressed in the "Scope of Services / Deliverables" section of this RFQ/P, the Authority reserves the right to purchase such services from the ISP Firm, as needed. As such, **Proposers will provide fully burdened "Hourly Rates" for each position / title it is expected might perform work against the resulting contract.** For instance, the ISP Firm may identify the need to replace certain inside cabling at an Authority site. Should the Authority determine that it does not have on-staff personnel to perform such work; it may issue a "Scope of Services" to the ISP Firm and require a cost estimate from the Firm to replace the cabling. The ISP Firm's cost estimate will be based on the positions identified in the Firm's "Fee Schedule" and their corresponding Hourly Rates.*

Proposers must indicate fully burdened Hourly Rates for each title / position that it anticipates will or might perform work against the resulting contract (reference Exhibit R – Section 4A-M)."

Further, as indicated in the section "***Scope of Services / Deliverables – Item #6 – Site Specific Requirements***":

"As indicated, each of the Authority's site locations has varying levels of requirements needed to support the business operations, at that site. Below are general requirements applicable to each of the Authority's locations. In the event it is necessary for the successful ISP Firm to make any adjustments or enhancements to the Authority's existing hardware, connection points, etc, the ISP Firm will be required to make such changes / enhancements at no additional

charge to the Authority, as part of its initial installation of service. “

and

“Item F. In the event the 12 Mbps / 192 Ch. Data and Voice service required at the 36 W State Street location cannot be provided by the current Telco infrastructure coming into the building; additional Telco equipment must be installed by the successful Proposer / ISP Firm at no additional cost to the Authority. The Proposer must consider the need for such additional equipment when preparing its proposal and its “Fee Schedule”.

Item G. In the event the 3 Mbps / 48 Ch. Data and Voice service required at all the remote locations cannot be provided by the current Telco infrastructure coming into the buildings; additional Telco equipment must be installed by the successful Proposer / ISP Firm at no additional cost to the Authority. The Proposer must consider the need for such additional equipment when preparing its proposal and its “Fee Schedule”.

The Authority requires the successful firm to provide any necessary equipment required to implement the required solution and to bring the requisite services into each facility. The Authority does not expect the successful Proposer to modify or enhance any of the Authority’s equipment such as existing racks, other hardware, routers, etc. Rather, the Authority requires the successful firm to provide the necessary materials, up to but not to exceed 100 feet from the Telco demarcation point, to connect the Authority’s data / telephone room equipment with the successful ISP firm’s equipment to ensure the successful implement the required ISP solution.

The 36 West State Street, Trenton location has fiber coming into the building and terminating into two (2) Westell network interface shelves. Between these two (2) units, only four (4) available slots remain for T1 line cards, thereby providing a maximum capacity of 6 megs. Since the Authority requires ISP service at connection rate of 12 or 25 megs at the Trenton location, the Authority anticipates the successful ISP firm will be required to provide a DS3 installation or direct Fiber/Ethernet Handoff.

The remaining remote sites are equipped to accommodate 3 megabit service.