

Public Libraries RFP

Frequently Asked Questions

1. How do I get a listing of the backbone hub site locations?

In order to get the physical locations or addresses on the CalREN backbone where CENIC can aggregate circuits, your company must have a signed Non-Disclosure Agreement (NDA) on file. If you have participated in one or both of the last two circuit RFPs, the NDA on file is still valid since it was a 3-year NDA. If not, you will need to submit a signed Exhibit A to libraryRFP@cenic.org.

2. How do we submit responses to the RFP?

Proposals should be sent via electronic mail (e-mail) to the following address: librariesrfp@cenic.org. Hard copies are not required but may be sent to the following physical address:

CENIC
Public Libraries RFP
16700 Valley View, Suite 400
La Mirada, CA 90638

4. The Pricing Worksheet has an A Location and multiple Z Locations. Do you want pricing to the first or all Z locations?

Since the final topologies and bandwidth decisions will be based on the proposals and solutions received, we have asked for quotes for many more circuits than will end up being awarded. We would like circuit quotes at the various speeds noted and from each A location to as many Z locations as you can reach.

5. Would CENIC prefer a Layer 2 VPN (Metro E) or a Layer 3 VPN (IP VPN) service from the selected vendor(s)?

We can accept either a Layer 2 or a Layer 3 as long as it appears as an Ethernet Point-to-Point from a user standpoint.

6. Will CENIC please explain or share its circuit acceptance process referenced on page 8, section C?

C. Commencement of Billing. In no case is a service provider allowed to commence billing on a new service until a CENIC representative confirms successful completion of CENIC's acceptance testing procedure.

Keep in mind that when dealing with CENIC, you are dealing with a network operator as opposed to a new single new customer or end-user. As such, CENIC has steps and processes that differ from delivering a circuit to a regular customer in that CENIC needs time for remote hands to install cross-connections and/or jumpers after being provided with handoff specifications and/or port assignments. Moreover, there may or may not be equipment readiness issues when you are ready to deliver a circuit. CENIC generally expects expedited installations but there will be times when we will have to ask a service provider to move out a due date until we are ready to move forward with our test & turn-up process. That said, the following summarizes our general acceptance testing process.

"To ensure the stability and functionality of each new circuit delivered, CENIC engineers perform a 48-hour testing process in which 9000-byte ICMP packets are transmitted across both ends of the circuit to verify basic point-to-point connectivity and latency statistics. CENIC's expectation is that the average RTT latency is less than 10ms for all ping tests performed. CENIC engineers will then gather interface statistics from each interface along the circuit path. These interface statistics include but are not limited to: input errors, CRC errors, frame errors, and carrier transitions. Lastly, CENIC will configure an Interior Gateway Protocol utilizing the circuit and will verify that the IGP neighbor relationship remains stable over the 48-hour testing period. If all of these tests pass, CENIC will consider the circuit 'production-ready.' "

7. Site visits.

We are requesting service providers submit quotes based on internal documentation, industry standard formulae or algorithms, and drive-by visits, if necessary. Most of the site contacts are administrators who would unlikely be able to answer facilities questions about conduit, fiber path options, or points of entry. Moreover, such site visits could become disruptive to library patrons and staff. Thank you in advance for your understanding.

8. Is it acceptable for special construction and/or installation charges to be amortized into the monthly recurring cost (MRC) of a circuit?

We believe it is best to quote all one-time installation costs as a Non-Recurring Cost (NRC) and not to amortize such costs over the term of a circuit.