

Pennsylvania State System of Higher Education
Lock Haven University
RFP #2010-LHU-TLCM-01

Revised: March 29, 2010

Pennsylvania State System of Higher Education
Lock Haven University



**LOCK
HAVEN**
UNIVERSITY
OF PENNSYLVANIA

Request for Proposals

For

Telecommunications and Internet Services

Issued by:

Pennsylvania State System of Higher Education

Lock Haven University

RFP # 2010-LHU-TLCM-01

Issue Date: 03/29/2010

Response Date: 04/23/2010

CONTRACTING OFFICER
William T. Hanelly
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ISSUING OFFICER
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Director of Procurement

March 25, 2010

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Part I
General Information

I-1 **Purpose**

The purpose of this Request for Proposal is to establish a Contract with a single telecommunications provider to deliver telecommunications and Internet circuit and bandwidth services to Lock Haven University, an entity of the Pennsylvania State System of Higher Education (PASSHE), and its branch campus and satellite program locations.

Lock Haven University intends to award one contract for an initial three (3) year term and two (2) one-year extension options, to a supplier able to deliver telecommunications and Internet circuit and bandwidth services, as further described in Part III of this RFP.

Lock Haven University reserves the right to make only one award, multiple awards, or to reject any or all proposals submitted in response to this RFP in whole or in part. Lock Haven University further reserves the right to make no award and to modify or cancel, in whole or in part, this RFP.

I-2 **Issuing Office**

This RFP is being issued for Lock Haven University by the issuing office listed below. The issuing office is the sole point of contact for this RFP. Please refer all inquiries to:

Ms. Becky J. Proctor
Director of Procurement
Pennsylvania State System of Higher Education
Lock Haven University
301 West Church Street, J214
Lock Haven, PA 17745
V: 570-484-2010; F: 570-484-2844
Email: bproctor@lhup.edu
Web site: www.lhup.edu

Suppliers must notify the issuing office in writing or email of their interest in submitting a response. Suppliers who include a contact name, telephone number, and email address will be notified directly on all future correspondence pertaining to the RFP.

Note that only information supplied by the issuing office, including responses to questions regarding the RFP, should be used in preparing proposals. Any and all other contracts or information received regarding Lock Haven University's telecommunications and Internet service requirements prior to the release of this RFP should be disregarded in preparing responses.

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Suppliers are specifically directed NOT to contact any University personnel or consultants for meetings, conferences, or discussions that are specifically related to this solicitation process at any time prior to any award of a contract. Lock Haven University's intent for this solicitation is to ensure that all Suppliers have the same information when creating their proposals. Unauthorized contact with any University personnel or consultants of any University member may be cause for rejection of the supplier's proposal. From the issue date of this RFP until a determination is made, all contacts concerning this RFP must be made through the issuing office. Any violation of this condition is cause for Lock Haven University to reject a supplier's proposal. If it is later discovered that any violations have occurred, Lock Haven University may reject the proposal.

I-3 Pertinent Dates/Open Enrollment

In order to be considered for initial review and award, proposals must be received at the issuing office by **2:30pm on Friday, April 23, 2010**. Questions must be submitted via e-mail to the issuing office no later than **April 14, 2010, 4:00 p.m.** to ensure sufficient time to prepare response.

I-4 Scope

This RFP contains instructions governing the responses to be submitted and the material to be included therein, a description of the services to be provided, requirements which must be met to be eligible for consideration, and contract terms and conditions.

I-5 Pre-Proposal Conference

There will be a pre-proposal conference scheduled on **Tuesday, April 6, 2010, 10:00 a.m. at East Campus, J214, 301 West Church Street, Lock Haven, PA 17745**.

I-6 Rejection of Proposals

Lock Haven University reserves the right to reject any and all responses received from suppliers as a result of this RFP and to cancel this solicitation at any time prior to the execution of any contract.

I-7 Contract

It is proposed that, if a contract is entered into as a result of successful negotiations, the selected supplier will be required to sign a standard Commonwealth of Pennsylvania contract. This agreement will contain the provisions shown in the sample document attached as Appendix A. Negotiations may be undertaken with contractors whose proposals show them to be qualified, responsible, and capable of performing the work. The "Work Statement," as negotiated, will be incorporated into the standard contract. (Note: Appendix A is a sample document only and is not required to be returned with your proposal.)

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Contract terms and conditions are negotiated upon issuance of intent to award to the supplier. However, some of the terms are not negotiable as they are required to do business with the Commonwealth. Prohibited contract clauses include assignment clauses, law of the contract, attorney's fees, court costs, entry of judgment, indemnity and hold-harmless clauses, arbitration clauses, payment in advance and payment of insurance. Specific contract clauses in the following sections are not negotiable.

Section 3: Compliance with Law, **Section 13:** Assignment of Antitrust Claims, **Section 14:** Hold Harmless Provision, **Section 20:** Assignability and Subcontracting, and **Section 27:** Applicable Law.

The supplier will be deemed to have accepted the standard terms and conditions, except as are expressly called out in the supplier's proposal. If exceptions are taken, the supplier must submit a "redlined" version of the term or condition showing all modifications proposed by the supplier. The supplier must provide an explanation as to why the modification is required. The supplier's willingness to accept the Contract Terms and Conditions, with minor clarifications, shall be an affirmative factor in the evaluation of the supplier's proposal.

Although Lock Haven University will consider alternate language proposed by a supplier, Lock Haven University will not be bound by contract language received as part of a prospective supplier's RFP response. If the supplier requires that Lock Haven University be bound by some or all of the supplier's proposed contract language, the proposal may be considered non-responsive and may be rejected.

I-8 Incurring Costs

Lock Haven University is not liable for any costs or expenses incurred by suppliers in the preparation or submission of their proposals or for attendance at any conferences or meetings related to this RFP.

I-9 Contractor Responsibilities

Each proposal must be signed by the individual representative of the Supplier who has contracting authority. That individual will be the sole point of contact with regard to contractual matters.

I-10 Prime Contractor/Subcontracting

The eligible supplier will be considered the prime contractor with respect to any work they are awarded. Any use of subcontractors must be approved in writing by Lock Haven University. Prime contractors are encouraged to solicit quotes from Minority and Women-Owned Business Enterprises when requiring subcontractors.

I-11 Economy of Preparation

Proposals should be prepared simply and economically, providing a straightforward, concise description of the contractor's ability to meet the requirements of this RFP.

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I-12 Disclosure of Proposal Contents

A supplier's proposal will become part of the contract award resulting from this RFP and are not, therefore, confidential. Lock Haven University has the right to use any other concepts presented in any reply to this RFP. Selection or rejection of a proposal does not affect this right.

Please be advised that effective January 1, 2009, all responses to this procurement opportunity are subject to Pennsylvania Right-to-Know Law, 65 P.S. §67.101 et seq., (Act 3 of 2008). Refer to section I-19.

I-13 Addenda to the RFP

If it becomes necessary to revise any part of this RFP, addenda will be posted at the following website

<http://www.lhup.edu/purchasing/public-postings/bid-specs/index.htm>

The information contained on this website is current and accurate. It is the supplier's responsibility to check this site periodically to obtain any changes to the solicitation. Suppliers who include a contact name, telephone number, and email address will be notified directly on all future correspondence pertaining to the RFP. Updated RFP information will also be located on DGS's PA eMarketplace website. Suppliers must acknowledge any and all addenda in their proposal response. Suppliers who fail to submit current copies of the solicitation may be deemed non-responsive.

I-14 Debriefing Conference

Suppliers whose proposals are not selected will be notified and will be given the opportunity to be debriefed. The purpose of the debriefing is not to compare proposals, but to provide information that may assist individual suppliers in preparing future proposals. The issuing office will schedule the date, time, and location of all debriefing conferences.

I-15 News Releases

News releases pertaining to this RFP may not be made without Lock Haven University's approval, and then only in coordination with the issuing office.

I-16 Proposals

To be considered, proposals must consist of a complete response to the qualifications provided in Part IV of this RFP by completing the proposal forms.

Proposals must be submitted as hard copy (paper) proposals and CD's. Proposals must consist of a complete response to the requirements outlined herein and addressed to:

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Director of Procurement
Pennsylvania State System of Higher Education
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301 West Church Street, J214
Lock Haven, PA 17745

Submit proposals as follows:

1. **Technical Proposal – Supplier Name**
Includes: Completed Technical Proposal Form – Appendix B
Completed and signed Supplier Signature Form – Appendix D
Any additional technical information or attachments

2. **Cost Proposal – Supplier Name**
Includes: Completed Pricing Sheet – Appendix C
Any additional cost information or attachments

No other distribution of proposals will be made by the supplier. Proposal contents will become contractual obligations if and when a contract is executed. For this RFP, the proposal, as submitted, must remain valid during the entire solicitation, award, and contract finalization processes.

Regarding Appendix D, the proposal must be signed by a duly authorized officer or employee and include the name, title, address, email address, and telephone number of the individual who is the suppliers designated representative.

Suppliers shall carefully review all documents referenced and made a part of the solicitation document to ensure that all information required to properly respond has been submitted or made available and all requirements are priced in the cost proposal. Failure to examine any document, drawing, specification, or instruction will be at the supplier's sole risk.

Suppliers shall be responsible for knowledge of all items and conditions contained in their proposals and in this RFP, including any Lock Haven University issued clarifications, modifications, amendments, or addenda. Lock Haven University will provide notice to perspective suppliers and will post addenda and clarifications to the Lock Haven University website; however, it is the supplier's responsibility to ascertain that the proposal includes all addenda issued prior to the Proposal Due Date.

I-17 Cost Data

All cost data for the proposal shall be submitted separately via hard copy and CD apart from the technical proposal. **Failure to meet this requirement will result in automatic disqualification of the proposal.**

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I-18 Supplier Responsibility Program

Suppliers must certify that they are not currently under suspension or debarment by the Commonwealth of Pennsylvania, any other state, or the federal government to the best of their knowledge. Additionally, suppliers must certify that they are not tax delinquent with either the Pennsylvania Department of Revenue or the Pennsylvania Department of Labor and Industry to the best of their knowledge. Suppliers must acknowledge that, if they are currently under suspension or debarment, or if they owe delinquent taxes, their proposal may not be accepted or considered. Suppliers must disclose whether they are currently in any litigation involving contract default. This information is completed in the supplier responsibility program section of the Proposal Form.

I-19 Open Records

Please be advised that effective January 1, 2009 all responses to any procurement opportunity are subject to the Pennsylvania Right-to-Know Law, 65 P.S. §67.101 et seq., (Act 3 of 2008). The Right-to-Know Law permits any requestor to inspect and/or copy any record prepared and maintained or received in the course of the operation of a public office or agency that is not subject to the enumerated exceptions under the law. If your response to a procurement opportunity contains a trade secret or confidential proprietary information, you should include with your proposal a separate signed written statement to that effect. Should your proposal become the subject of a Pennsylvania Right-to-Know Law request, you will be notified by the procurement office to identify all trade secrets or confidential and proprietary information that are included in your proposal. The procurement office will then determine whether the claimed trade secret or confidential and proprietary information is subject to disclosure.

I-20 Samples

Samples of goods may be required prior to award to determine supplier's responsiveness to the RFP's technical requirements. If requested, such samples must be provided at no cost and delivered to the address specified within the time frame identified in the notification. Failure to submit samples as specified may be grounds for rejection of a supplier's proposal.

Unless expressly set forth in the solicitation, the sample of goods furnished must be identical in all respects to the product or products being offered.

Suppliers offering products of a different manufacturer and model number than those specified in the solicitation may be required to submit samples for inspection and specification compliance testing in order for Lock Haven University to determine if the item offered is equivalent to and meets the minimum standards of quality acceptable to Lock Haven University as indicated by the manufacturer and model number specified in the solicitation.

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Samples, if not destroyed by tests, may, upon request made by the supplier at the time the sample is furnished, be returned at the supplier's expense.

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Part II
Description of the Organization

II-1 Lock Haven University Fact Sheet

<http://www.passhe.edu/universities/Pages/UniversityDetails.aspx?q=LockHaven>

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Part III
Work Statement

III-1 Objective

Lock Haven University is requesting proposals to establish a *Contract with a single telecommunications provider* to deliver voice, data and Internet telecommunication and bandwidth services to Lock Haven University.

III-2 Statement of Work

Lock Haven University expects to contract with a Telecommunication Service Provider to deliver high-speed data, voice and Internet connectivity services to its campuses and satellite locations.

The services will include a range of private point-to-point connections as well as connections to public networks such as the Internet and PSTN.

A list of Service Locations is provided below in Paragraph III-2-A as well as Appendix E.

A Schedule of Telecommunication Services is provided below in Paragraph III-2-B.

III-2-A Service Locations

Services will be provisioned at the following locations. Existing demarcation points must be used wherever possible.

LOCK HAVEN MAIN CAMPUS
519 Robinson Hall
72 Campus Drive
Lock Haven, PA 17745

CLEARFIELD CAMPUS
007 Founders Hall
201 University Drive
Clearfield, PA 16830

DIXON UNIVERSITY CENTER
Administration Building
2986 North Second Street
Harrisburg, PA 17110

CHARLES COLE MEMORIAL HOSPITAL
1001 East Second Street
Coudersport, PA 16915

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LOCK HAVEN PRESIDENTIAL RESIDENCE
25 West Water Street
Lock Haven, PA 17745

LOCK HAVEN VIP HOUSE
302 West Main Street
Lock Haven, PA 17745

SIEG CONFERENCE CENTER
1494 Narrows Road
Lamar, PA 16848

III-2-B Schedule of Telecommunications Services

The resulting Contract is intended to provide the University with access to a range of reliable connectivity services supporting the University's core educational mission.

The University will be contracting for an initial set of services which may change in quantity or size over the life of the contract. Required services to be deployed at the commencement of the contract term are as follows:

200Mbps full-duplex Point-to-Point Ethernet originating at LOCK HAVEN MAIN CAMPUS and terminating at CLEARFIELD CAMPUS utilizing 1000Base-LX singlemode fiber-optic handoffs.

50Mbps full-duplex Point-to-Point Ethernet originating at LOCK HAVEN MAIN CAMPUS and terminating at DIXON UNIVERSITY CENTER utilizing 1000Base-LX singlemode fiber-optic handoffs.

50Mbps full-duplex Point-to-Point Ethernet originating at LOCK HAVEN MAIN CAMPUS and terminating at CHARLES COLE MEMORIAL HOSPITAL utilizing 1000Base-LX singlemode fiber-optic handoffs.

100Mbps full-duplex Internet Service over Ethernet originating at provider's Tier 1 Internet gateway and terminating at LOCK HAVEN MAIN CAMPUS utilizing a 1000Base-LX singlemode fiber-optic handoff.

Four (4) T1 PRI voice circuits configured as a single trunk group terminating at LOCK HAVEN MAIN CAMPUS each utilizing 8P8C copper handoffs with 2000 assigned DID numbers currently assigned to the University provisioned for local, long-distance and international calling.

One (1) T1 PRI voice circuit configured as a single trunk group terminating at CLEARFIELD CAMPUS utilizing an 8P8C copper handoff with 200 assigned DID

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numbers currently assigned to the University provisioned for local, long-distance and international calling.

Four (4) direct-dial analog POTS voice lines terminating at LOCK HAVEN PRESIDENTIAL RESIDENCE utilizing the current demarcation point each provisioned with local and long distance calling and caller ID services.

Five (5) direct-dial analog POTS voice lines terminating at LOCK HAVEN VIP HOUSE utilizing the current demarcation point each provisioned with local and long distance calling.

Three (3) direct-dial analog POTS voice lines terminating at SIEG CONFERENCE CENTER utilizing the current demarcation point each provisioned with local and long distance calling.

Directory Listings in local telephone directory for the Lock Haven-Renovo and Williamsport areas as currently published in those directories.

The provider shall supply a multi-user web-based online account management portal which allows the modification of provisioned services, access to billing and payment information, access to network status tools and the use of an online trouble-ticket submission and tracking system.

III-3 REQUIREMENTS

All data and voice services provisioned at service locations A, B, C and D are to be delivered on diversely fed fiber optic cable. The delivery infrastructure must employ a self-healing network architecture with full redundancy in network hardware and in geographical physical network pathways. All active network elements must integrate uninterruptable power supplies capable of maintaining operation of all provider-owned equipment for a period of not less than six (6) hours. All active network elements must have redundant power connections to the service location power distribution system such that these power connections may be placed on distinct electrical circuits.

All active elements in the provider's network that appear in the primary or failover pathways of any circuit contracted by Lock Haven University with delivery to service locations A, B, C and D must be owned and managed by the provider. No subcontracting of management services shall be permitted under the terms of any contract issued. Additionally, the provider's network must utilize fiber optic connections between sites for these service locations. With the exception of interconnects in the provider's owned and operated facilities and service location demarcation rooms, no alternative network medium including, but not limited to, twisted pair copper, coaxial, microwave and other wireless connection methods shall be permitted.

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The service provider must ensure that all point-to-point data connections are encapsulated and/or encrypted in such a manner that no other customer or

unauthorized party will have access to any packet data traversing that circuit. Additionally, at no time shall provider oversubscription reduce the available bandwidth or capacity on any contracted circuit. At all times standard ICMP ping times (round-trip) shall be 25ms or lower utilizing primary pathways and shall never exceed 50ms even when using failover pathways.

All voice circuits at Service Locations A and B will be configured to deliver Caller ID information to the University's PBX and will accept outgoing Caller ID data from the University's PBX. The provider will supply a mechanism to update the local PSAPs for these service locations with ANI/ALI information which shall be associated with the outgoing Caller ID data.

All analog POTS lines at service locations E, F and G shall be configured for local calling in the service area in which they are located. The University shall provide the currently assigned telephone numbers for these circuits which shall be assigned to the circuits delivered. The provider may, with the mutual consent of the University, subcontract analog POTS lines at these service locations through the ILEC or a qualified CLEC.

The provider must participate, or own in its entirety an entity that participates in the global Internet sole via Settlement Free Interconnection and be defined as a Tier 1 Network. **Proposals from Tier 2 or Tier 3 providers will not be accepted.**

The provider shall at all times adhere to the terms of a negotiated Service Level Agreement included in a resulting executed contract.

III-4 Reports

The Universities may, on occasion, request reports from the supplier, including a program summary of the information:

1. Suppliers shall describe the common reports that are available to the University. Include the type of report, the information provided in the report, the frequency of the report, the process to request the report, and the process used to deliver the report. Suppliers are encouraged to include a sampling of common reports. In addition, suppliers shall describe their capabilities to provide quarterly reports to Lock Haven University on overall program expenditure.

2. Quarterly reports must be provided no later than thirty (30) days after the end of each quarter and shall include purchases that are invoiced or paid for with a credit card.

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III-5 **Cost Problem**

All cost data for the proposal shall be submitted separately and must be kept separate from the technical proposal. **Failure to meet this requirement will result in the automatic disqualification of the proposal.**

1. Pricing and Price Adjustments

Supplier must submit pricing as required by Attachment C. Pricing shall include all anticipated charges, including but not limited to, freight and delivery, cost of materials and product, overhead, profits, and other costs or expenses incidental to the supplier's performance.

The prices proposed in the Supplier's response will be valid for a minimum of one year after any resulting agreement is signed. The Suppliers cost proposal must describe how future price increases will be minimized and capped and how both increases and decreases will be passed on to Lock Haven University if the agreement is renewed after the initial term. The Supplier must explain the proposed process to implement price changes, including the process to update catalogs and websites.

3. Price Protection

The Supplier and Lock Haven University will periodically, but no less than annually, review all pricing for all items purchased pursuant to this Agreement.

4. Price Adjustments

Prices shall remain firm through the first year. Price increase requests shall be submitted sixty (60) days prior to the Contract anniversary date. Documentation from the manufacturer shall be provided with the price increase request.

Discount percentages from price lists shall remain unchanged during the entire Contract period including option periods. Prices from manufacturers' lists shall not increase more than two (2) times within a twelve (12) month.

Part IV Information Required From Contractors

To be considered, proposals must respond, at a minimum, to all requirements in this part of the RFP. Any other information thought to be relevant, but not applicable to the enumerated categories, should be provided as appendices to the proposal.

Instructions for completion of the Proposal Forms:

IV-1 Statement of Qualifications

1. Company Profile

Suppliers shall provide a short description of its company. In addition, the supplier shall list all of its Pennsylvania locations and shall include a statement as to whether it can provide products and services to each university location, as listed in Paragraph III-2-A as well as Appendix E. The supplier shall list any locations where it cannot provide products and services.

2. Timeliness of Delivery

Suppliers must indicate the period of time required to deliver services after an order has been placed.

3. Customer Service Plan

Describe the approach and methodology to customer service that will be provided, including procedures that will ensure consistency and problem escalation and resolution. The customer service plan should include, but is not limited to:

- Customer service organizational structure
- Contact process (phone, email, fax, website)
- Follow up process
- Process to handle service outages and trouble tickets
- Internal procedures to track customer service contact and resolution
- Escalation process
- Ability to provide reports as outlined in section III-4.

4. Invoicing

Suppliers shall describe its invoicing process, including but not limited to the following:

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- Description of supplier's billing system
- Availability of consolidated billing and process for consolidated billing
- Frequency of billing (weekly, monthly, etc.)

5. Technical Approach and Implementation Plan

A. Work Plan and Methodology

Suppliers shall provide a project plan that describes how the supplier intends to implement the program to the University. Specifically, the supplier shall provide the following information regarding methodologies and organization:

1. Experience and Past Performance – Lock Haven University requires the supplier and its subcontractors to have prior experience in all aspects of the products and services described in this RFP for customers similar to or with relevance in the size, complexity and scope of this RFP. Describe your experience as it pertains to providing products and services similar in size, complexity and scope to those required under this RFP and in the manner required pursuant to this RFP. Provide the names, addresses, and telephone numbers for a minimum of five customers for whom the supplier has provided similar products and services within the last 18 months. Include a brief description of the scope of products and services provided to the customer and the duration of the contract. Lock Haven University may contact some or all of the references provided in order to determine the supplier's performance record. Lock Haven University reserves the right to contact references other than those provided in the proposal and to use the information gained from them in the evaluation process.
2. Technical Solution – The supplier shall provide a narrative description of the network technologies to be used to meet the requirements of the listed Schedule of Telecommunications Services and Requirements. The supplier may wish to include drawings and maps of the physical network carrying the required circuits with emphasis on redundant pathways and components.
3. Proposed Service Level Agreement – The Proposer shall include a complete service level agreement for the provided services. It is recommended that the SLA be modeled after the applicable sections of the previous Service Level Agreement between the Commonwealth of Pennsylvania and Level 3 Communications (formerly Telcove, formerly Adelphia Business Solutions).
4. Subcontractors - If the supplier intends to subcontract, describe the supplier's experience with each of the proposed subcontractors. For each proposed subcontractor provide the names, addresses, and telephone numbers for a minimum of three (3) customer references, for products and services similar to those described in this RFP. The supplier should include a brief description of the

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scope of products and services provided to the customer and the duration of the contract.

IV-2 Value Added Services

Describe in detail any value-added services the supplier organization can provide in addition to the product requested herein. Examples include but are not limited to sustainability initiatives, diversity, emergency preparedness, efficiency/process audits and internship opportunities or other educational opportunities for Lock Haven University students.

IV-3 Acknowledgments

Suppliers must acknowledge that they meet/understand the items listed:

1. Cost proposal has been submitted separately from the Technical proposal.
2. If there are appendices, they are attached to the appropriate proposal.

IV-4 Response to Cost Problem

Provide a response to Appendix C. **All cost information must be submitted separately from the technical portion of the proposal.** By checking the applicable box on the form, the Supplier acknowledges that all prices/discounts shall be F.O.B. Destination and shall include all charges that may be imposed in fulfilling the terms of this RFP, Contract and any resulting university purchase orders. Qualified Suppliers must provide the University with itemized invoices.

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Part V
Criteria for Selection

V-1 Evaluation of Proposals and Selection Criteria

All proposals will be reviewed and evaluated by a committee of qualified personnel selected by Lock Haven University. Supplier qualifications include experience level, service level, references, and cost and value-added services proposed.

Remember to:

- Check our website for addenda at:

<http://www.lhup.edu/purchasing/public-postings/bid-specs/index.htm>

- Indicate the following reference numbers:
 - o RFP #2010-LHU-TLCM-01 – Technical – Supplier Name
 - o RFP #2010-LHU-TLCM-01 – Cost – Supplier Name
- Carefully review all listed requirements to ensure compliance with the RFP.

Proposals will be evaluated to determine the proposal or proposals that offer the best value to Lock Haven University. The evaluation will be based upon the following criteria, listed in order of descending priority.

- a. Cost/Pricing factors
- b. The strength of the provider's resources in the geographic service area
- c. The strength of the University's position in the provider's proposed Service Level Agreement
- d. Technical approach and implementation plan
- e. The provider's network topology, specifically the presence of redundant pathways and fastest links between service locations, and possession of a Settlement Free Interconnection for Internet connectivity
- f. Experience and past performance
- g. Company viability and stability

Although some factors are weighted more than others, all are considered necessary, and a proposal must be technically acceptable in each area to be eligible for award. With regards to pricing, Lock Haven University reserves the right, in its sole discretion, to reject any proposal whose price is outside of the competitive range.