



**Amendment #1
TORFP # F50B5400024**

Network Managed Services & Support

January 13, 2015

Ladies/Gentlemen:

This Amendment #1 is being issued to amend and clarify certain information contained in the above referenced TORFP. All information contained herein is binding on all Offerors who respond to this TORFP. Specific parts of the TORFP have been amended. The following changes/additions are listed below; new language has been double underlined and marked in bold (i.e., **word**) and language deleted has been marked with a strikethrough (i.e., ~~word~~).

1. Revise the Key Information Summary Sheet (p. 6) as follows:

Closing Date and Time:	1/20/2015 at 2:00 PM Local Time <u>1/22/2015 at 2:00 PM Local Time</u>
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2. Revise Section 2.5.1 of the TORFP (p. 28) as follows:

In Section 2.5.2, DoIT has outlined service levels, notification requirements, and escalation procedures for defined categories of SIE's depending on how severely the event impacts DoIT's network and subscribers. These categories are defined as follows:

Severity 1 – Critical: Any SIE:

- 1) on a circuit that supports more than one subscriber;
- 2) on a device that is defined as a backbone/core device, where no redundant route is configured and passing traffic or where the primary and redundant routes are impacted;
- 3) on a circuit defined as critical to the health and public safety sector agencies; or
- 4) ~~on a hosted application where no readily available alternative solution or workaround exists.~~

If any of the above conditions are met **AND ALSO** any of the following conditions are met then the event is considered a Severity 1 SIE:

- a) service cessation,
- b) loss of access to a hosted application,
- c) no packet transfer,
- d) interface down,
- e) platform not responding to ICMPs,
- f) loss of signal,
- g) loss of functionality,
- h) denial of service (DoS) attacks,
- i) synchronize (SYN) attack.

Severity 2 – High: Any SIE:

- 1) on a circuit that supports more than one subscriber;

- 2) on a device that is defined as a backbone/core device, where no redundant route is configured and passing traffic or where the primary and redundant routes are impacted;
- 3) on a circuit defined as critical to the health and public safety sector agencies; or
- 4) ~~on a hosted application where no readily available alternative solution or workaround exists.~~

A Severity 2 may also include SIEs:

- a) on one subscriber connection;
- b) on a circuit not defined as critical to the health and public safety sector agency;
- c) to multiple subscribers if not quickly addressed, such as: degradation or intermittent failures, repetitive intermittent downtime (component, interface, or circuit) for short periods of < 5 seconds; or
- d) where a possible bypass or alternate route may exist but the bypass must be acceptable for the subscriber.

Severity 3 – Normal: Single subscriber sites that have a non-service impacting event such as a:

- 1) single port loss on a bundled circuit service
- 2) informational events such as incrementing error count on an interface without service impact
- 3) high (or low) traffic level on a circuit
- 4) ~~degraded application functionality~~

Change management, provisioning, and maintenance events, operating system upgrades, routine maintenance actions and configuration control fall under the service request or work order process and do not get measured with incident response metrics.

3. Revise Section 3.4.1 C of the TORFP (p. 46) as follows:

Reference	Minimum Requirement	Evidence of Compliance
2.8.1.1	The company has designed, engineered, and managed for one client a fiber optic network providing high speed data services to a minimum of 500 locations over a geographic area of at least approximately 10,000 square miles.	Provide evidence of <u>the Master Contractor</u> meeting this requirement. Provide contact information to enable reviewers to verify all engagements. Projects cited in Section 3.4.1.E may be used to satisfy this requirement. <u>Note: Only the Master Contractor’s experience from Section 3.4.1 E will be used to meet this requirement.</u>
2.8.1.2	The company has established and operated a 24x7x365 network operations center for a minimum of one year.	Provide evidence of <u>the Master Contractor</u> meeting this requirement. Provide contact information to enable reviewers to verify all engagements. Projects cited in Section 3.4.1 E and G may be used to satisfy this requirement if relevant. <u>Note: Only the Master Contractor’s experience from Section 3.4.1 E and G will be used to meet this requirement.</u>

Issued by
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