

ACME NETWORKING COMPAY



SIMPLE IP TRANSIT REQUEST FOR PROPOSAL

Version 2.2
05-JANUARY-2009

Abstract

This document contains a Request for Proposal related to providing ACME Networking with service.



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Responses

All proposal responses are submitted via electronic mail. They should be followed up with a notification telephone call to the Proposal Coordinator:

IP TRANSIT RFP COORDINATOR MH
C/o ACME Networking
123 Double Play Road
Cambridge, MA 02138

Email: iptransitRFP@example.com

Martin SMITH: +1.617.821.6079

Questions

All questions will be submitted in writing via email to the above Proposal Coordinator address. Each request should be followed up with a timely telephone call confirming receipt.

Response Dates

Indicative Responses: Within 3 weeks of receipt of RFP

Formal Responses: Within 2 weeks of acceptance of indicative responses.

Acceptable Formats

- MS Office
- MS Visio
- Adobe Acrobat
- Text

Form

RFP response will follow paragraph and subsection schema.

SERVICE

DELIVERY

Service Demarcation Point

ACME Networking Holdings Datacenter, Fenway Park, Boston, MA USA

Entrance Facility Diversity

Operators have the ability to provide service via redundant and diverse outside plant facility entrance points. In the case of an unprotected service, carriers will ask ACME Networking to specify which zero manholes the service should enter and operator will pass this requirement on to their local loop provider.

SERVICE DETAILS

Physical Interface

Two Gigabit Ethernet Interfaces, preferably with fiber optic presentation. These interfaces must terminate on Provider operated diverse equipment, located within the Providers PoP at the Service Demarcation Point.

Logical Interface

The Gigabit Ethernet interfaces shall each provide layer 2 transport to Provider operated IPv4 enabled equipment. The equipment must also be capable of IPv6. This equipment must be located at the Service Demarcation Point. Vendor will certify equipment as IPv6 capable. "Capable" is defined as natively operational in the provider network.

Routing Protocols

The device presenting the logical interface must also provide for BGPv4 session termination. This session must be secured with an MD5 security key. The provider must also maintain at a minimum, maximum-prefix on all settlement based interconnections.

Denial of Service Response

The provider must provide, at minimum, a 24x7 Operations Organization that is empowered to react to denial of service attacks, and implement the required packet filters at the provider's edges.

Ideally, provider will also provide BGPv4 communities, which allow their customers to instruct provider's edge elements to null-route traffic for the associated prefix. For the purpose of BGP community based attack mitigation, the providers' network should allow for announcement of prefixes up to 32 bits in length.

Traffic Engineering

Provider should provide a set of BGPv4 communities, which allow customer, per prefix, to selectively suppress from further announcement or prepend customer AS to the following discrete set of BGP peers: all, all customers, all peers, all region, all regional customers, all regional peers, and specific peers.

Additionally, provider should honor BGP Multi Exit Discriminator, and provide for a community which customer may use to control IGP preference per prefix within the provider's network.

Billing

Summary 95th percentile billing of the two interfaces with maximum polling resolution of 1 minute.

Initial Capacity Scaling Projections

Table 1 Minimum Commit over Five Year Period

Year	Minimum Commitment (Mb/s)
1	100
2	300
3	600
4	1200
5	2400

Optional Proposal

Provider may propose alternate 10Gb/s local loop if they can justify the cost effectiveness of the loop charge i.e. minimally incremental.

Carrier Facility Presence Requirements

Carrier must provide expected long term needs in order to establish a presence in the ACME Networking facility. Based on needs, ACME Networking will provide cabinet space, power, and will reserve adjacent cabinets while carrier grows their presence on a right of first refusal basis.

Year	Cabinet Count	Required Power (VAC)
1		
2		
3		
4		
5		

GENERAL TERMS AND CONDITIONS

Information Related to Physical Routing

When upgrading or implementing new capacity between A and Z locations, the number of different physical routes between those locations decreases. As new offers are available from alternate Providers, the risk of circuits going in the same trench is higher. Consequently, the resilience of the network decreases. The need to check how the service is delivered from a robustness perspective becomes of the utmost importance.

Prior to receiving an order for a circuit, the Provider must provide ACME Networking "ACME" with assurances on service delivery for protected and unprotected elements.

Protected Services

A detailed network map is required. Provider must certify that service conforms to the service delivery requirement and that there is no single point of failure between the primary and working-transport path and the secondary protection-transport path, all along the complete route.

A physical route map that indicates the following is required:

- End to end
- A Node-A-side
- A Node-B-side
- All long haul providers
- All backhaul local tail providers
- Addresses of the Intermediate party local tail provider node

Un-protected Services

The physical route of the corresponding circuit must be documented in order for ACME Networking to perform due diligence concerning different routes from different providers.

A physical route map that indicates the following is required:

- End to end
- A Node-A-side
- A Node-B-side
- All long haul providers
- All backhaul local tail providers
- Addresses of the Intermediate party local tail provider node

Transportability of Offer

ACME Networking will be entitled to cancel any circuit, which is part of this agreement, if either new services or other service renewals are ordered with the supplier within 1 year after the cancellation which equal the equivalent residual value of the cancelled service or higher. The

supplier will be entitled to charge a reasonable amount for incurred third party costs associated with the cancellation of the service, but no other costs for early termination.

Cancellation Notice

For whatever reason the circuit or service order has been cancelled, the cancellation period shall not exceed 30 days.

Automatic Renewals and Price Revision

After an initial Period of 12 months, the contract is renewed under the following conditions:

Two months prior to the renewal date, the Provider will submit their best proposal to ACME Networking in conformance with market prices and any offer to any of the Providers customers for the same type of line, capacity and contract terms. ACME Networking and the Provider will collaborate to determine if the offered price from the Provider is more than 10% above the market price using existing conditions (including Service Level Agreement and compensation commitments). In that case, the Provider should review pricing and adjust accordingly. Otherwise, ACME Networking may terminate the agreement upon written notice and in accordance with cancellation and termination clauses of any agreement possibly without any additional compensation.

Term Discount Table and Discount Reimbursement

Although the current ACME Networking contract term length will be one year, the Provider may offer a discount based on contract length. The table must specify a base price (equivalent to a one-year agreement) and subsequent discounts per additional service years agreed to. If the agreement terminates prior to the agreed to term, the Provider accepts that ACME Networking will reimburse the Provider the delta of the discount that we have benefited from.

Table 2 – Example Discount Schedule

One Year	W% base price
Two Year	X% discount from base price
Three Year	Y% discount from base price
10 Gb/s Service	Cost plus OA&M Z%

Example: If an agreement is signed for a three-year term and ACME Networking elects to terminate the agreement at the end of year two, ACME Networking will benefit from a Y%

discount during two years. At the end of the two-year period, provider will be reimbursed X% additional discount over two years. The provider will not claim any extra reimbursements.

New Technologies

Should ACME Networking utilize new technologies that would decrease traffic scale projections stated within the RFP, no penalty is applied.

Vendor Review

Vendor will agree to semi-annual review of services and billing for purposes of quality assurance.

Billing Terms

Will terms will be set at NET 45 for all services.

Billing Look Back

Parties will agree that all bills will be presented to ACME Networking within 60 days of obligation. No billing errors shall be presented and no billing look back may occur beyond 60 days.

Capacity Utilization Averaging

Traffic measurements are summarized across all interfaces for the purposes of 95th percentile billing when there is more than one interface purchased for service.

GENERIC SLA REQUIREMENTS

MAINTENANCE

Scheduled Maintenance

Scheduled maintenance for essential work, network upgrade, and other requirements will be kept to a minimum. The provider will always endeavor to provide temporary alternative routing for circuits to avoid a break in service. When an alternative route is not available, it will carry out this work within an agreed maintenance window, giving at least 7 working days notice. E-mail should always be used first then telephone.

Emergency Notification

The NOC will be the SPOC for all environmental issues that the Provider needs to report. The Provider will call or e-mail Boston NOC and report any emergency issues and emergency maintenance notification.

ACME NETWORKING HOLDINGS EHF
Network Operations Center
Cambridge, MA. USA
Tel: +1.617.821.6079
Email: noc@ACME_Networkingglobal.com

Planned Outage Notification

Reduction of Availability Outside of Agreed Maintenance Windows

If the provider is able to carry on his maintenance work during the below windows, this time will not be counted as unavailability. Maintenance time resulting in unavailability outside of this period will be counted as unavailability.

Standard Maintenance Window

The standard maintenance window for line maintenance shall be between Sunday morning EDT 0300 to 0500 with a minimum of seven business days of notice. The cutoff point for notification is

Monday	at	Noon	EDT.
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PERFORMANCE

Committed Service Availability

The availability of the line will be calculated once per month, CPE to CPE, including the core plus the backhauls. It represents the percentage of time the line is available for real usage. Monthly availability of 99.999% is required, provided a fully secured backbone is available, and as well, dual and diverse homing for backhauls. For unprotected, a monthly availability of 99.99% is required.

Credit in case of non-availability: A credit of one full day per 0.05% missed target. This credit is accumulated over one month and is applied the following month to the corresponding line. In case of persistent service failure, (non-conformance during 3 months) provider will be in breach of agreement. For example if an availability of 99.90% is calculated on month N, a discount of 3.3% (24/720) is applied in month N+1 on that line.

Time to Restore “TTR” > 2 Hours

The TTR is the time that is needed to restore the Service provided by the Provider. The timer starts when the Service suspension is detected and recorded in an appropriate trouble ticketing system, and ends when the Service is restored (and the fault which has triggered the Service suspension recorded as solved in the trouble ticketing system). The Service should be restored in under a maximum of 2 hours.

The credit in the event that the TTR is over 2 hours will be a service credit ten times the length of the period the Service has been unavailable. This credit is cumulative over a month and is applied to the following months invoicing related to the corresponding line. For example if two faulty periods of 3 hours occur for a total of 6 hours of outage in month N, a discount of 8.3% (60/720) is applied in month N+1 on that service. In case of a total of 72 hours of faulty periods, this is considered a breach of the agreement.

Round Trip Delay “RTD”

Vendor shall specify RTD performance SLA based on table below:

Table 3 – Round Trip Performance SLA

CITY	BEST	WORST
Netherlands		
UK		
France		
Ireland		
Germany		
Switzerland		
Denmark		
Austria		
Italy		
Spain		
Poland		
Czech Republic		
Sweden		
Portugal		
Russia		
Finland		
New York		
Chicago		
Los Angeles		
Nuuk		
Halifax		

Round Trip Delay “RTD” SLA

Credits in a case where the measured RTD is over the contracted value: During normal operations, Provider shall advise ACME Networking if the contracted value cannot be temporarily met (E.g. rerouting on a secondary path). A credit of two times the length of the period the service has been degraded is counted (applies 1 day after notification of the degradation). In any cases, this degraded period cannot exceed a 1-month period. If the trouble period exceeds 30 days, ACME Networking may consider this a breach of contract on part of the Provider.

Acceptance Test

Prior to delivering a new service, the Provider and ACME Networking will conduct an ‘end to end’ performance test with predetermined test points on both sides of the service within a 24h period of the first packets passing. A results report will be made available to the respective parties. If these results satisfy ACME Networking requirements, ACME Networking will monitor their self-test procedure to qualify the service based on the RTD table for a period of 48h.

ACME Networking will either accept or reject the service, or portions thereof, based on the criteria defined in the RTD table.

Providers who have not previously supplied services to ACME Networking will be subject to spot tests over a monitor period of one month.

Delivery Time

Committed Due or Installation Dates

The committed delivery time is a key criteria used by ACME Networking to select the supplier of a circuit. As such, it must be committed before the order is placed. When the service has been ordered, the committed Installation date is thus the order date plus the committed delivery time.

Credit for Failure to Meet Committed Delivery Date

The committed delivery time is a key criteria used by ACME Networking to select the supplier of a circuit. As such, it must be committed before the order is placed. When the circuit has been ordered, the committed Installation date is thus the order date plus the committed delivery time. A credit of five times the length of the period the line has been delayed. This credit applies once the service has passed acceptance testing by ACME Networking.

Problem Management

Problem management is the process of detecting, alerting, analyzing, tracking, correcting and reporting on problems affecting the network. A problem is any event resulting in an impact on either circuit availability or performance. The Problem Management Process includes the following activities as it relates to the Providers responsibility:

- Detecting problems within your network
- Alerting ACME Networking immediately of non routine problems
- Receiving problem records from ACME Networking
- Recording problems with the cooperation and collaboration of ACME Networking
- Analyzing and repairing problems
- Reporting problem resolution to ACME Networking

Provider will respond by presenting a value for X% in the table below.

Mean Time to Repair “MTTR”

Table 4 – Mean Time to Repair SLA

Resolution in less than 2 hours	100% resolution within
X%	Y HOURS

If the MTTR SLA is violated by the referenced percentage over a 6-month period, ACME Networking shall receive a credit of 5 full days for each percentage point of reduction in the agreed upon SLA.

Non Routine Trouble Information Updates

Provider agrees to the following notification schedule:

- First update will be provided within one hour of all faults reported.
- If fault continues after the first notification period, the following table applies:

Severity Definitions

Table 5 – General Severity Definitions

SEV 1	CRITICAL	Service impact is critical resulting in loss of revenue, reach-ability, or route-ability	Updates at hourly intervals
SEV 2	MAJOR	Service is measurably degraded and experiencing packet loss	Updates at 2 hourly intervals
SEV 3	MINOR	Service is degraded by reduced latency	Updates at 8 hourly intervals
SEV 4	ROUTINE	Service is not negatively impacted	Updates at 48 hourly intervals

Help Desk

Provider will provide a 7x24x365 POC to communicate, in English, with ACME Networking NOC to provide assistance in trouble management. If calls to the Provider NOC are unable to be immediately serviced in English, the period of an SLA violation from the start of the call until English is fluently spoken will be DOUBLED.

The provider will provide 7x24x365 on site/engineer support via helpdesk to address any problems with carrier equipment identified to be faulty or causing ACME Networking link problems. That representative could be ACME Networking Remote Hands assistance directed by a representative of the Provider.

The Provider representative answering the telephone should have enough technical ability to understand the problem description and to articulate back to ACME Networking on items dealing with problem resolution. He/she should own the call and the related problem for the carrier.

The NOC should be responsible for proactively monitoring problem resolution, ensuring that the carrier is meeting its targets for updates and resolution, and alerting ACME Networking as appropriate of any deviations from committed service levels.

In addition, we require several other features typically attendant to the Help Desk function. These include:

- Electronic interface to the Providers trouble ticketing system for status and trouble creation
- Proactive alerting for all circuits monitored
- Documented procedures to address catastrophic failures

CHANGE MANAGEMENT PROCESS

Change Management is the process of planning, controlling, coordinating, executing, and monitoring changes affecting the Service Delivery environment.

Changes include:

- Installation or alteration of hardware, system and/or application software
- Procedures and environmental facilities
- Moves, Adds, or Changes to Environmental or Network Facilities impacting ACME Networking

The Provider is required to provide at least a 7-day lead-time to inform ACME Networking of changes that do not affect ACME Networking customers. Any outages associated with scheduled or unscheduled changes are considered outages for measuring performance against committed service levels. Unplanned, urgent changes must be negotiated with ACME Networking and should be scheduled at a time that is least disruptive to ACME Networking customers.

ACME Networking will identify a coordinator to work with a counterpart to be provided by the carrier. Provider will provide ACME Networking with contact name and contact number of change manager/engineer 5 working days prior to change work. Any change executed by the Provider must be transparent to ACME Networking and its customers; if down time is encountered it will be counted within the overall circuit availability calculation.

Performance and Service Level Management Process

ACME Networking will require the Provider to provide monthly management reporting on its performance as a supplier. Exact details of report formats will be worked out with the Provider. General types of required reports include:

- Reports on service management achievement versus contract commitments
 - Availability
 - Response time
 - Average utilization
- Order management achievement vs. contract commitments
- Problem management achievement versus Contractual commitments
 - By Severity
 - By Notice and Notification Compliance
 - By Resolution
- Maintenance requests
 - Number of changes
 - Closures
 - Success
 - Fail
 - Cancelled
- Reason For Outage
 - RFO's to be delivered within 24 hours of successful resolution
 - Applies to all events above ROUTINE per Table N

In addition, ACME Networking requires that the Provider participate in regular sales team oriented operational review meetings to discuss performance and incidents. ACME Networking will determine the frequency of the meeting based on volume of business and the length of time that the Provider has been providing services to ACME Networking.

CHANGE CONTROL

DATE MODIFIED	EDITOR	REASON	VERSION NUMBER	APPROVAL
10-30-2008	SMITH, M.	RFP FOR CAPACITY	1.3	MH
11-7-2008	SMITH, M.	CONTINUED EDITING	1.4	MH
11-8-2008	SMITH, M.	FIRST DRAFT	1.5	MH
11-10-2008	SMITH, M.	FEEDBACK EDITS, SPELLING, GRAMMAR, TRACKING "ON"	1.6	MH
11-11-2008	SMITH, M.	FEEDBACK EDITS, NETWORK OPERATOR PLAYBOOK ADD, SPELLING, GRAMMER EDITS	1.7	MH
11-12-2008	SMITH, M.	CONTINUED FBL EDITS	1.8	MH
11-14-2008	SMITH, M.	CONTINUED FEEDBACK LOOK EDITS	1.9	MH
12-16-2008	SMITH, M.	FEEDBACK ADJUSTMENTS, MARKET CONDITIONS	2.0	MH
01-05-2009	SMITH, M.	MODIFY OPS TAB LE, CONTACT CHANGE FOR DOINET	2.2	MH