



February 14, 2020
Addendum #2

TO: ALL OFFERORS

RE: **RFP 008-0-2020LC Internet Service Provider (ISP) Services**

The following information is provided to questions received:

1. Requirement #6 states “ISP shall provide proof of 2 redundant upstream locations” – Can you please explain in further detail this requirement?

Response: We would like the two circuits to terminate to the vendor backbone at different geographical locations.

2. Requirement #19 states “ISP should have the ability to provide smaller circuits for special projects” – Can you elaborate on the special projects that would require these circuits and how often?

Response: Yearly, we need an internet connection setup at the Hampton Coliseum to broadcast our five high schools graduations; normally three days. Additionally, we need the flexibility to popup a location that either need to be separate from our network (non-Erate) or we are unable to connect to our fiber WAN.

3. Requirement #13 states “ISP shall maintain network monitoring capability and notification to NNPS at the point of any disruption of service, both planned and unplanned.” – Is this a request for proactive monitoring of circuits?

Response: While not a disqualifier, we would like to have visibility into the metrics on the vendor end of the connection.

4. How much notice do you need for planned maintenance?

Response: We would like a minimum of 48 hour notice of planned maintenance. Also, we would like a documented SLA defining planned and emergency work to include normal maintenance windows.

All other provisions of the RFP shall remain unchanged.

Signature: _____
(Offeror)

Sincerely,

Lisa A. Cumming, CPPO, C.P.M., VCO
Director of Procurement