

**ORIGINAL**

**BRIGHT HOUSE NETWORKS**  
**business solutions**



**Proposal for WIDE AREA NETWORKS**

**ITN Number: 1234MSA**

**Prepared for:**

**University of Central Florida**



12479 Research Parkway, Bldg. 600  
Orlando, FL 32826

Attention: Brian Sargent  
Purchasing Department  
Phone: 407-823-2661  
Fax: 407-823-5551

Proposals Due: September 6, 2013

**Carrie Smith**

Account Executive, Enterprise Business Solutions  
Bright House Networks  
65 S. Keller Road  
Orlando, FL 32810  
Tel: (832) 275-7378

[Carrie.Smith@mybriighthouse.com](mailto:Carrie.Smith@mybriighthouse.com)



<b>SUBMIT OFFER TO:</b> PURCHASING DEPARTMENT UNIVERSITY OF CENTRAL FLORIDA 12479 RESEARCH PARKWAY, BLDG. 600 ORLANDO, FL 32826 Phone:(407) 823-2661 – Fax (407) 823-5551 www.purchasing.ucf.edu		<b>University of Central Florida</b>  <b>INVITATION TO NEGOTIATE</b>  <b>Contractual Services Acknowledgement Form</b>	
Page 1 of 61	Pages	OFFERS WILL BE OPENED September 6, 2013 @ 2:00pm	ITN NO: 1234MSA
		and may not be withdrawn within _____ days after such date and time.	
UNIVERSITY MAILING DATE: <b>June 28, 2013</b>		ITN TITLE: <b>Wide Area Network Services</b>	
FEDERAL EMPLOYER IDENTIFICATION NUMBER OR S.S. NUMBER <b>020636401</b>			
VENDOR NAME <b>Bright House Networks</b>		REASON FOR NO OFFER	
VENDOR MAILING ADDRESS <b>4145 S. Falkenburg Road</b>			
CITY - STATE - ZIP CODE <b>Riverview, FL 33578</b>		<b>POSTING OF PROPOSAL TABULATIONS</b> Proposal tabulations with intended award(s) will be posted for review by interested parties at the Purchasing Department, our solicitation web page and the State of Florida's Vendor Bid System and will remain posted for a period of 72 hours. Failure to file a protest within the time prescribed in UCF Regulation 7.130(5) at <a href="http://regulations.ucf.edu/chapter7/index.html">http://regulations.ucf.edu/chapter7/index.html</a> shall constitute a waiver of proceedings under that regulation.	
AREA CODE <b>813</b>	TELEPHONE NO. <b>387-3650</b>		
	TOLL FREE NO.		
<b>813</b>	FAX NO. <b>472-1160</b>		

**Government Classifications**  
**Check all applicable**

- |  |   |
|--|---|
| <input type="checkbox"/> African American        | <input type="checkbox"/> American Women       |
| <input type="checkbox"/> Asian-Hawaiian          | <input type="checkbox"/> Government Agency    |
| <input type="checkbox"/> Hispanic                | <input type="checkbox"/> MBE Federal          |
| <input type="checkbox"/> Native American         | <input type="checkbox"/> Non-Minority         |
| <input type="checkbox"/> Non-Profit Organization | <input type="checkbox"/> Pride                |
| <input type="checkbox"/> Small Business Federal  | <input type="checkbox"/> Small Business State |

*I certify that this offer is made without prior understanding, agreement, or connection with any corporation, firm or person submitting an offer for the same materials, supplies, or equipment and is in all respects fair and without collusion or fraud. I agree to abide by all conditions of this offer and certify that I am authorized to sign this offer for the vendor and that the vendor is in compliance with all requirements of the Invitation To Negotiate, including but not limited to, certification requirements. In submitting an offer to an agency for the State of Florida, the vendor offers and agrees that if the offer is accepted, the vendor will convey, sell, assign or transfer to the State of Florida all rights, title and interest in and to all causes of action it may now or hereafter acquire under the Anti-trust laws of the United States and the State of Florida for price fixing relating to the particular commodities or services purchased or acquired by the state of Florida. At the State's discretion, such assignment shall be made and become effective at the time the purchasing agency tenders final payment to the vendor.*

**GENERAL CONDITIONS**

**1. SEALED OFFERS:** All offer sheets and this form must be executed and submitted in a sealed envelope. (DO NOT INCLUDE MORE THAN ONE OFFER PER ENVELOPE.) The face of the envelope shall contain, in addition to the above address, the date, and time of the solicitation opening and the solicitation number. Offer prices not submitted on any attached price sheets when required shall be rejected. All offers are subject to the terms and conditions specified herein. Those which do not comply with these terms and conditions are either automatically rejected with respect to non-compliance with non-negotiable terms and conditions or may be rejected, at UCF's sole discretion, with respect to any other terms and conditions.

**2. EXECUTION OF OFFERS:** Offers must contain a manual signature of authorized representative in the space provided above. Offers must be typed or printed in ink. Use of erasable ink is not permitted. All corrections to prices made by vendor must be initialed. The company name and F.E.I.D. or social security number must appear on each pricing page of the proposal as required.

**3. NO OFFER SUBMITTED:** If not submitting an offer, respond by returning only this offer acknowledgment form, marking it "NO OFFER," and explain the reason in the space provided above. Failure to respond without justification may be cause for removal of the company's name from the solicitation mailing list. NOTE: To qualify as a respondent, vendor must submit a "NO OFFER," and it must be received no later than the stated offer opening date and hour.

**AUTHORIZED SIGNATURE (MANUAL)**

**Craig Cowden, Sr. Vice President**  
**AUTHORIZED SIGNATURE (TYPED), TITLE**



**4. PRICES, TERMS AND PAYMENT:** Firm prices shall be negotiated and include all services rendered to the purchaser.

(a) **DISCOUNTS:** Cash discount for prompt payment shall not be considered in determining the lowest net cost for offer evaluation purposes.

(b) **MISTAKES:** Offerers are expected to examine the conditions, scope of work, offer prices, extensions, and all instructions pertaining to the services involved. Failure to do so will be at the offerer's risk.

(c) **INVOICING AND PAYMENT:** All vendors must have on file a properly executed W-9 form with their Federal Employer Identification Number prior to payment processing.

Vendors shall submit properly certified original invoices to:

Finance & Accounting  
12424 Research Parkway, Suite 300  
Orlando, Florida 32726-3249

Invoices for payment shall be submitted in sufficient detail for a proper pre-audit and post audit. Prices on the invoices shall be in accordance with the price stipulated in the contract at the time the order is placed. Invoices shall reference the applicable contract and/or purchase order numbers. Invoices for any travel expenses shall be submitted in accordance with the State of Florida travel rates at or below those specified in Section 112.061, Florida Statutes and applicable UCF policies. Travel Reimbursement must be made using the UCF Voucher for Reimbursement of Traveling Expenses available on the web at <http://www.fa.ucf.edu/forms/forms.cfm#>.

Final payment shall not be made until after the contract is complete unless the University has agreed otherwise.

**Interest Penalties:** Vendor interest penalty payment requests will be reviewed by the UCF ombudsman whose decision will be final.

**Vendor Ombudsman:** A vendor ombudsman position has been established within the Division of Finance & Accounting. It is the duty of this individual to act as an advocate for vendors who may be experiencing problems in obtaining timely payments(s) from the University of Central Florida. The Vendor Ombudsman can be contacted at (407) 882-1040; or by mail at the address in paragraph 4, (c) above.

The ombudsman shall review the circumstances surrounding non-payment to:

- determine if an interest payment amount is due;
- calculate the amount of the payment; and
- ensure timely processing and submission of the payment request in accordance with University policy.



65 S. Keller Road  
Orlando, FL 32810

September 6, 2013

Brian Sargent  
Purchasing Department  
University of Central Florida  
12479 Research Parkway, Bldg. 600  
Orlando, FL 32826-2661

RE: UCF ITN No. 1234MSA for Wide Area Networks

Dear Mr. Sargent:

Bright House Networks, LLC appreciates the opportunity to provide a proposal in response to the University of Central Florida's ITN No, 1234MSA for Wide Area Networks. After carefully reviewing your requirements, we have developed a cost-effective offering that will address both your current requirements as well as one that is flexible and scalable for your future growth.

In reviewing your RFP, it is Bright House Networks ("Bright House") understanding that the University of Central Florida (UCF) is seeking proposals for Wide Area Network (WAN) transport services including PRIs, SIP Trunks, Metro Ethernet circuits, Direct Internet Access circuits, cable modem/DSL services, and hosted WAN services. Bright House is proposing a complete solution to meet your specified requirements. As a recognized service provider, Bright House is dedicated to providing unsurpassed technological capabilities, reliability and performance. Bright House offers a facilities-based network infrastructure designed for the delivery of Data, Voice and Video Communications directly to customers' premises – meeting the increasing demands of businesses at the local, national and international levels.

As one of mid-Florida's largest communications companies, and a true long-time service provider with the strongest local presence and community involvement, Bright House is uniquely positioned to continue to offer WAN services to UCF. The company's organization is comprised of an extensive team of local engineers and support professionals who are engaged on a full-time basis in developing, providing and supporting the latest technologies for our customers. This team is expertly qualified to continue to support the needs of UCF's infrastructure described in this response document and grow along with a strong community partner.

If you have any questions regarding this proposal, please do not hesitate to contact me.

Sincerely,

Carrie Smith  
Account Executive, Enterprise Business Solutions



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## **3.2 – Respondent/Offer Submittal Sections**



### 3.2.1 Executive Summary

Describe the key elements of your proposal. UCF realizes that not one company would be able to provide all the services as delineated in the ITN. Thus, you must clearly identify the services that you are capable of providing. Highlight any major features, functions, value-adds, and areas of support that differentiate your service offering from your competitors' offerings.

#### **Proposer Response:**

#### **Executive Summary**

Bright House appreciates the opportunity to provide UCF with a response to ITN No. 1234MSA for Wide Area Networks (WAN) services. The local Bright House Account Team has prepared a very competitive response to your specifications outlined in the response query. We're confident that our solutions meet and exceed the requirements, offering increased efficiencies, stability and cost-saving for UCF, especially critical in these tough budget years.

Bright House Networks Business Solutions delivers advanced Voice and Data services on our own facilities-based network, providing UCF the highest level of quality and the one of the most reliable network infrastructures available. Our core network consists of thousands of miles of fiber optic cable with redundant path architecture. The Bright House backbone incorporates multiple 10 Gbps Ethernet connections to accommodate even the heaviest bandwidth requirements, and, with over 9,000 miles of fiber optic deployed, UCF can be assured that the network is not only the largest in mid Florida, but one of the most reliable.

In addition to exceptional cost and performance, our communication services come with the finest account management and support capabilities in the industry. We have dedicated our resources to ensuring the highest standards available with advanced technology solutions, top-notch customer support and dependable, monitored system performance. We have set new standards for responsive, personalized service – with Dedicated Account Management, professional Technical Support and locally-based Customer Care. Bright House has the largest local presence of any network service provider, with operations centers and dedicated professionals in every county we service.

Bright House currently provides fiber services for The City of Orlando, University of Central Florida, University of South Florida, Polk State College, Florida Southeastern University, Florida College, Southeastern University, and Hillsborough County Government, as well as many other colleges/universities and government organizations.

Bright House will use successfully evolved methods of implementation and adapt to UCF's specific requirements. Detailed planning will take place in order to deliver the scope of services in an effective and timely manner. Once the services have been successfully installed and tested, our Network Support Group will ensure all requirements set forth in the Service Level Agreements are being met or exceeded.

With a demonstrated and unshakable commitment to growth of local businesses, Bright House supplies the enterprise-class network services UCF needs, including Dedicated Internet Access, Metro Ethernet and Business Trunking – plus the cost savings and responsive account management it demands.



Bright House Enterprise Service is a highly-reliable facilities-based, end-to-end solution that provides greater bandwidth options and performance support for long-term growth. Bright House is committed to our service level agreement and provides a 24 x 7 x 365 staff devoted to system monitoring, proactive notification and a single point of contact.

Bright House has established a strong reputation as an engaged community member and quality service provider, and is committed to the quality of life and future technology growth of the customers that we serve. As a local provider servicing over 2.4 million households and businesses across the mid Florida region, Bright House has a demonstrated track record of quality, integrity, and responsiveness that UCF demands.

With a strong financial outlook, continued research and development, and dedication to fiscal responsibility, UCF can count on Bright House to be there when needed. Most important, Bright House understands its needs and is committed to providing the level of attention and care it won't find elsewhere. We strive to make it easy to adopt and use technology, and will take extraordinary measures to assure our services meet and exceed UCF's requirements.

Bright House looks forward to continuing to grow its successful partnership with UCF.



## Proposed Solution

Bright House has put together a comprehensive customized proposal for UCF to meet the current requirements in the ITN, and is scalable as UCF's needs change and grow, including the following services.

### Data Services:

**Metro Ethernet** for UCF to connect their multiple locations. Bright House's Metro Ethernet services offer variable bandwidth allocation for capacity demand fluctuations, flexible point-to-point or multi-point to multi-point connectivity, storage networking, dedicated fiber access for speeds up to 10 Gbps from UCF's facility to Bright House IP network, and creation of UCF's own virtual LAN (V-LAN) between sites. Bright House fiber architecture includes multiple self-healing rings to provide the superior reliability and redundancy UCF needs to connect multiple locations seamlessly and economically.

**Dedicated Internet Access** as a high-speed Internet circuit to transport the large files and to support Video Conferencing, VoIP, GIS Services and other applications. Included with Dedicated Internet Access is /27 with 29 usable IP addresses at no charge. This solution will provide UCF with tremendous growth capabilities with Bright House Fiber.

**Broadband Internet Access** – For moderate and low impact sites requiring less than 10Mbps down or 5Mbps up, Bright House is proposing Broadband Internet access where feasible. Critical sites, moderate and low impact sites requiring 10Mbps or greater Dedicated Fiber Access with Metro Ethernet will be utilized. Included with Broadband Internet are up to 50 email accounts, up to 1 GB of Automatic Remote Data Back-up that, once installed and configured, saves and stores all designated files on a secure, remote server, then automatically backs up files on a regular basis and User Level Security that provides anti-virus, anti-spam and spyware protection, along with a personal firewall for Windows-based computer systems.

### Voice Services:

**Business Trunking** as a voice solution. Bright House delivers voice traffic differently from other carriers. Because we own our network end-to-end, we deliver a pure connection, not incumbent on the restrictions of the Incumbent Local Exchange Carrier (ILEC). The voice traffic between locations will ride over UCF's private Metro Ethernet connection. No IPs are needed, as the traffic never leaves the Bright House network. The best solution for UCF voice traffic between locations is to create separate V-LANs for voice and data. The voice traffic has no interference from the data traffic. UCF can decide how much bandwidth to allocate for voice calls.

**Business Phone** - For smaller office locations requiring less than 12 phone lines or sites that do not have a PBX, Bright House Business Phone Full-Featured service that serves up to 12 phone lines with all features, including unlimited local and long distance calling, Call Forwarding, Caller ID, Speed Dial, and Hunt Groups.

If UCF elects to award Bright House additional locations within the term of the contract, Bright House will conduct a feasibility study to determine construction costs. Monthly recurring rates and/or one time installation fees will likely vary according to the capital required to construct these sites.

Bright House understands that service delivery is no longer a luxury, but a critical component of business, education, healthcare and government. The equipment we choose to deploy is based on proven track



record of reliability and we undergo significant in-lab testing before any component is even considered to carry our customer's data and voice traffic.

Bright House prides itself on providing locally-based customer service and support that ensures priority to its Enterprise customers with a Network Operations Center, available 24/7/365.

Bright House owns and operates its own fiber infrastructure and does not lease fiber to other providers or lease fiber from any other provider. By maintaining our own private network infrastructure, we are not susceptible to outside input or influence. The network is compliant with the Metro Ethernet Forum (MEF) and is both MEF 9 and MEF 14 certified. These certifications demonstrate that Bright House has proven, through a rigorous series of tests, to be capable of delivering well-defined levels of service quality that UCF can depend on.

#### **Enhanced Service Offering:**

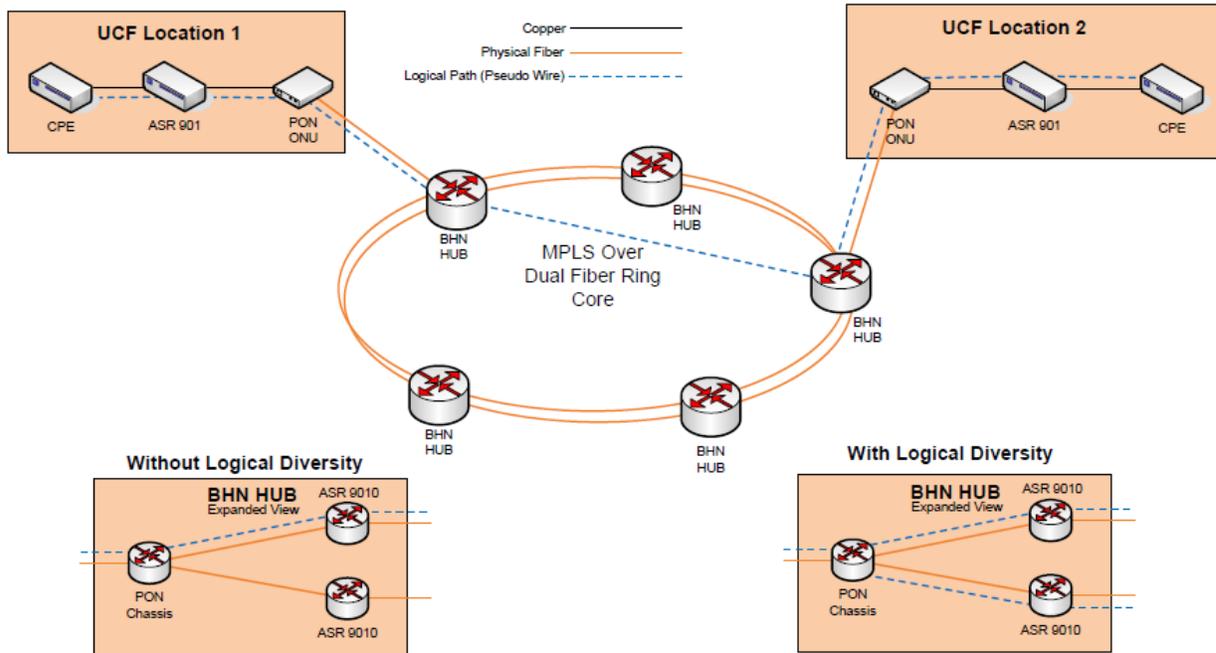
**Logical Diversity** - To increase resiliency in the delivery of our fiber based services to the customer premise, Bright House provides an option of Logical Diversity. Logical Diversity is achieved by adding an additional device on the customer premise that will establish a peer across our network. The advantage of this technology over standard delivery is that instead of the circuit terminating directly to one of the two edge routers in our hub, it has the ability to look past these devices and re-route accordingly if a customer were to be taken offline. This applies specifically to the devices in the Hub that individual circuits are terminated from. Our core network itself is resilient and already functions in this manner.

Bright House typically offers this extra layer of resiliency as a requested add-on that incurs an additional charge. With this proposed offering however, Bright House will include this enhanced service offering with every circuit terminated over fiber for UCF at no additional charge.

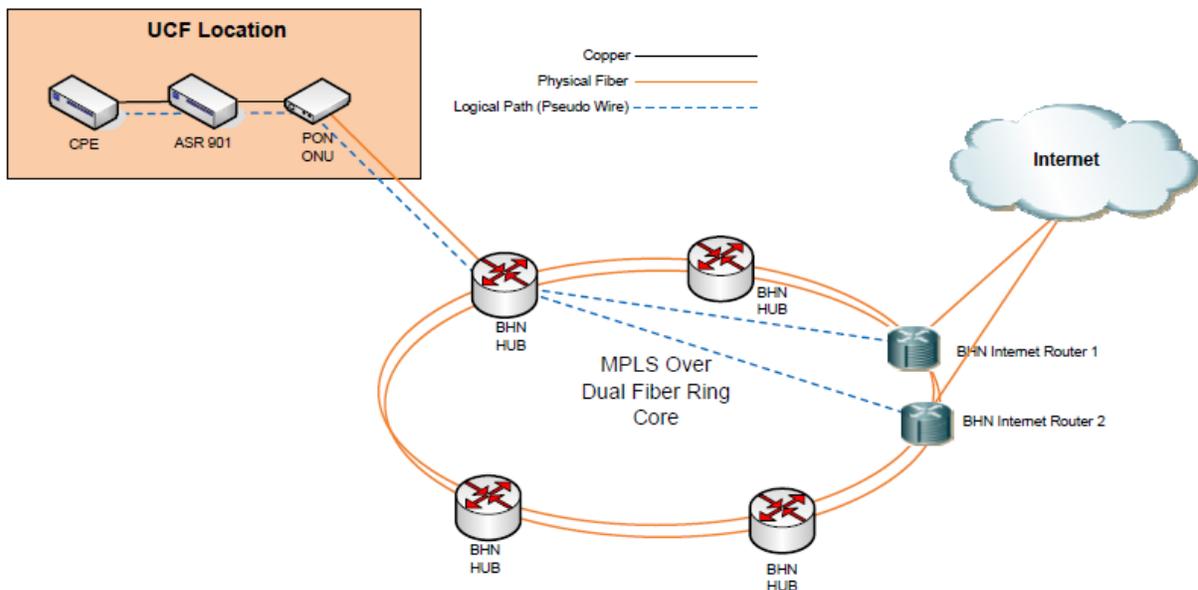


## Network Diagrams

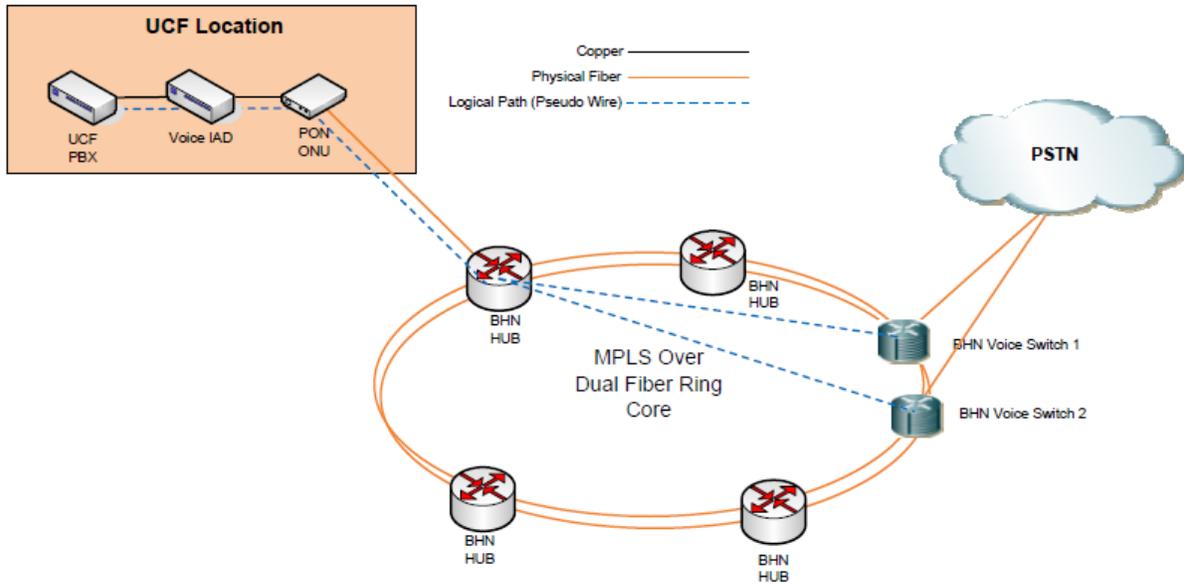
### Metro Ethernet – Logical Diversity



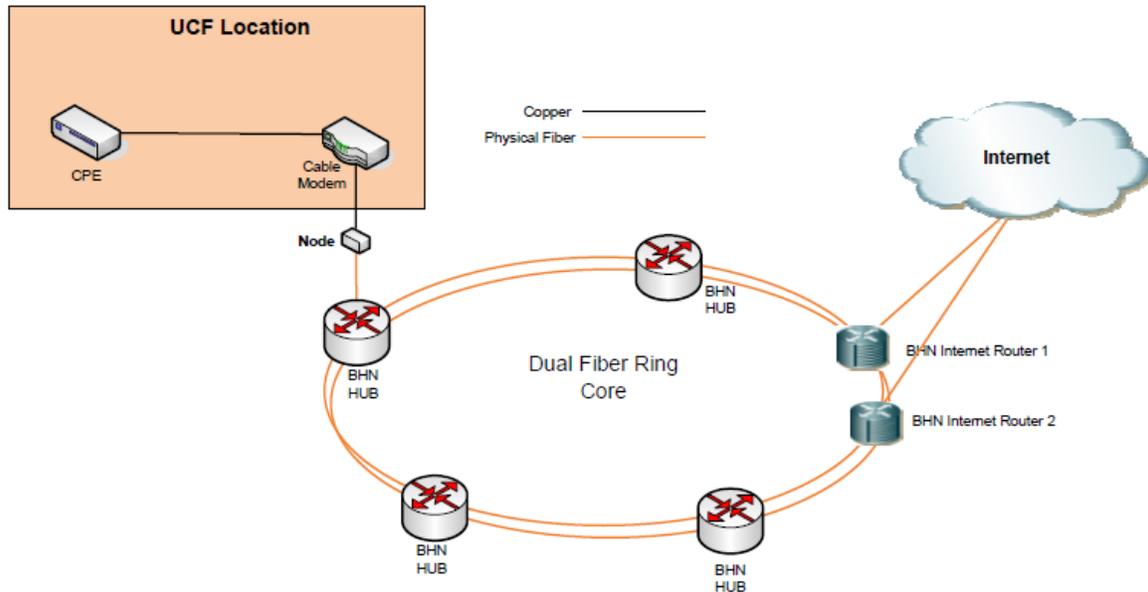
### Direct Internet Access (DIA)



## Voice



## Coax





### 3.2.2 Corporate Profile

Provide an overview and history of your company. Describe the organization of your company that includes organizational structure.

**Proposer Response:**

#### **Bright House Networks Profile**

Bright House Networks, LLC ("Bright House") is the sixth largest owner and operator of cable systems in the United States and the second largest in Florida, with technologically advanced systems located in five states including Florida, Alabama, Indiana, Michigan and California. Bright House is a privately-held, limited liability company, with corporate offices in Syracuse, NY and Orlando, Florida.

Bright House serves more than 2.4 million residential and commercial customers who subscribe to one or more of its Video, High Speed Data and Voice services. Bright House Networks Business Solutions offers a suite of phone, Internet, Ethernet and cable television services to businesses of all sizes. Currently, Business Solutions provides fiber services to more than 4,000 business locations, including BayCare Health System, UCF, Osceola County Schools and the City of Orlando.

Bright House is well positioned for future growth. Bright House has invested more than \$1B dollars over the past five (5) years in its infrastructure to provide advanced services to customers in next-generation core/edge router and optical infrastructure, to complete hub-to-head-end Layer 3 redundancy and to accommodate the rapid acceleration of Internet traffic. With this network transformation complete, Bright House has a native Ethernet 10G routing infrastructure. These investments will also support the migration to 100G routing and transport, as the technology and equipment ecosystem matures.

Bright House has a "fiber first" strategy in terms of Ethernet, emphasizing its own fiber network, deep reach within its regions, experience, and ability to construct connections quickly as required. Bright House is the leader in North America among cable operators in the aggressive deployment of EPON as its last-mile access technology to serve its fiber-based Ethernet Commercial Service and Cell Backhaul customer base. Bright House has also begun testing and offering services based on 10G EPON. Bright House has led the cable industry in deploying circuit emulation via pseudo-wire over Ethernet for cell backhaul; including both Ethernet and multi-T1 TDM interfaces that are required at the tower. Bright House is both MEF 9 and MEF 14 certified.

Its cable assets rank among the highest quality in the industry. Because of its size and the structure of both its footprint and senior leadership team, Bright House is strategically aligned to act swiftly on opportunities such as bringing new products and services to market, adopting standardized best practices, and capitalizing on ongoing infrastructure investments.

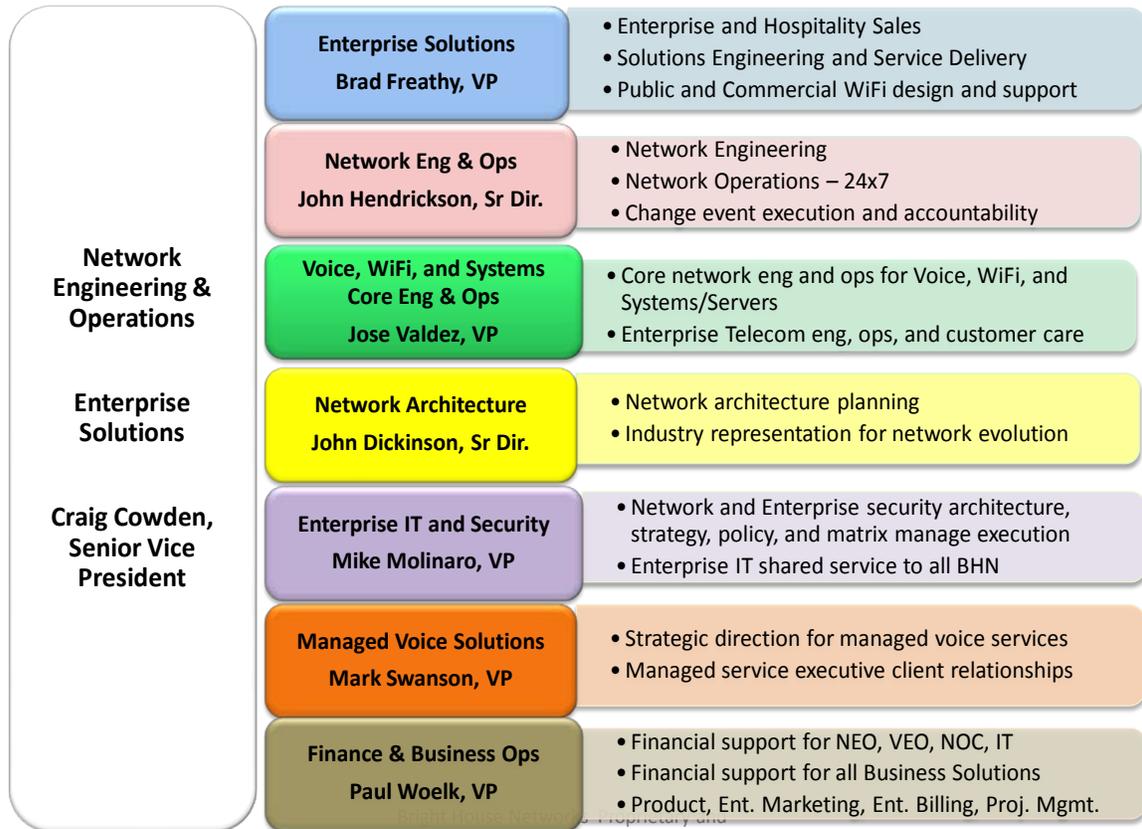
As of July 1, 2013, Bright House has 7,798 employees nationwide and 2,417 in selected locations in the Tampa area.



## Bright House Networks Organizational Structure

The Bright House Networks Network Engineering & Operations and Enterprise Solutions organization led by Craig Cowden will be responsible for leading and supporting UCF's service for Bright House. The organizational structure of the Team is described below:

### NEO and Enterprise Solutions Organization



Confidential



## Summary of Experience of Key Personnel

### Network Engineering and Operations (NEO) Management Team

#### **Craig Cowden, Senior Vice President – Network Engineering and Operations and Enterprise Solutions**

Craig Cowden currently serves as Senior Vice President – Network Engineering and Operations at Bright House. In his current role, Craig is responsible for the architecture, engineering, and operational support for all voice and data services, including commercial services support, and the sales and marketing for Enterprise Solutions. Specific to fiber Dedicated Access commercial services, Craig's team supports all Dedicated Internet Access, Metro Ethernet, WiFi and Business Trunking services. Craig also supports Bright House' strategic planning and implementation of wireless initiatives. Previously, Craig was employed at Sprint Nextel for 16 years, in a variety of network engineering and operational roles. In his most recent role at Sprint, Craig was Vice President-Access Interconnection, primarily responsible for the development of strategic and implementation plans targeted to reduce Sprint's total access costs paid to local exchange carriers. As such, Craig managed executive relationships across the telco and cable industry to implement cost initiatives aimed at reducing a \$4.0 billion annual access expense budget. Craig also previously managed all engineering and service delivery aspects of Cable/VoIP, including network infrastructure build-out and VoIP service activation. In a three-year span, Craig led the expansion of the Cable/VoIP business from a startup-up operation to more than 4 million subscribers by year-end 2008. Craig is an 18-year telecom veteran, all in various network engineering and operations roles in both wireline and wireless operational areas. Craig holds a Bachelor of Science degree in Engineering from the University of Michigan and Masters in Business Administration from the University of Kansas.

#### **Brad Freathy, Vice President – Wireless and Enterprise Solutions**

Brad Freathy currently serves as Vice Present – Wireless and Business Solutions at Bright House. In his current role, Brad's team provides life-cycle support for all Dedicated Internet Access, Metro Ethernet, WiFi and Business Trunking services. Brad is a 17-year veteran of advanced telecommunications with experience in all aspects of local and global networks supporting voice, video, and data. Brad's experience in enterprises services is broad having led Sprint's Managed Service Operations for Networks and Security supporting thousands of business customer networks around the globe, including many Fortune 500 and mission critical government agencies. Additionally, Brad has several years of experience supporting state-wide Florida networks and services as a leader in data networking, traditional LEC, and CLEC services while at Sprint's local telecommunications division in Orlando, Florida (now CenturyLink). Brad holds Bachelor and Master's Degrees in Engineering from Florida State University and also a Master's in Business Administration from the Crummer Graduate School of Business at Rollins College.

#### **Michael Johnson, Senior Manager – Network Services**

Michael Johnson currently serves as Senior Manager – Network Services at Bright House. In his current role, Michael's team provides life-cycle support for all Dedicated Internet Access, Metro Ethernet, and Business Trunking services. Michael is a 16-year veteran of the telecommunications industry, concentrated on local and global IP networks that support voice, video, and data services. Michael's experience in enterprise services includes having led Sprint's Managed Services team. In this role, his service delivery



and service assurance teams supported thousands of enterprise networks around the globe, including numerous Fortune 500 and government agencies. Additionally, Michael has engineering experience with IP, LEC, and CLEC networks across the state of Florida while at Sprint's local telecommunications division in Orlando, Florida (now CenturyLink). Michael holds Bachelor's Degree in Electrical Engineering from the Georgia Institute of Technology and also a Master's in Business Administration from the Crummer Graduate School of Business at Rollins College.

#### **Jason C. Marino, Senior Director, NOC**

Jason Marino, a near thirteen year veteran of Bright House, has been with the Network Operations Center for the duration of his company tenure. Previous experience includes nearly six years in the telecommunications industry (AT&T/Lucent) in a network engineering leadership position. Responsible for the 24/7 National Surveillance and Carrier Operations functions of the NOC, he leads a team of 40+ professionals that provide unwavering service support to the customers of Bright House. Jason is detailed oriented and imprints this upon his organization. The NOC processes for fault, incident, and change management, documentation and training thereof, along with daily and weekly key indicator reporting are a testament to the team discipline. Jason earned a Bachelor of Science degree in Information Systems from the University of South Florida.

#### **Linda Greer, Director of Business Operations**

Linda Greer's responsibilities include defining and implementing the end-to-end business processes as well as driving implementation to meet customer schedules. Linda manages a team Service Delivery professionals with responsibility for project management, customer communications and delivery of fiber services; this team owns the delivery of enterprise services through all implementation phases. This team of professionals has successfully managed the implementation of services for many large and complex customers such as Pinellas County Schools and Lakeland Regional Medical Center. Linda is a 25-year veteran of the cable and telephone industry and she has served Bright House and its predecessor companies for 21 years in various positions. She has held positions in Sales, Customer Care, Business Operations, Billing, and High Speed Data.

#### **Lori McCaffrey, Senior Director, Enterprise Sales**

Lori is responsible for the management of Bright House fiber customers. Lori has a strong telecommunications background with a proven track record in sales, operations and network development. Prior to joining Bright House, Lori was Regional Vice President for Looking Glass Networks and managed the wholesale and enterprise sales effort in New York, Chicago, Houston, and Dallas for this facilities based competitive access provider; Regional Vice President at Teligent where her responsibilities included sales, operations, and network development for the Midwest and Southeast and City Vice President at WorldCom/Metropolitan Fiber Systems where she was responsible for sales, sales engineering and operations for this fiber based competitive local exchange carrier. Lori received her Bachelor of Science, Marketing from Northern Illinois University.

**Gabino Nieto, Regional Sales Manager, Enterprise Business Solutions**

Gabino has over 25+ years of Sales, Sales Management and Executive Level leadership positions within the telecommunications industry in Central Florida & Tampa. His background includes experience in fiber network builds, wireless and wireline carrier networking and developing solutions for corporate voice and data networks primarily for enterprise business clients. In his current role, Gabino is responsible for leading the sales and retention initiative of Bright House Networks Enterprise Business Solutions team across 9 counties in Central Florida. Prior to joining Bright House Networks, Gabino served in various leadership roles at MCI Telecommunications, Time Warner Telecom and EarthLink.

**Carrie Smith, Senior Account Executive, Enterprise Business Solutions**

Carrie will continue to be the Account Executive managing the account for the University of Central Florida. She has served in that role since October, 2012. Carrie provides dedicated customer support with a focus on enterprise level telecommunications, specializing in the development of Dedicated Internet Access, metro-area-wide networks, trunk voice services, and managed network services. Carrie is the primary point of contact for any service or contract change requests. She received her Bachelor of Science degree in Animal Science from Sam Houston State University.



## Account Management

UCF's service will be continue to be provided and supported by the Bright House office located at 65 S. Keller Road, Orlando, FL.

The primary Account Executive will continue to be Carrie Smith who has been managing Bright House's relationship with UCF for the past year.

Carrie Smith  
Account Executive, Enterprise Business Solutions  
Bright House Networks  
65 S. Keller Road  
Orlando, FL 32810  
Tel: (832) 275-7378  
[Carrie.Smith@mybriighthouse.com](mailto:Carrie.Smith@mybriighthouse.com)



### 3.2.3 Company Background

#### **Proposer Response:**

#### **Experience Providing Service**

Bright House Networks Business Solutions is a division within Bright House which concentrates on selling and servicing enterprise customers with a full array of communication services, including voice, data, video, and managed services. The organization has been actively developing relationships with businesses, municipalities, colleges and universities since 1998 and has over 100,000 unique customers today. The customers are served entirely off of Bright House's fully-owned and operated fiber and coaxial networks and serviced with a dedicated call center that is distinct from the call centers that exist for Bright House residential services. This allows enterprise customers to get the attention to their needs that they expect from a commercial communications provider.

Within Florida, Bright House operates one of the largest network infrastructures, including over 100,000 miles of hybrid fiber-coax (HFC) and self-healing DWDM IP backbone networks. Bright House employees and management team have been providing services in the Central Florida area for over 30 years, including television, multi-level High Speed Internet Access and Metro Ethernet Data Services and Voice services including easy interface to existing PBX, with T-1, PRI and SIP.

As a technology partner, Bright House Business Solutions is focused on providing customized solutions to address the unique needs of customers in the education, healthcare, government, and hospitality sector. The company's suite of voice, data, video, and managed service products provide customize network solutions designed by a world-class technology team working collaboratively as an extension of the provider's IT department.

The three categories of voice products range from a fully hosted solution such as hosted voice or hosted PBS, hosted call center, or integrating with a premise-based solution through business trunking.

Bright House Network's robust fiber network offers high availability data solutions such as metro Ethernet and dedicated IP that can scale from 5mbps up to 10gbps of bandwidth. Larger bandwidth applications can be supported with managed wavelength solutions.

The company also offers additional solutions including WiFi, audio conferencing, and web hosting in addition to a full set of managed services solutions including managed LAN, managed WAN, and managed security.

Currently, Bright House provides services to the following organizations:

City of Orlando

Orange County Public Schools

University of South Florida

City of Tampa

City of St. Petersburg



Hillsborough Community College  
Southeastern University  
Polk State College  
Florida Southern University  
Florida College  
St. Leo University  
Pinellas County School District  
District School Board of Pasco County  
Polk County Schools  
Manatee County Schools  
Citrus County School District  
Hillsborough County Government  
Hernando County Government  
Pasco County Government  
Polk County Government  
Polk County Utilities

In addition, Bright House was awarded the Official Telecommunications Provider for the **2012 Republican National Convention**. As the Official Telecommunications Provider, Bright House was the exclusive provider of the complete video, voice and data infrastructure around the event. Services included a broad range of video and communications offerings to the Committee on Arrangements (COA) and Convention attendees including Dedicated Access Internet services scalable from 10 Mbps to 1 Gbps and Metro Ethernet. Bright House also provided hosting services and 24/7 network management and technical support. For the RNC, Bright House put in 48 miles of data cabling at the Tampa Bay Times Forum and convention center, and an additional 190 miles of single-strand fiber to the existing cable network in downtown Tampa.

While the Business Solutions organization will continue to concentrate on providing reliable voice, video, data and Internet services, it is committed to further enhancing its product portfolio to include emerging services such as Hosted and Managed Services. Our proven record of delivering services like providing Managed Internet Services to 252 locations for Orange County Public Schools, the award and successful implementation of being the Official Telecommunications Provider for the RNC and our relationship with four national cellular networks serving over 1,400 cell towers, demonstrates that Bright House Business Solutions, and more specifically, the Enterprise organization, is fully prepared to provide the services required by UCF.



## Benefits of Bright House Networks

### Why UCF Should Continue to Partner with Bright House Networks

- Bright House operates one of the largest network infrastructures, including over 100,000 miles of hybrid fiber-coax (HFC) and self-healing DWDM IP backbone networks.
- Bright House has invested more than \$1B dollars over the past five (5) years in its infrastructure to provide advanced services to customers in next generation core/edge router and optical infrastructure, to complete hub-to-head-end Layer 3 redundancy and to accommodate the rapid acceleration of Internet traffic.
- Bright House owns and maintains all of the fiber plant and optical transport equipment, with a dedicated fiber Construction Division that performs design and mapping, fiber product procurement, permitting and right of way management, installation, splicing, termination, testing and certification, monitoring and maintenance, and emergency response for restoration.
- Customers are served entirely off of its 100% owned fiber and coaxial networks. Bright House does not lease fiber to other providers, or lease fiber from any other provider. By maintaining our own private network infrastructure, we are not susceptible to outside input or influence.
- Leader in North America among cable operators in the aggressive deployment of EPON as its last mile access technology, and has begun testing and offering services based on 10G EPON.
- Bright House is both MEF 9 and 14 certified.
- Bright House has established interconnections with 19 carriers, for an approximate total of 60,000 telecommunications trunks, utilizing both SIP and TDM circuit technology.
- Bright House employees and management team have been providing cable and data services in the Central Florida area for over 30 years, including video services, multi-level High Speed Internet Access and Metro Ethernet Data Services and Voice services including Business Phone, PRI and SIP.
- Bright House's organization is comprised of an extensive team of engineers and support professionals engaged on a full-time basis in developing, providing and supporting the latest technologies.
- Bright House currently employs over 6,000 support personnel in the Central Florida region, with roles dedicated to every aspect of customer service and infrastructure maintenance and support, including a fleet of over 3,000 maintenance vehicles, and 9 call centers operating 7x24x365.
- Bright House Networks Business Solution, a division within Bright House Networks, has over 100,000 unique business customer relationships today, with fiber services to over 4,000 business and government locations.
- Business and government customers are serviced with a unique call center that is distinct from the call centers that exist for Bright House residential services.
- Bright House's NOC is staffed 24/7 and is located within a hurricane rated community, with redundant access points and HVAC controls independent of commercial power.

### 3.2.4 Financial Information

Provide financial information on your company (e.g., annual report, 10-K).

**Proposer *Response*:**

**As a private company, Bright House Networks does not wish to disclose sensitive financial information. If requested, we would be pleased to discuss our strong financial stability with the appropriate financial counterparts under non-disclosure terms.**

### 3.2.5 Reference Accounts

List three accounts with networks similar to UCF needs. University and/or College accounts would be a plus. Proposers must include:

- Company/University name and address
- Network services and length of service

**Proposer Response:**

**Florida Southern University**

DIA/Metro customer from November, 2003 to present.

John L. Thomas - CIO

[jthomas@flsouthern.edu](mailto:jthomas@flsouthern.edu)

863.680.6215

**Polk State College**

DIA/Metro customer from June, 2006 to present.

William M. De Witt – Director of Networking Systems

863.292.3658

[wdewitt@polk.edu](mailto:wdewitt@polk.edu)

**Stetson College of Law**

DIA/Metro/Voice customer from July, 2005 to present.

William Delgado - Assistant Director of IT

727-562-7395

[william.delgado@law.stetson.edu](mailto:william.delgado@law.stetson.edu)

## 4.0 – Specifications and Questions

## 4.0 SPECIFICATIONS AND QUESTIONS

### Proposer’s Network Facilities Overview

#### 4.1 Proposers are to describe how they provision circuits to their **customers**.

Table 1

<b>Question</b>	<b>Proposer’s response</b>
Is the Proposer a non-facility based or facility based provider? (Does not own network to customer’s premise)	<b>Facility Based</b>
Is the Proposer a facility based provider? (Owns network to customer’s premise)	<b>Yes</b>
Do you provision circuits to locations where your company does not have their own facilities and have unbundled network element agreements in force with ILECs?	<b>Yes. However, Bright House’s first option will always be to build its own network.</b>

Bright House owns and utilizes its own infrastructure to provide Metro Ethernet Point to Point and Point to Multipoint as well as Dedicated Internet Access. Bright House utilizes CWDM (Coarse Wave Division Multiplexing) technology from the customer premise to the circuit’s hub or head end site and DWDM (Dense Wave Division Multiplexing) technology on our self-healing fiber rings. Bright House owns and manages all of our point-to-point, point-to-multi-point, and Dedicated Internet Access circuits.

#### 4.2 NetworkArchitecture

Table 2

<b>Question</b>	<b>Proposer’s response</b>
Please provide a description on the design of your network in terms of reliability, the use of SONET, diverse routing, etc.	<b>Detailed Below</b>
How do you ensure survivability and service continuity?	<b>Detailed Below</b>
Describe the advantages of your proposed network design.	<b>Detailed Below</b>



## Network Architecture & Technology

Bright House deploys and maintains leading network and service platforms throughout Central Florida, providing a suite of voice, video and data products to both commercial and residential customers. Bright House continues making considerable investments in both its networks and in advanced technology to fuel its products and services.

Bright House has a long history of deploying advanced optical networks, with SONET rings first deployed in 1997, at 2.5 Gbps (OC48) capacities throughout Central Florida. In 2002, Bright House was one of the first service providers to deploy 10Gbps optical waves by investing in entirely new DWDM platforms. Over the past three years, Bright House has been investing in some of the most advanced optical DWDM platforms in Florida, and is one of the first service providers deploying 100G transport to continue to meet the expectations of our growing subscriber base and their increasing consumption of bandwidth. Bright House continues to innovate in the advancements of technologies in its network, infrastructure, and products.

Bright House owns and maintains all of the fiber plant and optical transport equipment, with a dedicated fiber construction division that performs design and mapping, fiber product procurement, permitting and right of way management, installation (aerial and underground), splicing and termination, testing and certification, monitoring and maintenance, and emergency response for restoration.

### High Level Topology

Bright House's network infrastructure consists of three critical pillars required to deliver cost effective, scalable, and reliable network-based solutions to its customers. The first pillar is the optical transport layer, which is a set of Dense Wave Division (DWDM) rings which provide reliable and scalable layer-1 transport solutions between all Bright House facilities. The second pillar is the routing and service layer, made up of carrier class IP/MPLS routing platforms. The third pillar is our suite of Ethernet-based access products making up our last mile access solution set which includes Ethernet Passive Optical Network (EPON) access and point-to-point Coarse Wave Division Multiplex (CWDM) / DWDM access products.

### Optical Transport Layer

The Core layer consists of a diverse mix of carrier-class DWDM platforms supporting primary and secondary dual ring physical transport architecture. 10Gbps and 100Gbps DWDM waves are provisioned across these rings to provide the capacity to effectively serve millions of Central Florida subscribers including tens of thousands of commercial customers. All transport links for the Bright House IP/MPLS core network are 10Gbps or greater.

### Routing and Service Layer

Bright House routing architecture includes the top leading routing platforms in the industry to scale the flexible service needs for our product offerings. In the Central Florida market, the Bright House routing and service platform includes over 300 carrier-class IP/MPLS routers.

The Cisco powered routing and services core is capable of supporting a wide range of layer-2 and layer-3 services edge-to-edge to meet enterprise connectivity requirements. The routing and service platform is fully capable of routing and switching native IPv4 and native IPv6 frames for both unicast and multicast. All the links across our core routing platform are made up of multiples of 10Gbps or 100Gbps at each router hop. We are very aggressive in upgrading network capacity to ensure the protection of all our services in the event of a critical fault (ring cut, core or aggregation router failure, etc.)

### Service Continuity

We protect our network capacity at 1+1 / N+N. Bright House operates an advanced IP-MPLS network. To ensure continuity of service, we employ IP-FRR and LDP-FRR to rapidly converge around failures. We utilize BFD to guarantee detection of silent faults within 100ms.

### Last Mile Access

Network access to the Bright House facilities is provided via fiber optic cable and either EPON or CWDM Ethernet optics. The determination of whether CWDM / DWDM or EPON is utilized is based on required committed information rate. For instance, if a CIR greater than 700 Mbps then point-to-point CWDM is utilized at link speeds of up to 10Gbps. For service speeds greater than 10Gbps to a location, DWDM transport solutions are utilized. For a CIR less than or equal to 500 Mbps EPON is deployed to meet the need.

### Quality Suppliers and Standards

Bright House deploys top quality products and materials in all aspects of our business, from optical cable to large terabit routers. Bright House has formed strategic partnerships with a large number of suppliers to ensure the best products are obtained for delivery of services, which has resulted in high reliability and products that can withstand all environmental hazards.

Bright House also believes in only utilizing standards-based products (e.g. IEEE, ITU and IETF) to ensure interoperability and future proofing of the platforms deployed. Bright House maintains active membership on the standards bodies to stay directly involved with advancing technologies. Utilizing standards-based network equipment ensures Bright House is not solely reliant on any single vendor for key network components in the event a supplier would exit the market or have a product problem. Bright House constantly works with product partners to design and invest in new products and next-generation technologies and is well known in the industry for advanced technology deployments that enhance the Bright House customer experience. Bright House is been fully certified for MEF-9 and MEF-14 compliancy.

## 4.3 Network Management

### 4.3.1 Network Control

Table 3

<b>Question</b>	<b>Proposer’s response</b>
Describe how network control, monitoring, and maintenance are performed.	<b>Detailed Below</b>
UCF expects to be notified at least 48 hours before any service effecting maintenance is to be performed.	<b>Understood and Will Comply</b>
UCF expects all maintenance whether service effecting or not be scheduled during non-business hours – preferably between 2AM and 6AM.	<b>Understood and Will Comply</b>

Within Florida, Bright House operates one of the largest network infrastructures, including over 100,000 miles of hybrid fiber-coax (HFC) and self-healing DWDM IP backbone networks. Bright House employees and management team have been providing cable and data services in the Central Florida area for over 30 years, including television, multi-level High Speed Internet Access and Metro Ethernet Data Services and Voice services including Business Phone, PRI and SIP.

The Company’s organization is comprised of an extensive team of engineers and support professionals that are engaged on a full-time basis in developing, providing and supporting the latest technologies for our customers. Bright House currently employs over 6,000 support personnel in the mid-Florida region, with roles dedicated to every aspect of customer service and infrastructure maintenance and support. With a fleet of over 3,000 maintenance vehicles and trained support staff in 9 call centers operating 7x24x365, Bright House clearly has ample resources to provide the type of service and support UCF requires, including proven reactive readiness to the most challenging natural disasters affecting the area we live in.

Bright House operates a 24/7/365 Network Operations Center (NOC) where applications and personnel monitor everything from customer premise equipment, transport, network and capacity. The NOC also provides support for Enterprise customers to call into for support services. The NOC uses industry standard fault monitoring tools, including CA Spectrum, to proactively identify defects. The NOC also leads the incident management process within Bright House and acts as a customer advocate throughout the process, pushing internal fix agencies to make repairs as fast as possible. The NOC also monitors the progress of standard maintenance activities, and will escalate activities that exceed expected timelines.

## Maintenance Notification Process

Bright House has implemented and maintains an ITIL based change management process. All changes are reviewed by a Change Advisory Board (CAB), and reviews each change for conflicts, risk mitigation, and customer concerns.

Once approved by the Change Advisory Board, Bright House will send out a notification via email from the NOC Carrier Operations team to the contact that the University of Central Florida identifies in advance of any planned maintenance that will be occurring. Bright House has a standard window of midnight to 6:00 AM for planned maintenance to the network.

Once all information has been gathered and accurately communicated, Carrier Operations moves forward with the following maintenance type notifications.

- **Planned Maintenance** Planned maintenance notifications will be sent via email from Bright House Carrier Operations. All planned maintenances are performed within the window of midnight - 6AM. Specifics as to the maintenance activity needed will be delivered, via email format, to isolate true impact time on a per maintenance basis. Additionally, planned maintenance notifications should be sent out to Dedicated Access customers 2 weeks, at minimum, prior to maintenance.
- **Emergency Maintenance** Emergency maintenance notifications are delivered via email on any situation deemed critical to the functionality of service to Bright House customers. These emergency types are generally performed during the normal maintenance windows of midnight - 6AM, Monday through Friday. Emergency maintenance notifications are sent out to Dedicated Access customers in advance of emergency activity and following emergency CAB approval. During a rare outage condition, Bright House may have to impact services in order to perform emergency restoration activities. Every effort is made to defer these activities to a maintenance window.

### 4.4 Commitment to Standards

The University is concerned about the future direction of broadband technology standards

Table 4

Question	<i>Proposer's response</i>
How have you integrated standards into your service offerings?	Detailed Below

Bright House operates a carrier class network to deliver voice, video, and data services to our residential and enterprise customers. This network has been certified to Metro Ethernet Forum 1.0 certifications, and are in the process of achieving MEF 2.0 certification.

Bright House is very active in various standards bodies, including CableLabs, IEEE, and the Metro Ethernet Forum. Participation includes leading publications and standards.

## 4.5 Internet Services

### 4.5.1. Dedicated Internet Access

Table 5

Question	Proposer’s response
Provide an overview of your Internet service.	Detailed Below
What transport technologies do you offer in delivering Internet Service?	Detailed Below

Bright House Dedicated Internet Access is a high-speed Internet circuit that utilizes fiber optics direct to premise to transport data at reliable dedicated speeds. Included with Dedicated Internet Access is up to 29 usable IP addresses (via /27 subnet) at no charge, but if needed Bright House Networks can support much larger network segments. In each Bright House Networks hub site the network will pick up logical and physical redundancy between hub sites connecting the Internet demarcation site for transport to our Internet peers.

Core network traffic is transported across an IPoDWDM fiber ring utilizing Cisco ONS 15454 and traffic is routed using Cisco MPLS-enabled routers. The service delivery backbone network is comprised of 100 Gbps IPoDWDM technology for bandwidth availability and each location will have a dedicated fiber connection. Bright House does not utilize timed circuits such as T-1 or DS-3, so there is no time multiplexing involved. We do aggregate fiber CWDM channels, so a fiber mux/demux is installed on-site with a wall mount or rack mount splice tray. The handoff equipment at dedicated Internet locations will depend on the desired bandwidth for that location. Lower speed circuits will be a standard RJ45 Ethernet port interface to the customer directly off a PON media converter. Higher speed circuits will be a multi-mode SFP connected to a Cisco ME3400-2CS and the customer facing port will be at their discretion. The ME3400-2CS has SFP ports as well and GigE. We can provide LC or SC SFPs for Multi-mode or Single-mode fiber interface. The handoff equipment at business class coaxial locations will be a cable modem with an RJ45 Ethernet interface.

4.5.1.1 Experience

Table 6

<b>Question</b>	<b>Proposer’s response</b>
Briefly describe your experience as an Internet service provider.	<b>Detailed Below</b>

Bright House was one of the early pioneers in offering Broadband ISP services to the Central Florida area. In early 1997, we launched our first Road Runner High-Speed Online customer in Tampa Bay, and the service was launched in Orlando by 1999. With more than 15 years of experience as a leading high-speed Broadband Internet provider, Bright House has been actively developing relationships with businesses, municipalities, colleges and universities since 1998 and has over 100,000 unique customers today. The customers are served entirely off of Bright House’s fully-owned and operated fiber and coaxial networks.

Bright House is now the sixth largest owner and operator of cable systems in the United States and the second largest in Florida, with technologically advanced systems located in five states including Florida, Alabama, Indiana, Michigan and California. Bright House serves more than 2.4 million residential and commercial customers who subscribe to one or more of its Video, High Speed Data and Voice services. Bright House Networks Business Solutions offers a suite of phone, Internet, Ethernet and cable television services to businesses of all sizes. Currently, Business Solutions provides fiber services to more than 4,000 business locations, including BayCare Health System, University of Central Florida, the City of Tampa and the City of Orlando.

Within Florida, Bright House operates one of the largest network infrastructures, including over 100,000 miles of hybrid fiber-coax (HFC) and self-healing DWDM IP backbone networks. Bright House employees and management team have been providing services in the Central Florida area for over 30 years, including television, multi-level High Speed Internet Access and Metro Ethernet Data Services and Voice services including easy interface to existing PBX, with T-1, PRI and SIP. Bright House Network’s robust fiber network offers high availability data solutions such as metro Ethernet and dedicated IP that can scale from 5mbps up to 10gbps of bandwidth. Larger bandwidth applications can be supported with managed wavelength solutions.

Our proven record of delivering services like providing Managed Internet Services to 252 locations for Orange County Public Schools, the award and successful implementation of being the Official Telecommunications Provider for the RNC and our relationship with four national cellular networks serving over 1,400 cell towers, demonstrates that Bright House Business Solutions, and more specifically, the Enterprise organization, is fully prepared to provide the services required by UCF.

#### 4.5.1.2 Network Design

Table 7

<b>Question</b>	<b>Proposer’s response</b>
Describe your network design. Describe your peering.	<b>Detailed Below</b>
Describe your peering experience and history	<b>Detailed Below</b>

#### Internet Connectedness

Bright House is a diverse multi-homed Internet Service Provider with direct interconnects with Time Warner Cable, Qwest Communications, XO Communications, Level 3 Communications, tw telecom holdings, MPInet, and FloridaNet(Florida Lambda Rail) and many local ISPs and telecom companies in Florida. Bright House peers externally for both IPv4 and IPv6 and can support the routing of both.

Bright House maintains multiple Internet peering Points of Presence (POPs) for Internet access in both Tampa and Orlando regional markets to ensure “always on” service. In aggregate Bright House maintains multiple hundreds of gigabits per second in peering capacity from the Orlando and Tampa markets with regular capacity expansion to ensure effective 1+1 protection across diverse POPs. Bright House has been providing BGP transit for enterprise customers for 10 years.

#### 4.5.1.3 Security Support

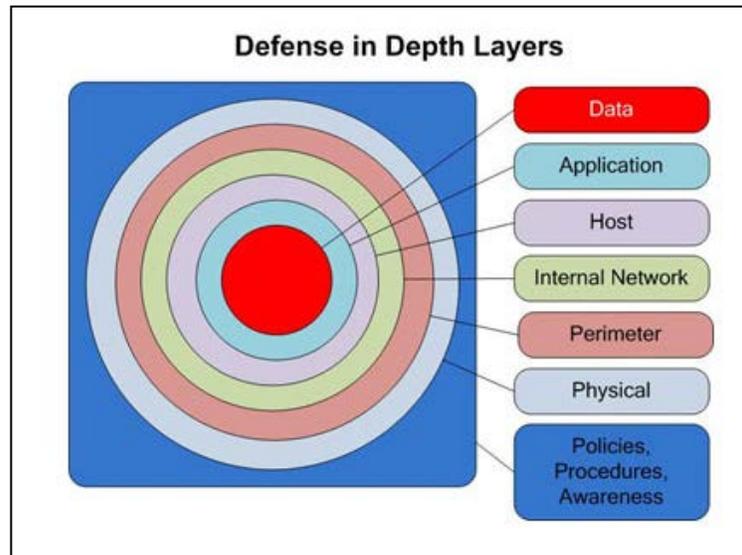
The University is a popular site for hackers and would be hackers.

Table 8

<b>Question</b>	<b>Proposer’s response</b>
What security support do you offer to minimize outside access from unauthorized Internet users?	<b>Detailed Below</b>

Bright House designs its assets and information security based on a Defense in Depth (See Figure below). Defense in Depth is a practical strategy for achieving information security assurance in highly networked environments. It is a “Best Practices” strategy in that it relies on the intelligent application of network and security management and defense techniques with technologies that are currently available. Defense in Depth by definition is the practice of layering defenses to provide added protection. Defense in depth increases security by raising the cost and time of an attack. This system places multiple barriers between an attacker and your business-critical information resources. All Bright House security staff are certified and training in the varied techniques and frameworks of information systems security and risk management practices.

For customers this is one area or example that translates into a quantitative value statement that Bright House takes Cyber security serious.



4.5.2 ISP Peering or Alternate Internet Services

Bright House supports multi-homed Internet customers via other providers. If an Internet customer has a unique ASN from ARIN, a minimum of a /24 IP allocation and an alternate provider, we can provide BGP peering with any provider to support redundant Internet connections for high availability to the end customer. Please also refer to response in Section 4.5.1.2 above.

Table 9

Requirement	Proposer’s response
<p>UCF may elect to have two different Internet Service Providers provide commodity Internet. However, in this scenario both ISPs must have peering agreements between them to allow optimum IP routing and load balancing. The peering agreements between ISPs must allow for exchanging IP routing information via BGP-4. This will allow for load-balancing between ISPs.</p>	<p><b>Bright House will peer directly with the customer in a multi-homed scenario using BGPv4. We can provide default or full routes in a peering session</b></p>
<p>ISP’s must list ISPs in which they have “in-place” or will have peering agreements with using BGP-4.</p>	<p><b>Bright House is currently directly peered with Time Warner Cable, Qwest Communications, XO Communications, Level 3 Communications, tw telecom holdings, MPInet, and FloridaNet(Florida Lambda Rail).</b></p>
<p>ISPs agreeing to provide such alternative services must indicate if such peering services have any additional associated charges.</p>	<p><b>Bright House does not charge extra fees to provide BGP peering</b></p>

## 4.6 IP Transport or Metro Ethernet Services

Table 10

<b>Requirement</b>	<b>Proposer's response</b>
UCF currently employees 802.1Q VLAN tagging between the main campus and all the remote Metro Ethernet sites. This VLAN tagging allows multiple bridge networks to share the same "local loop" back to UCF.	<b>Understood and Will Comply</b>
UCF must have flexibility in choosing bandwidths for each remote site, e.g., 5Mbps, 10Mbps, 20Mbps, 30Mbps, 50Mbps, 80Mbps, 100Mbps, 200Mbps, 300Mbps, 400Mbps, 500Mbps, 1 Gbps, and etc.	<b>Understood and Will Comply</b>

## 4.7 Cable Modem / DSL Services

Table 11

<b>Requirement</b>	<b>Proposer's response</b>
UCF uses business class cable modem services in specific locations when the size of the office and program budget make the implementation of a broadband service the best networking choice. Describe your service offering.	<b>The Coaxial cable service is best effort service and is delivered using a DOCSIS cable modem connected to the HFC plant at the customer's site. BHN provides Voice, Video, WiFi and HSD service in this space.</b>
Specify what Internet speeds are offered?	<b>4 Mbps x 768 Kbps, 18 Mbps x 2 Mbps 35 Mbps x 3 Mbps, 70 Mbps x 5 Mbps 100 Mbps x 10 Mbps</b>
Specify if voice services available?	<b>Business Phone (BP) – POTS based service Trunks &amp; Data (TDX) Bundled Solution – up to 24 Trunks (i.e. Analog, PRI,CAS, and SIP) combined with High Speed Data bandwidth.</b>
What security features are available with your offering?	<b>Secure Internal and Guest Wireless Access Site to Site VPN Content Management Firewall Technology</b>
What is the provisioning process?	<b>Obtain customer signature, tech site survey, equipment installation, due date coordination, then delivery of services.</b>

## 4.8 NXX Provisioning

Table 12

Requirement	Proposer's response
UCF may require additional NXX ranges for DIDs as the campus grows or additional remote campuses are added or expanded. What are your capabilities in provisioning new NXXs?	<b>Bright House can provision additional blocks of numbers are needed. For additional blocks of 1000 numbers, provisioning time is approximately 30 to 45 days.</b>
What is your pricing structure in NXX provisioning?	<b>UCF has advised that pricing is not required in this Response.</b>
Do you require the immediate use of the DIDs? Or, can UCF use what is necessary and then as we need more, you can provide more DIDs sequentially from the same NXX block?	<b>When Bright House NEO receives the block range, they can be turned up on the switch, and the number block can be added to Billing. As UCF needs the numbers activated on their PBX, it can place them as needed.</b>

## 4.9 Primary Rate Interface – This Section Only Pertains to PRI Services

### 4.9.1 Integrated Services Digital Network (ISDN) for Local Access

The University currently uses PRIs for local access for the voice network.

Table O

Requirement	Proposer's response
Proposers with PRI provisioning capabilities must support high speed, high quality, uncompressed DS0s, operating at speeds up to 64 kbps, across a Primary Rate Interface (PRI) access.	<b>Bright House offers PRI services utilizing 23 64k capability "B" channels with one "D" channel for signaling on each PRI offered. Bright House can also support NFAS (Non-Facility Associated Signaling) if required</b>

### 4.9.2 PRI Requirements

The University uses PRI circuits to provide voice services the UCF community. These circuits terminate on Session Border Controllers and are distributed across the voice network.

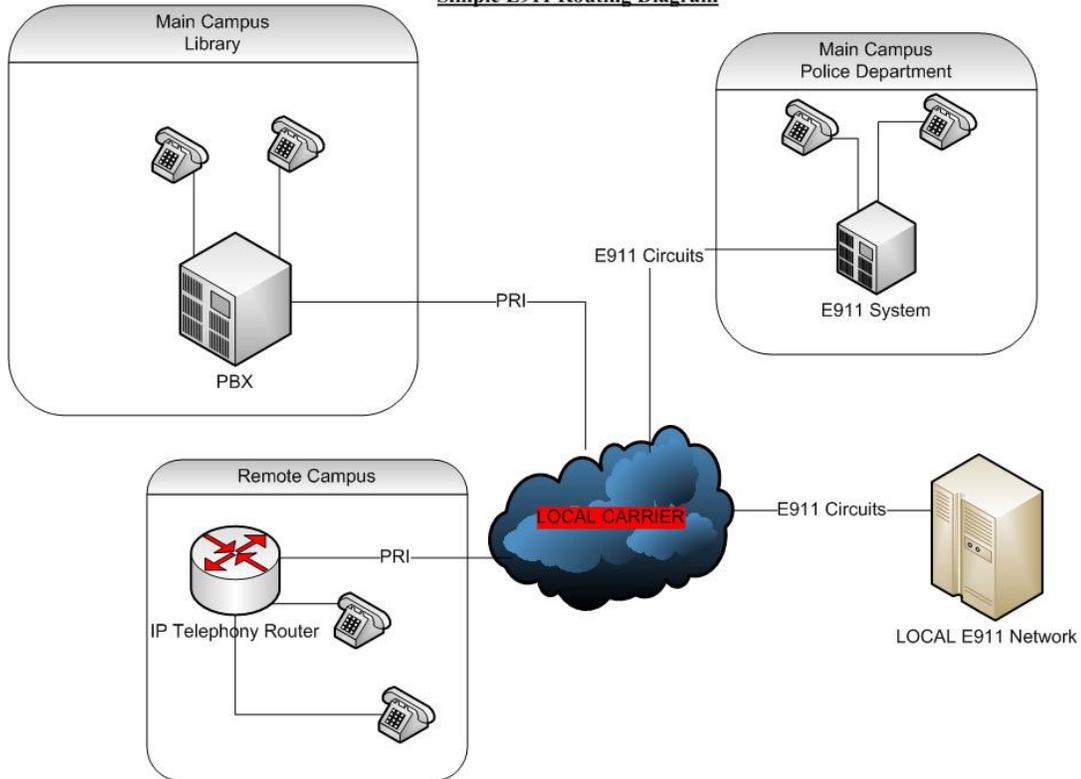
Table 13

Requirement	Proposer's response
Proposers' PRI service for local access must provide two-way data passing and 64Kbps per channel.	<b>All Bright House PRI's are setup up as two-way with 64k per channel</b>



Each PRI will have one D channel for signaling.	<b>Bright House will support one D channel for signaling as well as NFAS at customer request</b>
Proposers must provide multiple trunk groups configured to UCF's specifications	<b>Bright House will support multiple Trunk groups at UCF discretion</b>
Proposers' PRI local access service must accept outbound ANI information from the University's voice network to enable phone numbers to be displayed on Caller ID equipment off-campus.	<b>Bright House will utilize outbound ANI information provided by the University's voice network to enable individual caller ID displayed off campus.</b>
Proposers' facilities must support E911 over outbound PRI calls.	<b>All Bright House local services including PRI's support E911 for outbound calls</b>
The Proposers' PRIs must provide in-bound Caller ID at <u>NO additional costs</u> for each transaction.	<b>Inbound Caller ID and Caller Name (CNAM) is provided at no additional costs on all PRI services.</b>
Proposers may be asked to port a range of the existing UCF DID pool for project purposes. Proposers should have the capability of porting DID's.	<b>Bright House can port existing UCF numbers contingent of the numbers being active with the current carrier and present in the current carriers systems/customer records (CSR's), free of account freezes, and numbers being considered portable by the current carrier.</b>
UCF has its own PSAP on main campus. This PSAP is operated and managed by the UCF Police Department. 911 calls are routed out the PSTN through the Orange County Public Safety Network. The carrier must be able to route 911 calls as calls do not route directly to the on campus PSAP.	<b>Bright House Network is directly Interconnected to the E911 Selective Router and will terminate all 911 calls to the Orange County Public Safety Network.</b>
The Selected Proposer must be able to accept E911 information updates in NENA 2.1 or NENA 3.0 format via SFTP or email protocol for Moves, Adds, and Changes at UCF locations.	<b>Understood and will comply</b>
The Selected Proposer providing PRIs to the UCF main campus must provide PRI services to other UCF locations in Central Florida at the same rates.	<b>Bright House will comply provided that each location is on On Net.</b>

**University of Central Florida  
Simple E911 Routing Diagram**



4.9.3 Local Calling and Local Extended (Toll) Calling Areas

Table 14

Requirement	Proposer's response
<p>Since Proposers' service area boundaries differ, all Proposers must fully describe their local calling area including and defining "local extended calling" areas/zones. Proposers must identify their rates for local extended calling. Proposers must be careful in their descriptions and rate presentations to allow UCF to understand clearly the Proposer's current local calling and local extended calling policy. This includes delineating or listing NXXs as local free calling and listing NXXs for local extended calling.</p>	<p>Please see the Local Calling Area chart for Orlando detailed below. Bright House will provide UCF with any other calling areas upon request. Bright House does not have "local extended calling" area/zones.</p>



Bright House Networks  
Local Calling Area  
August 2013

Rate centre	Area Code			
	407	321	352	386
Local Calling Areas from ORLANDO				
<a href="#">Orlando, FL</a>	218 219 220 222 223 224 226 228 230 231 232 233 234 235 236 237 240 241 242 243 244 245 246 247 248 249 250 251 253 254 255 256 257 259 264 266 267 269 271 273 275 276 277 281 282 283 284 285 286 289 290 291 292 293 294 295 296 297 298 299 300 306 307 308 309 313 316 317 318 325 337 338 340 341 342 345 351 352 353 354 355 356 360 362 363 367 369 370 371 372 373 374 375 376 377 380 381 382 384 385 386 393 394 398 399 400 401 403 404 405 406 408 409 412 413 418 419 420 421 422 423 424 425 426 427 428 429 432 434 437 438 440 441 443 445 446 447 450 451 453 454 455 456 458 459 466 468 470 471 472 473 476 480 481 482 484 485 486 487 488 489 490 491 492 493 494 495 496 497 500 501 502 503 504 505 506 509 513 514 515 516 517 521 522 523 524 525 526 527 532 535 536 538 540 541 545 558 563 567 570 574 575 578 579 580 581 582 583 587 590 591 592 595 600 601 608 610 615 616 625 626 631 633 641 642 648 649 650 651 658 666 668 674 675 680 683 685 690 692 694 697 701 704 948	200 201 202 206 209 217 229 230 231 234 235 236 239 240 245 246 247 251 270 276 278 281 287 293 297 299 300 319 331 332 352 354 388 400 418 436 438 445 500 558 662 663 675 689 695 710 732 754 800 841 842 843 888 945 946 947 948		
<a href="#">Apopka, FL</a>	358 410 464 553 565 598 703 753 814 880 884 886 889	248 256 322 396		
<a href="#">Celebration, FL</a>	528 557 566 964	559 939		
<a href="#">Clermont, FL</a>			223 227 241 242 243 394 404 432 536 708 978 988	
<a href="#">DeBary, FL</a>				215 232 259 320 516 574 575 601 668 742 753 845
<a href="#">East Orange, FL</a>	368 439 442 499 512 568	226 285 413 804		
<a href="#">Geneva, FL</a>	349 392 519 602	238 325 414		
<a href="#">Groveland, FL</a>			366 429 449 557	
<a href="#">Kissimmee, FL</a>	201 279 288 301 319 334 343 344 346 348 350 361 414 433 452 460 483 508 518 520 530 552 569 572 624 655 705 729 738 742 744 749 764 780 791 846 847 870 873 910 922 931 932 933 935	219 250 284 333 337 402 437 442 443 682 697 746 900		
<a href="#">Lake Buena Vista, FL</a>	560 824 827 828 842 934 938 939		395	
<a href="#">Montverde, FL</a>	469 544 559	224 273		
<a href="#">Orlando, FL</a>	278 326 327 359 365 366 542 588 603 706 796 901 971 977	244 296 348 415 765		
<a href="#">Reedy Creek, FL</a>	238 239 315 387 465 477 550 584 597	218 329		
<a href="#">Sanford, FL</a>	272 302 314 320 321 322 323 324 328 330 333 357 391 402 416 417 430 431 444 474 531 547 548 549 562 585 665 687 688 708 710 732 771 792 804 805 999	233 249 257 262 275 283 363 377 420 485 578 696 832 926		
<a href="#">St Cloud, FL</a>	498 556 593 709 891 892 908 957 979	624 766 805 895		
<a href="#">West Kissimmee, FL</a>	329 390 396 397 479 507 546 586 589 594 606 707 787 809 966 997	286 401 677		
<a href="#">Wintergreen, FL</a>	217 258 605 612 876 909			
<a href="#">Winter Garden, FL</a>	287 347 378 395 554 573 614 654 656 798 877 905 993		221	
<a href="#">Winter Park, FL</a>	200 212 213 214 215 225 227 229 252 260 261 262 263 265 274 280 303 304 310 312 331 332 335 336 339 379 383 388 389 415 435 448 461 462 463 467 475 478 510 529 534 539 551 571 596 599 607 609 617 618 619 620 621 622 623 628 629 637 643 644 645 646 647 657 659 660 661 667 670 671 672 673 677 678 679 681 682 691 695 696 699 702 712 713 714 718 733 739 740 741 746 754 756 767 772 774 782 786 788 790 806 830 831 834 838 862 865 869	203 207 214 228 263 274 277 279 280 282 295 303 304 356 397 422 439 441 444 460 527 594 972		

4.9.4 Direct Inward Dial (DID)

UCF has 28,600 essentially sequential DIDs. The DIDs are as follows:

407-823-0000 through 6999 – UCF’s Main Campus

407-882-0000 through 9999 – UCF’s Main Campus

407-235-3600-through 3999 – Downtown Remote Campus

407-284-6000 through 6199 – Universal Blvd Remote Campus

407-903-8000 through 8999 – Universal Blvd Remote Campus

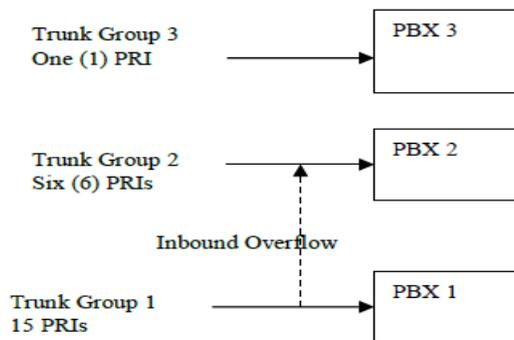
407-266-0000 through 9999 – Lake Nona Campus

Table 15

Requirement	Proposer’s response
Proposers’ must be able to port UCF’s existing DIDs if and then UCF selects your company to provide PRIs.	<b>Bright House can port existing UCF numbers contingent of the numbers being active with the current carrier and present in the current carriers systems/customer records (CSR’s), free of account freezes, and numbers being considered portable by the current carrier.</b>

4.9.5 PRI Multiple Trunk Groups

The service provider must support multiple trunk groups to UCF’s Telephone system on the Main campus. The following simple drawing describes the current configuration:



**Proposer Response:** Bright House can support multiple trunk groups (Per PRI or encompassing multiple PRIs) to support UCF’s needs, including site to site failover.

4.9.6 Seasonal PRI Circuit “Turn-Down”

UCF’s call traffic is seasonal in nature based on faculty and student populations.

Table 16

<b>Question</b>	<b>Proposer’s response</b>
Does your company offer a seasonal PRI circuit(s) turn-down program in which one or more selected PRIs can be turned-down for a pre-selected window of time (one or more months)?	<b>Yes, Bright House can offer this program.</b>
Please explain your program.	<b>However, the facility must be on On Net and the PRI’s that are seasonal will most likely come at a higher cost than those that have a term commitment. Bright House is open to discussing this program, understanding the parameters of this request in more detail, and working with UCF to achieve a viable option.</b>

4.9.7 Pricing for PRI

Table 17

<b>Requirement</b>	<b>Proposer’s response</b>
Proposers’ pricing must be fully inclusive in providing PRI service to UCF. Thus, all costs involved in providing PRI services on a monthly basis must be included in the PRI costs, i.e., local loop charges if using BellSouth’s facilities at the time the informal Price Quotes are submitted.	<b>Understood and Will Comply</b>
The responses to the informal Price Quotes must break out the PRI monthly rate, DID charges, the Universal Service Charges (USF) per PRI, and Federal Subscriber Line Charges.	<b>Understood and Will Comply</b>

4.9.8 Support for PRI

4.9.8.1 Implementation

The University considers implementation of selected Proposers’ services as very critical. Each Proposer must provide a comprehensive description that delineates the who, what, when, and how of the implementation process. The University does have a few rules that must be followed:

Table 18

<b>Requirement</b>	<b>Proposer’s response</b>
The University must communicate its service needs to the selected Proposers by an informal price quote. See Section 5.11.	<b>Read and Understood</b>
The selected Proposer must perform all necessary coordination with ILEC and CLECs in the provisioning of circuits. The University will only use its technical staff in performance of the CPE installations and coordinating with selected Proposer. Therefore, communications between both parties are paramount.	<b>Understood and Will Comply</b>
The selected Proposer must be able to port all current telephone numbers to their network. This includes the DID groups listed in 5.10.4	<b>Bright House complies with this requirement.</b>

4.9.8.2 Implementation Plan for PRI

Provide a sample implementation plan that details the smooth transition from our current environment to your proposed services. Include the following information:

Table 19

<b>Requirement</b>	<b>Proposer’s response</b>
A brief description of the major steps in the implementation process	<b>Detailed Below</b>
Any major activity that involves our employees or premises,	<b>Detailed Below</b>



<p>Proposer is to provide simple drawings of the proposed network configuration involving UCF's switches, and Proposers' point-of-presence for PRI services. Include these drawings in your RFP response.</p>	<p><b>Understood and Will Comply</b></p>
<p>Time frames for critical activities and other tasks required of the University</p>	<p><b>Understood and Will Comply</b></p>

**Brief description of the major steps in the implementation process:**

- **Obtain a signed LOA from UCF**
- **LOA will be submitted to request CSR**
- **Obtain an ensure accuracy of CSR from incumbent**
- **Provide UCF with Trunk Configuration to be reviewed and approved**
- **Order submitted and reviewed by finance**
- **Voice Operations Team will schedule a port in date with the customer and the losing carrier**
- **Field Engineer will be onsite for the cut over**

**Any major activity that involves our employees or premises:**

- **Initial site survey to determine premise equipment and requirements.**
- **Second site survey to determine fiber path, entry point, and conduit availability.**
- **Installation of equipment**
- **Day of activation.**
- **Any events in the future that require on site troubleshooting.**



4.9.8.3 Implementation Support for PRI

Table 20

Requirement	Proposer's response
Identify the individual in your organization who will act as a focal point for implementation.	<b>Jeremy Ickovic</b>
Include an organizational chart depicting your proposed implementation team, including titles and functional roles, and any subcontractors.	<b>Please see Bright House Organizational Structure included in the response to Table 30 below.</b>
Describe your escalation procedure for addressing problems during implementation.	<b>Please see the Bright House Operations Escalation List below</b>

## Bright House Networks Escalation List



Escalation Level	Bright House Networks Escalation Points Name / Title / Email	Contact Numbers
Level 1	Jeremy Ickovic Senior Enterprise Implementation Specialist <a href="mailto:Jeremy.Ickovic@mybriighthouse.com">Jeremy.Ickovic@mybriighthouse.com</a>	(813) 215-4994
Level 2	Wendy Albertson Service Implementation Manager <a href="mailto:Wendy.Albertson@mybriighthouse.com">Wendy.Albertson@mybriighthouse.com</a>	(407) 215-5220
Level 3	Michael Johnson Sr. Manager, Managed Network Services <a href="mailto:Michael.Jonshon@mybriighthouse.com">Michael.Jonshon@mybriighthouse.com</a>	(813) 387-3632
Level 4	Jay Gerstner Director Voice and WiFi Core Operations <a href="mailto:Jay.Gerstner@mybriighthouse.com">Jay.Gerstner@mybriighthouse.com</a>	(813) 374-0014

#### 4.9.8.4 Traffic Studies for PRI

Table 21

<b>Requirement</b>	<b>Proposer's response</b>
UCF requires service provider provide traffic studies across all PRIs at no charge to UCF on any two one-month periods of UCF's choosing per contract year.	<b>Bright House can provide these Traffic utilization Studies. Months will need to be provided to kick off traffic studies.</b>

## 4.10 Enterprise SIP Trunking

### 4.10.1 Enterprise SIP Trunking Requirements

The SIP Trunking circuits terminate on Session Border Controllers and are distributed across the voice network.

Table 22

<b>Requirement</b>	<b>Proposer's response</b>
Proposers' SIP Trunking local access service must accept outbound ANI information from the University's voice network to phone numbers to be displayed on Caller ID equipment off-campus.	<b>Bright House will utilize outbound ANI information provided by the University's voice network to enable individual caller ID displayed off campus</b>
Proposers' facilities must support E911 over outbound SIP Trunking calls.	<b>All Bright House local services including SIP support E911 for outbound calls</b>
The Proposers' SIP Trunking must provide in-bound Caller ID at <u>NO additional costs</u> for each transaction.	<b>Inbound Caller ID and Caller Name (CNAM) is provided at no additional costs on all SIP services.</b>
Proposers must be able to port UCF's existing DIDs.	<b>Bright House can port existing UCF numbers contingent of the numbers being active with the current carrier and present in the current carriers systems/customer records (CSR's), free of account freezes, and numbers being considered portable by the current carrier</b>



<p>UCF has its own PSAP on main campus. This PSAP is operated and managed by the UCF Police Department. 911 calls are routed out the PSTN through the Orange County Public Safety Network. The carrier must be able to route 911 calls as calls do not route</p>	<p><b>Bright House Network is directly Interconnected to the E911 Selective Router and will terminate all 911 calls to the Orange County Public Safety Network.</b></p>
<p>The Selected Proposer must be able to accept E911 information updates in NENA 2.1 or NENA 3.0 format via SFTP protocol email for Move, Adds, and Changes at UCF locations.</p>	<p><b>Understood and Will Comply</b></p>
<p>The Selected Proposer providing SIP Trunking to the UCF main campus must provide SIP Trunking services to other UCF locations in Central Florida at the same rates. However, UCF will coordinate with the selected Service Provider on whether a remote location is large enough to warrant SIP Trunking.</p>	<p><b>Bright House will comply provided that each location is on On Net.</b></p>
<p>The selected Proposer must specify the session border controller that would be used as the interface to Proposer's SIP Trunking service. UCF will provide this required router.</p>	<p><b>All Bright House SIP services utilize ACME 9200 Session Border controllers.</b></p>
<p>The selected Proposer must provide Telecommunications the configuration of the SIP Trunk.</p>	<p><b>Bright House will provide necessary Templates/configurations dependent on the Customer Equipment(Router) Type</b></p>
<p>UCF is currently using PRIs for conventional trunking for local access. An additional PRIs are used for extended local, domestic, and international services. Currently, these combinations of trunking make for a over- dimensioned configuration for UCF (i.e., no blocking is experienced). UCF would need assistance in sizing the SIP Trunking bandwidth.</p>	<p><b>Bright House will work with UCF engineers to properly size the session quantity within the SIP group(s). This will insure that no blocking is experienced by UCF.</b></p>

4.10.3 Local Calling and Local Extended (Toll) Calling Areas

Table 23

<b>Requirement</b>	<b>Proposer's response</b>
<p>Since Proposers' service area boundaries differ, all Proposers must fully describe their local calling area including and defining "local extended calling" areas/zones. Proposers must identify their rates for local extended calling. Proposers must be careful in their descriptions and rate presentations to allow UCF to understand clearly the Proposer's current local calling and local extended calling policy. This includes delineating or listing NXXs as local free calling and listing NXXs for local extended calling.</p>	<p><b>Please see the Local Calling Area chart for Orlando provided in Table 14 above. Bright House will provide UCF with any other calling areas upon request. Bright House does not have "local extended calling" area/zones.</b></p>

4.10.4 Direct Inward Dial (DID)

UCF has 28,600 essentially sequential DIDs. The DIDs are as follows:

407-823-0000 through 6999 – UCF's Main Campus

407-882-0000 through 9999 – UCF's Main Campus

407-235-3600-through 3999 – Downtown Remote Campus

407-284-6000 through 6199 – Universal Blvd Remote Campus

407-903-8000 through 8999 – Universal Blvd Remote Campus

407-266-0000 through 9999 – Lake Nona Campus

Table 24

<b>Requirement</b>	<b>Proposer's response</b>
<p>Proposers' must be able to port UCF's existing DIDs if and then UCF selects your company to provide SIP Trunking.</p>	<p><b>Bright House can port existing UCF numbers contingent of the numbers being active with the current carrier and present in the current carriers systems/customer records (CSR's), free of account freezes, and numbers being considered portable by the current carrier.</b></p>

4.10.7 Pricing for SIP Trunking

Table 25

Requirement	Proposer's response
<p>Proposers' pricing must be fully inclusive in providing Enterprise SIP Trunking service to UCF. Thus, all costs involved in providing SIP Trunking services on a monthly basis must be included in the costs, e.g., local loop charges if using BellSouth's facilities at the time the informal Price Quotes are submitted.</p>	<p><b>Understood and Will Comply</b></p>
<p>The responses to the informal Price Quotes must break out the SIP Trunking monthly rate, DID charges, the Universal Service Charges (USF), and other charges.</p>	<p><b>UCF has advised that pricing is not required in this Response.</b></p>
<p>UCF owns and drives its own fiber using DWDM technology between the Main Campus and Level3's PoP in Maitland (Level 3 Communications, Inc., 380 Lake Destiny Drive, Maitland, Florida 32xxx, NPA/NNX 407/754). Can your service leverage this connection that is currently at 10Gbps to avoid local loop costs?</p>	<p><b>While Bright House will terminate voice circuits at both the Main Campus and Level 3 locations, Bright House will not directly utilize third party Layer 1 connectivity between those locations. The voice services provided by Bright House however will allow for UCF to push this traffic themselves across the existing Layer 1 connection utilizing their own Layer 2 / Layer 3 managed devices. Bright House does not utilize third party circuits or loops. This allows us to ensure accountability and ownership of the transport from end to end.</b></p>

4.10.8 Support for SIP Trunking

4.10.8.1 Implementation

The University considers implementation of selected Proposers' services as very critical. Each Proposer must provide a comprehensive description that delineates the who, what, when, and how of the implementation process. The University does have a few rules that must be followed:

Table 26

<b>Requirement</b>	<b>Proposer's response</b>
The University must communicate its service needs to the selected Proposers by an informal price quote. See Section 5.11.	<b>Understood and Will Comply</b>
The selected Proposer must perform all necessary coordination with ILEC and	<b>Understood and Will Comply</b>
CLECs in the provisioning of circuits. The University will only use its technical staff in performance of the CPE installations and coordinating with selected Proposer. Therefore, communications between both parties are paramount.	<b>Understood and Will Comply</b>
The selected Proposer must be able to port all current telephone numbers to their network. This includes the DID groups listed in 5.10.4	<b>Understood and Will Comply</b>

4.10.8.2 Implementation Plan for SIP Trunking

Provide a sample implementation plan that details the smooth transition from our current environment to your proposed services. Include the following information:

Table 27

<b>Requirement</b>	<b>Proposer's response</b>
A brief description of the major steps in the implementation process	<b>Detailed Below</b>
Any major activity that involves our employees or premises,	<b>Detailed Below</b>
Proposer is to provide simple drawings of the proposed network configuration involving UCF's switches, and Proposers' point-of-presence for SIP Trunking services. Include these drawings in your RFP response.	<b>Understood and Will Comply</b>
Time frames for critical activities and other tasks required of the University	<b>Understood and Will Comply</b>



**Brief description of the major steps in the implementation process:**

- **Obtain a signed LOA from UCF**
- **LOA will be submitted to request CSR**
- **Obtain an ensure accuracy of CSR from incumbent**
- **Provide UCF with Trunk Configuration to be reviewed and approved**
- **Order submitted and reviewed by finance**
- **Voice Operations Team will schedule a port in date with the customer and the losing carrier**
- **Field Engineer will be onsite for the cut over**

**Any major activity that involves our employees or premises:**

- **Initial site survey to determine premise equipment and requirements.**
- **Second site survey to determine fiber path, entry point, and conduit availability.**
- **Installation of equipment**
- **Day of activation.**
- **Any events in the future that require on site troubleshooting.**

4.10.8.3 Implementation Support for SIP

Trunking Table 28

<b>Requirement</b>	<b>Proposer's response</b>
Identify the individual in your organization who will act as a focal point for implementation.	Jeremy Ickovic
Include an organizational chart depicting your proposed implementation team, including titles and functional roles, and any subcontractors.	Please see Bright House Organizational Structure included in the response to Table 30 below.
Describe your escalation procedure for addressing problems during implementation.	Please see the Bright House Operations Escalation List in Table 20 above.



## 4.11 WAN Hosted Services

Table 29

Requirement	Proposer's response
<p>UCF has a small number of remote locations that may be best served by a hosted services rather than utilizing University networking personnel resources. The most common need would be for remote management of the customer's Internet-facing router (CPE) as well as carrier circuit. Another opportunity may be to host a customer's voice services. Describe your service offering.</p>	<p><b>Bright House offers several hosted and managed services. The data network can include Managed Router, Managed LAN, Managed Wireless LAN, and Managed Security Service.</b></p> <p><b>Bright House offers a fully Hosted PBX. The solution includes simple PBX functionality as well as unified messaging and mobility services such as follow-me for the end users. All equipment including IP Phones, Power over Ethernet (PoE) switches and routers are supplied by Bright House as a monthly service. The Hosted PBX can also support Hosted Call Center functionality that includes ACD routing as well as advanced reporting on agent and queue performance.</b></p>
<p>How is security handled in your hosted service offering?</p>	<p><b>All hardware and software is hosted in Bright House owned data centers. All data centers have strict guidelines on access and are monitored 24/7/365. Hosted Services are delivered to the customer premises by a privately managed network. This network is only accessible to Bright House NOC and technical staff. Staff is routinely trained on security policy to ensure compliance.</b></p>
<p>What is the provisioning process?</p>	<p><b>Managed Network elements are provisioned at a Bright House facility using Cisco's SmartOps provisioning tools. All equipment is delivered to the customer premises pre-provisioned. Hosted PBX telephones are provisioned at a Bright House facility as well prior to being delivered to the customer premises. The Hosted PBX service is provisioned using automation for bulk provisioning such as a large amount of users and telephone numbers.</b></p>



## 4.12. Acquiring Services in General

4.12.1 UCF will issue via e-mails and/or in writing Request for Price Quotes as WAN services are needed. Selected Proposer must respond to these informal requests quickly. Selections will be made primarily on price. However, the technology of the transport may influence decisions as well.

### 4.12.2 Ordering Services

The University considers the installations of selected Proposers’ services as very critical. The University does have a few rules that must be followed:

- UCF Telecommunications orders for services can be faxed, mailed, or e-mailed to the selected Proposers for execution of services. The selected Proposers must communicate corrections to UCF Telecommunications if order information is incorrect, or if the vendor requires further clarification. The vendor must respond to UCF Telecommunications to provide an estimated installation date.
- The carrier will forward a Service Order Attachment (SOA) and other service specific documents to Telecommunications. Telecommunications will forward the documents to UCF Legal for review and to UCF Purchasing for execution. Finally, the SOA will be forwarded to the carrier or execution and a copy of the fully executed document(s) sent to Telecommunications. Telecommunications has discovered that some Service providers do not require SOAs in that only a letter written by Telecommunications ordering the service is all that is necessary. This is a simple process and shortens the time frame in getting services installed.
- The selected Proposer(s) must perform all necessary coordination with ILEC and CLECs in the provisioning of circuits. The University will only use its technical staff in performance of the CPE installations and coordinating with selected Proposers. Therefore, communications between both parties are paramount.

## 4.13 Installations in General

UCF fully expects the selected carrier to plan, provision, and install the service as quickly as possible unless UCF provides specific instructions to delay the service for a particular reason.

### 4.13.1 Customer Support

Table 30

Requirement	Proposer’s response
Identify the individual in your organization who will act as a focal point for UCF service and order activities?	Carrie Smith



<p>Include an organizational chart depicting your proposed, including titles and functional roles, and any subcontractors.</p>	<p><b>Included below</b></p>
<p>Describe your escalation procedure for addressing problems.</p>	<p><b>Detailed Below. Please see Escalation List in Response to Table 31 below.</b></p>

## Customer Support and Escalation Procedure

Within Florida, Bright House operates one of the largest network infrastructures, including over 100,000 miles of hybrid fiber-coax (HFC) and self-healing DWDM IP backbone networks. Bright House employees and management team have been providing cable and data services in the Central Florida area for over 30 years, including television, multi-level High Speed Internet Access and Metro Ethernet Data Services and Voice services including Business Phone, PRI and SIP.

The Company’s organization is comprised of an extensive team of engineers and support professionals that are engaged on a full-time basis in developing, providing and supporting the latest technologies for our customers. Bright House currently employs over 6,000 support personnel in the mid-Florida region, with roles dedicated to every aspect of customer service and infrastructure maintenance and support. With a fleet of over 3,000 maintenance vehicles and trained support staff in 9 call centers operating 7x24x365, Bright House clearly has ample resources to provide the type of service and support the City of St. Petersburg requires, including proven reactive readiness to the most challenging natural disasters affecting the area we live in. This team is fully qualified to support all services described in this Response Document.

Bright House prides itself on providing locally-based customer service and support that ensures priority to its Enterprise customers. In order to provide the most effective service support, Bright House employs specialists in the area of outside plant, fiber construction, facilities, applications, network hardware and Customer Care. The resources are assigned to specialized departments such as Construction, Head-end, Network Engineering Operations (NEO), Sustaining Engineering, Operations Support Service (OSS) and Network Operations Center (NOC). Each team follows Event Handling procedures with assigned 24/7/365 on-call resources.

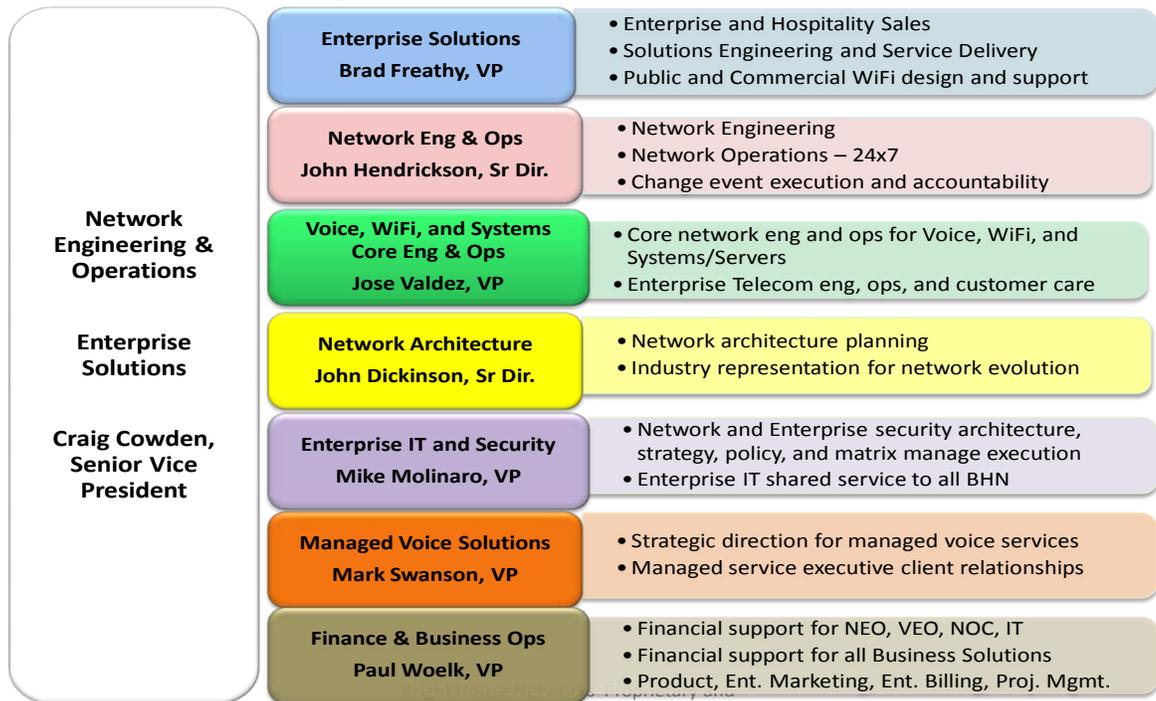
To proactively streamline support, Bright House operates a 24/7/365 Network Operations Center (NOC) where applications and personnel monitor everything from customer premise equipment, transport, network and capacity. The NOC provides support for Enterprise customers to call into for support services. The NOC has the ability to track, assign fix agents on demand, and escalate tier level support from Tier I – IV, including management escalation as high as the Vice President level if required. . Bright House maintains a replacement inventory for event repair and high-touch service support contracts with various vendors such as Cisco, Juniper and Hitachi to ensure the highest level of service assurance



is achieved. From the City of St. Petersburg’s perspective, the NOC is the one-stop shop for event repair and maintenance

For incidents that are created by the proactive fault monitoring tools, contact with the customer will occur within 30 minutes. For all incidents, customer contact will occur within 30 minutes of incident creation. Most troubleshooting and repair can be performed remotely from the Bright House Network Operations Center. Bright House commits to have a technician on site within 60 minutes of the root cause being identified if the root cause requires on-site support (hardware replacement and testing, for example).

## NEO and Enterprise Solutions Organization



Confidential

4.13.2 Trouble Reporting and Problem Resolution

Table 31

<b>Question</b>	<b>Proposer's response</b>
Do you provide problem resolution 24 hours a day, seven days a week?	<b>Yes</b>
What are your procedures for trouble reporting and escalation?	<b>Bright House provides a 24x7x365 Network Operations Center to register incidents. An escalation chart is provided should restoration not occur as fast as expected by the customer.</b>
Describe your method of trouble resolution when the facilities are not your own but are provisioned from another CLEC and/or ILEC?	<b>Bright House owns the end to end network in the vast majority of the services we provide. In the rare case that a location is outside of the Bright House serving area, Bright House will partner with a CLEC/ILEC to provide connectivity, and will maintain full responsibility to resolve issues for UCF. In other words, Bright House will maintain full ownership of issues and will directly push our partner to resolve issues.</b>
UCF requires trouble resolution within four (4) hours of being reported.	<b>Bright House can support at MTTR goal of 4 hours.</b>
How many technicians reside locally and are trained in the service you are proposing?	<b>Bright House has a team of 6,000 support personnel in the Orlando and Tampa markets. For the specific services being proposed, there are on the scale of several hundred engineers and field technicians, all located in central Florida, trained to support these services.</b>
Please explain/describe your company's internal technical training and certification program.	<b>Bright House provides extensive training to our engineers and technicians. At the current time, there are 4 CCIE certified engineers, and an additional 3 who are pursuing this level of certification. On top of this, there are dozens of other that have achieved lower level Cisco, A+, Alcatel Lucent, and MEF certifications</b>



**Key Contact and Escalation List**

Below are the contacts that the UCF would contact should there be a network issue with their service.

Escalation Level	Notification Intervals	Bright House Networks Escalation Points Name / Title / Email	Contact Numbers
Level 1	Event Start	NOC <a href="mailto:carrieroperations@mybriighthouse.com">carrieroperations@mybriighthouse.com</a>	866-477-1386 option 1
Level 2	1 Hour	NOC Primary Duty Manager 24/7 contact via NOC outreach	866-477-1386 option 1
Level 3	2 Hours	Michael Johnson Sr. Manager, Managed Network Services <a href="mailto:Michael.Johnson@mybriighthouse.com">Michael.Johnson@mybriighthouse.com</a>	813-387-3632 (desk) 813-418-2268 (cell)
Level 4	4 Hours	Brad Freathy VP, Enterprise Sales and Solutions Engineering <a href="mailto:Brad.Freathy@mybriighthouse.com">Brad.Freathy@mybriighthouse.com</a>	813-387-3690 (desk) 813-498-7048 (cell)
Level 5	6 hours	Craig Cowden SVP, Network Eng/Ops & Enterprise Solutions <a href="mailto:Craig.Cowden@mybriighthouse.com">Craig.Cowden@mybriighthouse.com</a>	813-387-3600 (desk) 425-269-5949 (cell)

**4.14 Ongoing Optimization in General**

You should provide proactive network management of your proposed telecommunications environment through evolving network design and improvements. These services should be available to develop and maintain our telecommunications network and incorporate improvements and new technology, and meet our ever-changing business requirements.

Explain how your network resources will address:

Table 32

<b>Ongoing optimizations to ensure</b>	<b>Proposer’s response</b>
Most cost-effective products/services are used	<b>Bright House is offering a scalable, robust solution, and believes that this solution offers tremendous value to UCF.</b>
Correct access methods are in use based on traffic provided	<b>Bright House has designed a solution that uses both of the correct access method for today’s requirements, but are scalable to future expansions with minimal impact.</b>
Sufficient circuits or bandwidth are in place to carry traffic offered	<b>Bright House has a fiber dense network across central Florida, and insures that there is sufficient redundant capacity to prevent outages, even in the event of a single failure.</b>
Telecom services meet the University’s requirements and will grow as changes occur	<b>Bright House is constantly improving and scaling their own network to meet the needs of our customers. In addition, our team will partner with UCF to identify any network changes that are needed to meet future UCF goals.</b>

### 4.15 Proposer’s Intent to Offer Complete Services in General

It is understood that the Proposer hereby agrees to be solely responsible for all services that it proposes. Notwithstanding the details present in this document, it is the responsibility of the Proposer to verify completeness and suitability to meet the intent of this ITN. For example, Proposers offering T-1 connectively (point-to-point) must coordinate with all parties, i.e., ILECs, CLECs, IXCs, etc., to provide the complete service and the price proposed must be the complete price including local loops even if the Proposers do not own the local loop facilities.

The Proposer shall bear full responsibility that its proposal meets applicable FCC and NEC requirements.



## 5.0 – WAN Services

## 5.0 WAN Services

Each service Lot or category lists the addresses in which UCF may need WAN services. Proposers capable of providing the types of WAN services as listed and to the locations must indicate as such. The locations listed in each Lot are a comprehensive listing of all of UCF locations. However, future locations may need WAN services. Carriers capable of providing the service categories or service Lots will be those awarded those Lots. However, several carriers may and will be awarded the same Lot.

UCF will interface these circuits beyond the Proposer’s multiplexing or router equipment with UCF owned end-point hardware (CPE).

### Lot 1 – Dedicated Internet Access (DIA)

Each Proposer is to respond with their ability or inability to provide DIA access

Table 33

Location for DIA Service	Probable Bandwidth	Indicate your company’s ability or inability to support this location
Florida Interactive Entertainment Academy (FIEA) (UCF’s Center for Emerging Media) 500 Bentley Street Formerly 500 West Livingston Street Orlando, Florida 32801 NPA/NXX 407/849	100 Mbps	Bright House can support this location
UCF Business Incubator (Central Florida Research Park) 3251 Progress Drive Orlando, FL 32826 NPA/NXX 407/207	40 Mbps	Bright House can support this location
UCF Housing & Residence Life 4000 Central Florida Blvd South Switch Room, Building 304 Orlando, FL 32816 NPA/NXX 407/823	2 Gbps	Bright House can support this location
UCF Pegasus Health 3400 Quadrangle Blvd Orlando FL 32817-1492 NPA/NXX 407/309	25 Mbps	Bright House can support this location
UCF Regional Extension Center 11486 Corporate Blvd, Suite 120 Orlando, FL 32817-8351 NPA/NXX 407/309	25Mbps	Bright House can support this location
UCF Public History Center 301 West 7 <sup>th</sup> Street Sanford, FL 32771 NPA/NXX 407/936	25Mbps	Bright House can support this location

## Lot 2 – Ethernet Transport – Non-protected

Proposers capable of providing non-protected IP Transport services (Metro Ethernet) should provide pricing for the services using the table below. UCF realizes that carriers can provide various bandwidths in addition to what is listed. UCF currently uses 802.1Q VLAN tagging between the main campus and all the remote Metro Ethernet sites. This VLAN tagging allows multiple bridge networks to share the same “local loop” back to UCF.

Table 34

	Transport Technology	Locations		Probable Bandwidth	Indicate your company’s ability or inability to support this location
		Near End: UCF Campus	Far End:		
IP	University of Central Florida Library Room 121 4000 Central Florida Blvd. Orlando, FL 32816-2500  NPA/NXX 407/823	Local Loop into UCF		300 Mbps to 10 Gbps depending on bandwidth requirements as remote locations are added	<b>Bright House can support this location</b>
		UCF Downtown Campus 36 West Pine Street Orlando, Florida 32801 NPA 407-317		10 Mbps	<b>Bright House can support this location</b>
		UCF Rosen College of Hospitality Management 9907 Universal Blvd. Orlando, Florida 32819-9357 NPA/NXX 407-996		100 Mbps	<b>Bright House can support this location</b>
		Valencia Community College West Campus 1800 South Kirkman Road Orlando, Florida NPA/NXX 407-299		20 Mbps	<b>Bright House can support this location</b>
		Florida Interactive Entertainment Academy (FIEA) (UCF’s Center for Emerging Media) 500 Bentley Street Formerly 500 West Livingston Street Orlando, Florida 32801 NPA/NXX 407/849		20 Mbps	<b>Bright House can support this location</b>
		Daytona State College Campus (DSC) Building 210, Room 127B 1200 west International Speedway Blvd. Daytona, Florida 32114 NPA/NXX 386/506		50 Mbps	<b>Bright House can support this location</b>
		Brevard Community College Campus (BCC) Building 2, Telecommunications Room 1519 Clearlake Road, Cocoa, Florida 32922 NPA/NXX 321-632		50 Mbps	<b>Bright House can support this location</b>



Transport Technology	Locations		Probable Bandwidth	Indicate your company's ability or inability to support this location
	Near End: UCF Campus	Far End:		
		Lake Sumter Community College (LSCC) at Clermont Nursing Building, Room 114 1250 North Hancock Road, Clermont, Florida 34711 NPA/NXX 352-242	100 Mbps	Bright House can support this location
		Orange County Convention Center (OCCC) 9800 International Drive Orlando, Florida 32819 NPA/NXX 407/685 <b>Note: Short term usage</b>	100 Mbps	Bright House can support this location
		UCF at Seminole State College (SSC) 100 Weldon Blvd., Building R. Sanford, Florida 32773 NPA/NXX 407/328	20 Mbps	Bright House can support this location
		Knights Circle Apartments Communications Building 12224 Kings Knight Way Orlando, Florida 32826 NPA/NXX 407/380 Knights Circle is UCF Affiliated Housing off-campus at McCulloch Road and Alafaya Trail.	20 Mbps	Bright House can support this location
		Housing Warehouse 150 Park Road Oviedo, Florida 32765 NPA/NXX 407/971 This place is located off Alafaya Trail just north of McCulloch Road	20 Mbps	Bright House can support this location
		University of Central Florida Health Sciences Campus 6850 Lake Nona Blvd. Orlando, Florida 32827 NPA/NXX 407/266	1 Gbps and 10 Gbps	Bright House can support this location
		Embry Riddle Aeronautical University 600 S. Clyde Morris Blvd. Daytona Beach, Florida 32114 NPA/NXX 386/226	100 Mbps	Bright House can support this location
		Level 3 Communications, Inc. 380 Lake Destiny Drive Eatonville, Florida 32xxx NPA/NXX 407/754	1 Gbps or 10 Gbps	Bright House can support this location
		UCF at Valencia College Osceola 1800 Denn John Lane Kissimmee, FL 34744 NPA/NXX 407/582	100 Mbps	Bright House can support this location

	Transport Technology	Locations		Probable Bandwidth	Indicate your company's ability or inability to support this location
		Near End: UCF Campus	Far End:		
			UCF Pegasus Health 3400 Quadrangle Blvd Orlando FL 32817-1492 NPA/NXX 407/309	25 Mbps	<b>Bright House can support this location</b>
			UCF Greek Housing (Building 409) 4385 Greek Park Dr Orlando, FL 32816 NPA/NXX 407/823	10 Mbps	<b>Bright House can support this location</b>
			UCF Greek Housing (Building 411) 4410 Greek Ct. Orlando, FL 32816 NPA/NXX 407/823	10 Mbps	<b>Bright House can support this location</b>
			UCF at College of Central Florida 3001 SW College Road, Ocala, FL 34474 NPA/NXX 352/873	20 Mbps	<b>Bright House can support this location but will need to utilize a Type 2 Circuit</b>

### Lot 3 – T1 Services

Table 35

	Transport Technology	Locations		Bandwidth	Indicate your company's ability or inability to support this location
		Near End: UCF Campus	Far End:		
	<b>T1</b>	University of Central Florida Library Room 121 4000 Central Florida Blvd. Orlando, FL 32816-2500 NPA/NXX 407/823	<b>UCF Police and Orange County Sheriff's 800 trunk radio system</b> Orange County Public Safety 6590 Amory Court 911 Building Winter Park, FL 32792 NPA/NXX 407/737	<b>1.544 Mbps</b>	<b>Bright House can support this location</b>

## Lot 4 – PRI Services

Table 36

Type of Circuit	Qty.	Purpose or Use	Termination Near End	Indicate your company's ability or inability to support this location with PRIs
Primary Rate Interface (PRI)	##	Local Access for local calling and inbound long distance terminated on UCF's voice network infrastructure	UCF Bldg. 2 Room 121 4000 Central Florida Blvd. Orlando Florida 32816 NPA/NNX 407-823 & 407-882	<b>Bright House can support this location</b>

## Lot 5 – Enterprise SIP Trunking

Table 37

Type of Circuit	Bandwidth	Purpose or Use	Termination Near End	Indicate your company's ability or inability to support this location with SIP Trunking
SIP Trunking	To be determined	Local Access for local calling and inbound long distance, Domestic and International long distance terminated on UCF's Cisco Router	UCF Bldg. 2 Room 121, 4000 Central Florida Blvd. Orlando Florida 32816 NPA/NNX 407-823 & 407-882	<b>Bright House can support this location</b>



## Lot 6 – Cable Modem / DSL Service

Table 38

Type of Circuit	Bandwidth	Purpose or Use	Location	Indicate your company's ability or inability to support this location with Cable Modem / DSL broadband services
Cable Modem / DSL	50 Mbps x 5 Mbps or greater	Provide cost competitive services for smaller UCF locations. Offer the capability to support data (Internet) and voice services.	<p><b>UCF Marriage &amp; Family Research Institute</b> 7200 Lake Ellenor Drive, Suite 205 Orlando, FL 32809 NPA/NXX 407/730</p> <p><b>UCF Soldiers to Scholars</b> 1049 South Kirkman Rd. Orlando, FL 32811 NPA/NXX 407/203</p> <p><b>UCF Public History Center</b> 301 West 7th Street Sanford, FL 32771 NPA/NXX 407/936</p>	<b>Bright House can support these locations</b>



## **ADDENDA**



## Addendum 1



Purchasing Department

## ADDENDUM

IMPORTANT DOCUMENT – INVITATION TO NEGOTIATE ADDENDUM

ITN NUMBER: 1234MSA    OPENING DATE & TIME: September 6, 2013 @ 2:00PM

ITN TITLE: WIDE AREA NETWORK SERVICES

ADDENDUM NUMBER: 1    ADDENDUM DATE: August 7, 2013

**Purpose of the addendum is to provide answers to questions asked during the open question period (BELOW).**

Some of the answers may refer back to pages in the bid doc. For reference, interested parties can obtain a copy of the ITN document at the following web address, if you haven't already.  
<http://www.purchasing.ucf.edu/bids/index.asp>

PLEASE ACKNOWLEDGE RECEIPT OF THIS ADDENDUM AND RETURN IT WITH YOUR BID. FAILURE TO SIGN AND RETURN WITH YOUR BID COULD RESULT IN REJECTION OF YOUR BID.

PROPOSERS SIGNATURE

Craig Cowden

PRINT OR TYPE PROPOSER'S NAME

Bright House Networks  
COMPANY NAME

Craig.Cowden@mybighthouse.com  
EMAIL ADDRESS



## **Answers to Questions (ITN 1234MSA – Wide Area Networks)**

1. **Vendor Question:** Section 2.20: Section A – Pursuant to Florida Statute 672.719, the parties have the ability to limit their liability within the agreement for services. Due to the type of service being provided, and coverage and service quality problems that can be caused by atmospheric, geographic, or topographic conditions or other conditions beyond the vendor's control or other types of outages or service disruptions; would the Customer permit the vendor to provide language limiting their damages based on these factors?

**UCF Answer:** No. Please reference section 2.3(A) which states... "UCF shall not make any changes to any of the non-negotiable terms and conditions. The non-negotiable terms and conditions are indicated on Appendix II. Requests for changes to the non-negotiable provisions of this ITN shall automatically be rejected. Requests for changes to anything other than the non-negotiable provisions of this ITN may or may not be accepted by UCF and may or may not be negotiated by UCF, all at UCF's sole discretion".

2. **Vendor Question:** Section 2.20.A: Recognizing that this is a non-negotiable section, I would like to more fully understand the AG's position. Is it possible to point toward the ruling date and/or number in the addendum on the 6th so that I may read the ruling for clarification? Thank you again for your assistance.

**UCF Answer:** I do not have information regarding the ruling date and/or number.

3. **Vendor Question:** Will the University entertain negotiating a Master Agreement (MA) using the vendor's own contract document as the baseline with the University's required terms incorporated or will the successful respondents need to use the standard UCF Master Agreement document with vendor required content incorporated into the UCF MA.

**UCF Answer:** UCF prefers to use our Master as the template agreement; however, we are open to discussion with selected vendor(s) regarding which contract template to use as a baseline if there is a compelling reason to do so.



4. **Vendor Question:** Please confirm that no pricing needs to be submitted with this ITN. We are seeking confirmation as there are multiple references throughout the ITN that requests “informal” price quotes.

**UCF Answer:** No. Pricing in response to this ITN is not to be submitted by proposers. Selected vendors/proposers will have an opportunity to provide pricing when the Informal Price Quotes are emailed.

5. **Vendor Question:** Item 2.3 E. states that July 25, 2013 at 2:00 PM is the last day to submit questions / inquiries however, Item 2.2 reflects that the last day is July 30, at 5:00 PM. Please confirm the correct date.

**UCF Answer:** July 30<sup>th</sup> at 5:00 PM was the last day to submit questions/inquires.

6. **Vendor Question:** CenturyLink respectfully requests that you please confirm item 2.20 A. - Limitation of Remedies, Indemnification, and Insurance is non-negotiable. We are concerned that this requirement will result in providers being unable to submit a proposal and/or enter into a Master Purchase Agreement with The University of Central Florida. CenturyLink may be one of them thus a prompt response is appreciated.

While CenturyLink acknowledges that The Attorney General has rendered an opinion, there is not a State of Florida Statute/Law in place that requires this. CenturyLink abides by State of Florida Statutes/Laws related to contracts with State Agencies. Unlimited liability is a huge risk for any publicly traded corporation. CenturyLink has contracts in place with The State of Florida Department of Management Services that contain liability limit language.

**UCF Answer:** Item 2.20 A is a non-negotiable term. Please reference clause 2.3(A) which states ... “UCF shall not make any changes to any of the non-negotiable terms and conditions. The non-negotiable terms and conditions are indicated on Appendix II. Requests for changes to the non-negotiable provisions of this ITN shall automatically be rejected. Requests for changes to anything other than the non-negotiable provisions of this ITN may or may not be accepted by UCF and may or may not be negotiated by UCF, all at UCF’s sole discretion”



## **APPENDIX II – SUPPLEMENTAL OFFER SHEET**



**APPENDIX II -SUPPLEMENTAL OFFER SHEET**  
**TERMS AND CONDITIONS**

The sections set forth below must each be initialed, as YES for "understood and agreed upon" or NO for "not agreed to." Failure to complete and return this document with your offer could result in rejection of your offer, at UCF's sole discretion. Respondents shall not check sections as "understood and agreed upon" with the intent to negotiate a change to those sections/terms and conditions after tentative award of a contract resulting from this ITN. Respondents disagreeing with any term or condition of this ITN shall act to resolve the difference prior to the deadline for inquires, as noted in this ITN. A Respondent's disagreement with any non-negotiable section of this ITN shall be automatically rejected. Failure of the university and the tentative awardee to come to an agreement with respect to terms and conditions within a time frame UCF determines to be reasonable constitutes grounds for rejection of that offer and the University shall have the right, at its sole discretion, to award the contract to the next favorable respondent.

<u>SECTION</u>	<u>YES</u>	<u>NO</u>	<u>RESPONDENT INITIALS</u>
2.1 <b>**Non-negotiable**</b>	<u>  x  </u>	_____	<u>  CFL  </u>
2.2 <b>**Non-negotiable**</b>	<u>  x  </u>	_____	<u>  CFL  </u>
2.3 <b>**Non-negotiable**</b>	<u>  x  </u>	_____	<u>  CFL  </u>
2.4	<u>  x  </u>	_____	<u>  CFL  </u>
2.5	<u>  x  </u>	_____	<u>  CFL  </u>
2.6 <b>**Non-negotiable**</b>	<u>  x  </u>	_____	<u>  CFL  </u>
2.7 Section Not Used			
2.8 <b>**Non-negotiable**</b>	<u>  x  </u>	_____	<u>  CFL  </u>
2.9	<u>  x  </u>	_____	<u>  CFL  </u>
2.10	<u>  x  </u>	_____	<u>  CFL  </u>
2.11 <b>**Non-negotiable**</b>	<u>  x  </u>	_____	<u>  CFL  </u>
2.12	<u>  x  </u>	_____	<u>  CFL  </u>
2.13 <b>**Non-negotiable**</b>	<u>  x  </u>	_____	<u>  CFL  </u>
2.14 <b>**Non-negotiable**</b>	<u>  x  </u>	_____	<u>  CFL  </u>
2.15	<u>  x  </u>	_____	<u>  CFL  </u>



<u>SECTION</u>	<u>YES</u>	<u>NO</u>	<u>RESPONDENT INITIALS</u>
2.16	<u>  x  </u>	<u>    </u>	<u>  CJC  </u>
2.17	<u>  x  </u>	<u>    </u>	<u>  CJC  </u>
2.18 <b>**Non-negotiable**</b>	<u>  x  </u>	<u>    </u>	<u>  CJC  </u>
2.19	<u>  x  </u>	<u>    </u>	<u>  CJC  </u>
2.20 <b>**Non-negotiable**</b>	<u>  x  </u>	<u>    </u>	<u>  CJC  </u>
2.21	<u>  x  </u>	<u>    </u>	<u>  CJC  </u>
2.22	<u>  x  </u>	<u>    </u>	<u>  CJC  </u>
2.23	<u>  x  </u>	<u>    </u>	<u>  CJC  </u>
2.24	<u>  x  </u>	<u>    </u>	<u>  CJC  </u>
2.25	<u>  x  </u>	<u>    </u>	<u>  CJC  </u>
2.26	<u>  x  </u>	<u>    </u>	<u>  CJC  </u>
2.27 <b>**Non-negotiable**</b>	<u>  x  </u>	<u>    </u>	<u>  CJC  </u>
2.28	<u>  x  </u>	<u>    </u>	<u>  CJC  </u>
2.29	<u>  x  </u>	<u>    </u>	<u>  CJC  </u>
2.30 <b>**Non-negotiable**</b>	<u>  x  </u>	<u>    </u>	<u>  CJC  </u>
2.31 <b>**Non-negotiable**</b>	<u>  x  </u>	<u>    </u>	<u>  CJC  </u>
2.32	<u>  x  </u>	<u>    </u>	<u>  CJC  </u>
2.33	<u>  x  </u>	<u>    </u>	<u>  CJC  </u>
2.34	<u>  x  </u>	<u>    </u>	<u>  CJC  </u>
2.35 <b>**Non-negotiable**</b>	<u>  x  </u>	<u>    </u>	<u>  CJC  </u>
2.36	<u>  x  </u>	<u>    </u>	<u>  CJC  </u>
2.37	<u>  x  </u>	<u>    </u>	<u>  CJC  </u>
2.38	<u>  x  </u>	<u>    </u>	<u>  CJC  </u>



<u>SECTION</u>	<u>YES</u>	<u>NO</u>	<u>RESPONDENT INITIALS</u>
2.39**Non-negotiable**	<u>  x  </u>	<u>    </u>	<u>  CJZ  </u>
2.40	<u>  x  </u>	<u>    </u>	<u>  CJZ  </u>
2.41	<u>  x  </u>	<u>    </u>	<u>  CJZ  </u>
2.42**Non-negotiable**	<u>  x  </u>	<u>    </u>	<u>  CJZ  </u>
2.43	<u>  x  </u>	<u>    </u>	<u>  CJZ  </u>
2.44	<u>  x  </u>	<u>    </u>	<u>  CJZ  </u>
2.45	<u>  x  </u>	<u>    </u>	<u>  CJZ  </u>
2.46	<u>  x  </u>	<u>    </u>	<u>  CJZ  </u>
2.47	<u>  x  </u>	<u>    </u>	<u>  CJZ  </u>
2.48	<u>  x  </u>	<u>    </u>	<u>  CJZ  </u>
2.49 **Non-negotiable**	<u>  x  </u>	<u>    </u>	<u>  CJZ  </u>
2.50	<u>  x  </u>	<u>    </u>	<u>  CJZ  </u>
3.0	<u>  x  </u>	<u>    </u>	<u>  CJZ  </u>
4.0	<u>  x  </u>	<u>    </u>	<u>  CJZ  </u>

RESPONDENT COMPANY NAME Bright House Networks

AUTHORIZED SIGNATURE 

TITLE Sr. VP, Network Engineering & Operations and Enterprise Solutions

DATE August 6, 2013



## **APPENDIX III – CERTIFICATE OF NON-SEGREGATED FACILITIES**



## APPENDIX III - CERTIFICATE OF NON-SEGREGATED FACILITIES

We, Bright House Networks certify to the University of Central Florida that we do not and will not maintain or provide for our employees any segregated facilities at any of our establishments, and that we do not and will not permit our employees to perform their services, under our control, where segregated facilities are maintained. We understand and agree that a breach of this certification is a violation of the Equal Opportunity clause required by Executive order 11246 of 24 September 1965.

As used in this certification, the term "segregated facilities" means any waiting rooms, work areas, rest rooms and wash room, restaurants and other eating areas, time clocks, locker rooms and other storage or dressing areas, parking lots, drinking fountains, recreation or entertainment areas, transportation and housing facilities provided for employees which are segregated by explicit directive or are in fact segregated on the basis of race, creed, color or national origin, because of habit, local custom or otherwise.

We, further, agree that (except where we have obtained identical certifications from offered subcontractors for specific time periods) we will obtain identical certifications from offered subcontractors prior to the award of subcontracts exceeding \$10,000 which are not exempt from the provisions of the Equal Opportunity Clause; that we will retain such certification in our files; and that we will forward the following notice to such offered subcontractors (except where the offered subcontractors have submitted certifications for specific time periods):

NOTE TO PROSPECTIVE SUBCONTRACTORS OR REQUIREMENTS FOR CERTIFICATIONS OF NON-SEGREGATED FACILITIES. A Certificate of Non-segregated Facilities, as required by the 9 May 1967 order on Elimination of Segregated Facilities, by the Secretary of Labor (32 Fed. Reg. 7439, 19 May 1967), must be submitted prior to the award of a sub-contract exceeding \$10,000 which is not exempt from the provisions of the Equal Opportunity clause. The certification may be submitted either for each sub-contract or for all subcontracts during a period (i.e. quarterly, semiannually, or annually).

**NOTE: Whoever knowingly and willfully makes any false, fictitious, or fraudulent representation may be liable to criminal prosecution under 18 U.S.C. 1001.**



### APPENDIX III

#### CERTIFICATE OF NON-SEGREGATED FACILITIES SUBPART - CONTRACTOR'S AGREEMENTS

**SEC. 202.** Except in contracts exempted in accordance with Section 204 of this Order, all Government contracting agencies shall include in every Government contract hereafter entered into the following provisions:

During the performance of this contract, the contractor agrees as follows:

- (1) The contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, or national origin. The contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, sex, or national origin. Such action shall include, but not be limited to the following: employment, upgrading demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the contracting officer setting forth the provisions of this nondiscrimination clause.
- (2) The contractor will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex or national origin.
- (3) The contractor will send to each labor union or representative of workers with which the contractor has a collective bargaining agreement or other contract or understanding, a notice, to be provided by the agency contracting officer, advising the labor union or worker's representative of the contractor's commitments under Section 202 of Executive Order No. 11246 of September 24, 1965, and shall post copies of notice in conspicuous places available to employees and applicants for employment.
- (4) The contractor will comply with all provisions of Executive Order No. 11246 of September 24, 1965 and of the rules, regulations, and relevant orders of the Secretary of Labor.
- (5) The contractor will furnish all information and reports required by Executive Order No. 11246 of September 24, 1965, and by the rules, regulations, and orders of the Secretary of Labor, or pursuant thereto, and will permit access to his books, records, and accounts by the contracting agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations and orders.
- (6) In the event of the contractor's noncompliance with the nondiscrimination clauses of this contract or with any of such rules, regulations, or orders, this contract may be canceled, terminated, or suspended in whole or in part and the contractor may be declared ineligible for further Government contracts in accordance with procedures authorized in Executive Order No. 11246 of September 24, 1965, and such other sanctions may be imposed and remedies invoiced as provided in Executive Order No. 11246 of September 24, 1965, or by rule, regulation, or order of the Secretary of Labor, or as otherwise provided by law.
- (7) The contractor will include the provision of Paragraphs (1) through (7) in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued pursuant to Section 204 of Executive Order No. 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or vendor. The contractor will take such action with respect to any subcontract or purchase orders the contracting agency may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, however, that in the event the contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction by the contracting



agency, the contractor may request the United States to enter into such litigation to protect the interest of the United States.

SEC. 402 Affirmative Action for Disabled Veterans and Veterans of the Vietnam Era:

- (1) The contractor agrees to comply with the affirmative action clause and regulation published by the US Department of Labor implementing Section 402 of the Vietnam Era Veteran's Readjustment Assistance Act of 1974, as amended, and Executive Order 11701, which are incorporated in this certificate by reference.

RESPONDENT COMPANY NAME Bright House Networks

AUTHORIZED SIGNATURE 

TITLE Sr. VP, Network Engineering & Operations and Enterprise Solutions

DATE August 6, 2013



## **APPENDIX IV – COMPLIANCE AND CERTIFICATION OF GOOD STANDINGS**



## APPENDIX IV - COMPLIANCE AND CERTIFICATION OF GOOD STANDINGS

The parties shall at all times comply with all applicable ordinances, laws, rules and regulations of local, state and federal governments, or any political subdivision or agency, or authority or commission thereof, which may have jurisdiction to pass laws, ordinances, or make and enforce rules and regulations with respect to the parties.

Vendors shall certify below that they are in good standings to conduct business in the State of Florida. **The awardee of any contract resulting from this solicitation shall forward a certification of good standing.** The certifications must be submitted to the UCF Purchasing Department prior to providing any goods or services required under the resulting contract. Noncompliance with this provision may constitute rejection of proposal or termination of a contract at UCF's sole discretion.

### CERTIFICATION

I certify that the company submitting an offer under this solicitation in is compliance with all applicable laws to conduct business in the State of Florida, is in good standings and will provide a certificate of good standings from the State of residence prior to initiating any performance under any contract resulting from this solicitation.

Company: Bright House Networks

Authorized Representative's Name: Craig Cowden

Authorized Representative's Signature: 

Date: August 6, 2013