## Event Summary - IP Transit Internet Services for the Connecticut Education Network

| Type | Purchasing-Request for | Number | JL102119 |
| :--- | :--- | :--- | :--- |
| Proposal | Currency | US Dollar |  |
| Ovent Status | UConnFullSuite | Open | Work Group |

Bid and Evaluation

| Respond by Proxy | Allow | Use Panel Questionnaire | No |
| :--- | :--- | :--- | :--- |
| Sealed Bid | Yes | Auto Score | No |
|  |  | Cost Analysis | No |
| Alternate Items | No | Confidential Pricing | No |

## Visibility and Communication

## Visible to Public Yes

Enter a short description for this public event
Supplemental Commodity Internet Services for the Connecticut Education Network.

## Commodity Codes

Commodity Code
275

## Description

Internet Providers and Related Services

## Event Dates

Time Zone
Released
Open
Close
Sealed Until

Q\&A Close

EDT/EST - Eastern Standard Time (US/Eastern)
10/21/2019 2:00 PM EDT
10/21/2019 2:01 PM EDT
11/12/2019 2:00 PM EST
11/12/2019 2:00 PM

- Show Sealed Bid Open Date to Supplier

10/28/2019 11:59 PM EDT

## Event Users

## Event Creator

## Joseph Lastrina

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## Event Owners

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Contacts

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## Stakeholders

Ryan Kocsondy
rk@uconn.edu

## Intent to Bid Directions

Suppliers intending to bid must read and follow the proposal Submittal Instructions provided below.

## About UConn - General

The University is a Land, Sea, and Space Grant consortium institution, which occupies over 4302 acres, enrolling over 30,000 students for the academic year of 2016-2017. The total construction-related budget for fiscal year 2014 was $\$ 2.1$ billion dollars and on-going initiatives include UCONN 2000 \& 21 st Century UConn, Next Generation Connecticut, and Bioscience Connecticut. The main campus is located in Storrs, Connecticut and regional campuses located throughout Connecticut. Regional campuses include Avery Point in Groton, Stamford, Waterbury, and Hartford. Its academic health center, UConn Health, is located in Farmington, Connecticut. The UConn School of Law is located in West Hartford, Connecticut. Detailed University demographics are available via the following link: 2019 Fact Sheet.

## About UConn - The Connecticut Education Network

The Connecticut Education Network ("CEN" or the "Network") is a joint venture between the State of Connecticut, the program owner, and the University of Connecticut, the program operator. The Network operates as a cooperative, providing internet and related services to member community anchor institutions within Connecticut. CEN's most basic goal is to provide value. Value as the primary motivator and driver to help make a difference to our member institutions in every town with daily reach to nearly half the citizens in Connecticut. CEN has comparable levels of service and connections to those of its research and education (R\&E) network peers (for example Michigan's Merit and North Carolina's MCNC), and it has tremendous opportunity to grow and diversify its related services to better serve and provide additional value.

CEN has challenges that are both common among R\&E networks and unique to Connecticut. As with other networks, CEN continues to articulate its value to stakeholders, compete and separate itself from commercial for-profit counterparts, and innovate to introduce efficiencies and new services. CEN's history of delivering stellar service also presents a challenge, in that many members only appreciate the Network in rare instances when they experience latencies. The loyalty of its members remains strong, especially in light of CEN's recent history of switching from a partially State-appropriated operation to a self-sustaining one. The program delivers strong value while remaining capital intensive and member driven, all with only 10 full-time staff.

CEN's growth since its creation in 2000 is a testament to the need and continued demand for advanced network services that support education, research, government operations, and the general citizenry. The Network's infrastructure provides a quiet but distinct advantage to Connecticut, positioning the state to compete in workforce and economic development, all while setting a high standard for similar services throughout the region. CEN has a near zero attrition rate, is a true partner aligned with it member community, and continues to expand into Connecticut's less-connected landscape, helping to bridge the digital divide.

## Scope of Work

The intent of this RFP is to identify and contract with provider(s) who, through their IP transit internet service offerings, are willing and able to partner with CEN to provide highly dependable internet services, thereby allowing CEN to provide its members high quality, low-cost network services. The potential contracts resulting from this RFP will supplement existing CEN ISP commitments, although the final level of commitment and throughput of any relationship resulting from this RFP will depend in part on the competitiveness of the financial proposals submitted in response to this RFP. The University reserves the right to award none, one or more firms as a result of this RFP, a determination to be made in its sole discretion. Please refer to the "Scope of Work" section of the Questions section of this RFP for scope-related inquiries and considerations.

## Contract Term

Initial term of three (3) years, plus two (2) additional one (1) extensions, or any part or combination thereof, for a total potential contract terms of five (5) years.

## Pre-Proposal Meeting and/or Site Visit

A pre-proposal meeting and / or Site Visit will NOT be held for this business opportunity.

## Questions and Answers (Q\&A)

Please submit all questions through this portal as Q\&A will be managed exclusively through and by this portal. Q\&A are incorporated into the Sourcing Event and may be incorporated, along with the Sourcing Event, into any resulting contract. Failure of a Proposer to acknowledge the $\mathrm{Q} \& A$ shall not relieve the Proposer of any responsibility for complying with the terms thereof. All questions must be posted through the HuskyBuy portal's Q\&A Board before 11:59 PM ET on Monday, October 28, 2019. Answers will be publicly posted in the same location before 11:59 PM ET on Monday, November 4, 2019.

## Proposal Selection Evaluation Criteria

All proposals will be evaluated by a selection committee, using the specific evaluation criteria listed below. Each criterion has been assigned a point value or allocated a percentage of total available points. The evaluation committee will conduct a comprehensive review and analysis of the proposals and recommend which proposal(s) is / are the most advantageous to the University.

## Evaluation Criteria Descriptions and Weights

1. Firm Experience, Quality of Offering, and Overall Assessment of Proposal - Up to fifty (50) points or fifty (50) percent
2. Financial Proposal - Up to fifty (50) points or fifty (50) percent

## Submittal Instructions

There are a number of sections within this Sourcing Event that require your attention.

1. Prerequisites: Not Applicable
2. Buyer Attachments: This section contains the blank Financial Proposal Response Matrix, Appendix A. This document must be complete and provided as a mandatory submittal in the Supplier Attachments section.
3. Supplier Attachments: Supplier Attachments shall include, at a minimum: a) The Technical Proposal Narrative; b) A completed version of the Financial Proposal, Appendix A; and c) any contractual / legal documents the Proposer would offer as terms to govern the provision of services requested in this RFP.

- Technical Proposal Narrative: In addition to the content contained in the Scope of Work section of the "Questions" section of this RFP, please provide a description of your firm's offering, including all appropriate technical considerations, including but not limited to:
- Overall technical competence and a demonstrated ability to consistently deliver quality services at high capacity bandwidths.
- Competence, reliability, and responsiveness in installations, technical support services, contract negotiations, and billing.
- Details related to your firm's non-restrictive Acceptable Use Policy; and
- The ability to provide service at each of the physical locations (POP sites)
- Financial Proposal: Proposers shall include a Financial Proposal by using the Appendix A, Financial Proposal Response Matrix. This is a required submittal. Any fees or costs not included in Appendix A will not be able to be assessed by a potential Awardee.

4. Questions: This section requires a point by point response to questions related to Scope of Work, References, Terms and Conditions, Contract Requirements and Required Submittals.
5. Additional Item Field: Not Applicable
6. Items: Not Applicable

## RFP Definitions

"Request for Proposals (RFP) and / or Sourcing Event" means all documents, whether attached or incorporated by reference, utilized for soliciting proposals. Awards made as a result of an RFP shall be based upon "Competitive negotiations".
"Competitive negotiation" means a procedure for contracting for supplies, materials, equipment or contractual services, in which proposals are solicited from qualified suppliers by a request for proposals, and changes may be negotiated in proposals and prices after being submitted.
"Addenda" means written and/or graphic instructions issued by the University subsequent to the receipt of proposals that modify or interpret the Request for Proposal documents by addition, deletions, clarification, or corrections.
"Proposer" means a person, firm or corporation submitting a proposal in response to a Request for Proposal.
"Contractor" means any business that is awarded, or is a subcontractor under, a contract or an amendment to a contract with a state contracting agency under statutes and regulations concerning procurement, including, but not limited to, a small contractor, minority
business enterprise, an individual with a disability, as defined in section $4 \mathrm{a}-60$, or an organization providing products and services by persons with disabilities.
"Informal communications" means any communication method other than written emails to the Point of Contact Person identified for this RFP.
"Non-Acceptance of Proposal" means another proposal was deemed more advantageous to the University or that all proposals were rejected.
"Offer" or "Proposal" means the Proposer's response to this Request for Proposal.
"Services" shall mean all services described within the scope of this RFP.
"Agreement" shall mean the contract issued as a result of this Request for Proposal.
"CT-based Businesses" shall be a firm that is: (i) a business entity organized, headquartered and operating in the State of Connecticut for at least one year prior to the date of bid submission; or (ii) a business entity that is authorized to do business in Connecticut, maintains an operating location in Connecticut, and has generated over $50 \%$ of its annual gross revenues each year, over the past five (5) years prior to the date of bid submission, from work on projects located in Connecticut.
"Joint Venture" in this sourcing context refers to firms that may have familiarity within particular areas but may not be subject matter experts in all necessary areas; therefore, the University welcomes joint venture proposals.
"SBE/MBE Firm" shall refer to a certified Small Business Enterprise/Minority Business Enterprise firm that meets the qualifications as determined by legislation, Connecticut General Statute 4a-60g (Supplier Diversity Statue) as amended by Public Act 11-229.
"University" or "UConn" or a pronoun used in its place shall mean the University of Connecticut main campus at Storrs, Connecticut as well as its five regional campuses and the Cooperative Extension Offices.
"UConn Health" or "UCH" shall mean University of Connecticut Health and its affiliates.

## Point of Contact \& Communication

Upon formal issuance of a Sourcing Event, the University and Proposer(s) will cease all informal communications relevant to the Sourcing Event. All communications and/or inquiries regarding this Sourcing Event must be directed to the contact person identified within. All questions must be submitted through this portal. Upon Sourcing Event status change with the selected Proposer(s), all other Proposers will be notified as to their Sourcing Event status, or when the University formally rejects all proposals and cancels the Sourcing Event process. Failure to adhere this provision may result in a Proposer being declared ineligible, proposal rejection, or Sourcing Event cancellation. The University will not respond to any request for clarification received after the Deadline for Proposer Questions has expired.

Under no circumstances, may any proposer or its representative contact any employee or representative of the University regarding this Sourcing Event prior to the closing date. Strict adherence to this important procedural safeguard is required and appreciated. Any violation of this condition may result in proposer being considered as non-compliant and ineligible for award.

## Supplier Diversity

The University of Connecticut is committed to providing a professionally inclusive environment within which small and minority businesses are encouraged to participate in the procurement experience, as they are afforded equal access to the bid process that transfers goods and services to the campus communities. As such, we encourage participation by Small (SBE), Minority-Owned (MBE), Woman-Owned (WBE) businesses, and businesses owned by persons with a disability (DisBE), certified as such by the State of Connecticut's Department of Administrative Services (DAS) Supplier Diversity Division, pursuant to Connecticut General Statute 32-9e. Additionally, the University encourages Connecticut-based businesses to participate within this public bid process. To become a DAS-Certified S/M/W/DisBE, your company must meet the qualifications as determined by legislation, under $\S 4 \mathrm{a}-60 \mathrm{~g}$ of the Connecticut General Statutes (CGS). For further information, please visit this website: https://portal.ct.gov/DAS/Services/Licensing-Certification-Permitting-and-Codes/Small-Minority-Business-Center or contact the DAS Supplier Diversity Division (Set-Aside Program) at (860) 713-5057. To learn about the University of Connecticut's Supplier Diversity Program (USDP), please visit http://supplierdiversity.uconn.edu, or contact the USDP by e-mail at supplierdiversity@uconn.edu or by phone at (860) 486-2614.

## Buyer Attachments

Appendix A - Financial Proposal R $\begin{aligned} & \text { Appendix A - Financial Response } \\ & \text { Template.xlsx }\end{aligned}$
../Attachments/Appendix A - Financial Response Template.xIsx

## General Information and Requirements

## Group 1.1: Executive Summary

1.1.1 Provide a summary to include what is being proposed, the important points of the proposal and key benefits of being selected as the Contractor.

Text (Multi-Line)
Group 1.2: Form of Proposal
Proposer understands that the University reserves the right to reject any and all proposals, 1.2.1 waive irregularities or technicalities in any offer, and accept any offer in whole or in part which it deems to be in its best interest.

Multiple Choice (Pick One)
Agree
Disagree

Proposer hereby certifies: (a) that this proposal is genuine and is not made in the interest of or on behalf of any undisclosed person, firm or corporation; (b) that the proposer has not directly or indirectly induced or solicited any other proposer to put in a false or sham bid; (c) that the proposer has not solicited or induced any person, firm or corporation to refrain from bidding; and (d) that the proposer has not sought by collusion to obtain any advantage over any other proposer or over the University.
Multiple Choice (Pick One)
Agree
Disagree

Proposer agrees that the response to this proposal is a legal and binding offer and the 1.2.3 authority to make the offer is vested in the signer. Minor differences and informalities will be resolved by negotiation prior to acceptance of the offer.
Multiple Choice (Pick One)
Agree
Disagree
1.2.4 Is proposer currently a State of Connecticut Small Business Enterprise and certified with the State of CT Department of Administrative Services?
Multiple Choice (Pick One)
No
If yes, please attach a copy of your certification.
1.2.5 Please acknowledge by entering "Agree" for payment terms of $2 \% 15$ days, Net 45 days or provide alternate payment terms.
Text (Single Line)
1.2.6 Sales Representative Contact Information - please include name, telephone \#, email address and attach resume.
File Upload

Confidential Information: The University treats Proposals as confidential until after the award is issued. At that time they become subject to disclosure under the Freedom of Information Act. If a bidder wishes to supply any information, which it believes is exempt from disclosure
1.2.7 under the act, said bidder should summarize such information in a separate file, upload here and mark as Confidential. However, any such information is provided entirely at the bidder's own risk and the University assumes no liability for any loss or damage which may result from the University's disclosure at any time of any information provided by the bidder in connection with its proposal.
Multiple Choice (Pick One)
Agree
Disagree

Freedom of Information: The University is subject to the CT Freedom of Information Act, found in Chapter 14 of the CT General Statutes. Two exceptions may apply are as follows: (1) Conn. Gen. Stat. sec. 1-210(b)(24) permits the University to withhold records related to the procurement process while bidding and contract negotiations are underway (this moratorium is temporary and lasts only until the contract has been executed or negotiations are abandoned); and Conn. Gen. Stat. sec. 1-20(b)(5) permits the University to withhold records in its possession in the event they contain trade secrets (or really any intellectual property). In the event that the University determines that Conn. Gen. Stat. sec. 1-210(b)(5) may apply to a given request for the records in questions, the responsibility to substantiate claims that said would reveal trade secrets and meet the exemption requirements would need to be borne by the owner of said trade secrets, not the University.
Multiple Choice (Pick One)
Agree
Disagree

Conflict of Interest: The bidder shall disclose and identify to the University, with its proposal, any relationships, which may constitute a potential conflict of interest with the University of 1.2.9 Connecticut Procurement Services Department, or any other University organizations or departments for the purpose of determining whether a conflict of interest exists. All such disclosures require acceptance/approval action on the part of the University, who shall determine, in its sole discretion, whether an impermissible conflict exists.
Multiple Select (Pick Many)

## Agree

Disagree

Ethics and Compliance Reporting/Whistleblower Protection: The Office of University Compliance is responsible for handling anonymous ethics and compliance reporting. As a provider of goods and/or services to the University, you are hereby required to notify your employees, as well as any subcontractors, who are involved in the implementation of this contract, of this reporting mechanism. Any person who is aware of unethical practices, fraud, violation of state laws or regulations, or other concerns relating to University policies and procedures can report such matters anonymously using the information provided on their website at https://compliance.uconn.edu
Multiple Choice (Pick One)
Agree
Disagree

Communications: All formal communications in regards to this solicitation must be in writing in the portal. Until the time when the University posts notification of intent to award; all communications in regards to this solicitation must be sent to the Procurement representative via email. Failure to adhere to this provision may result in a proposer being declared ineligible, proposal rejection, or solicitation cancellation.

## Multiple Choice (Pick One)

## Agree

Disagree

Unless specifically authorized in writing by the University's Communications Department on a case by case basis, the Contractor shall have no right to use, and shall not use, the name of the University of Connecticut, its officials or employees, or the Seal of the University, a) in any advertising, publicity, promotion; nor b) to express or imply any endorsement of Contractor's products or services; nor c) to use the name of the state, its officials or employees or the University seal in any manner (whether or not similar to uses prohibited by subparagraphs (a) and (b) above) except only to manufacture and deliver in accordance with this agreement such items as are hereby contracted by the University.
Multiple Choice (Pick One)
Agree
Disagree

The proposing vendor must certify that no elected or appointed official or employee or student of the University has benefited, or will benefit financially or materially from the proposed services. The University may terminate any contract resulting from this bid, if it is determined that gratuities of any kind were either offered to, or received by, any University officer or employee contract to this policy. The authorized signatory of a submitted proposal
automatically attests this to be true. (See also Attachment of Governor Rell's Memo to Vendors Conducting Business with the State of Connecticut). The laws of the State of Connecticut provide it is a felony to offer, promise or give anything of value or benefit to a State employee with intent to influence that employee's acts, opinion, judgment or exercise of discretion with respect to that employee's duty. Evidence of violation of this statute will be turned over to the proper prosecuting attorney. See Code of Ethics in CT
Multiple Choice (Pick One)
Agree
Disagree

## Group 1.3: Standard Contract Terms and Conditions

The following terms and conditions will govern in the submission and evaluation of proposals and the award of a contract. Bidders are requested to carefully review the terms and conditions, as they will become part of any subsequent agreement and award process.
1.3.1 Contract Status: The response to this solicitation will be considered an offer to contract. Final negotiations on the highest evaluated offer will be conducted to resolve any differences and informalities. After final negotiations, the University will issue an acceptance of the proposal offer.
Multiple Choice (Pick One)
Agree
Disagree
1.3.2 Contract Modification: All changes to the contract must be agreed to, in writing, by both parties prior to executing any change.
Multiple Choice (Pick One)
Agree
Disagree
1.3.3 Contract Assignment or Subcontract: The resulting contract shall not be assigned,
transferred, or sublet in whole or in part without the prior written approval of the University.
Multiple Choice (Pick One)
Agree
Disagree
1.3.4 Notification of Selected Firm: All Proposers will receive written notification of the selected firm after the evaluation committee has approved their selection.
Multiple Choice (Pick One)
Agree
Disagree

Contract Commencement: The contract will commence upon execution and final approval by the Office of the Attorney General. The Project covered under the contract will be based on 1.3.5 the specific University requirements or requests. The University can neither project nor guarantee a specific volume of business over the term of any contract that may result from this solicitation.
Multiple Choice (Pick One)
Agree
Disagree

Ownership of Subsequent Samples: Any product, whether acceptable or unacceptable,
1.3.6 developed under a contract awarded as a result of this RFP shall be the sole property of the University unless otherwise stated in the contract.
Multiple Choice (Pick One)
Agree
Disagree

Samples: The quality of accepted samples does not supersede the specifications for quality in the RFP unless the sample is superior in quality. All deliveries shall have at least the same quality as the accepted sample.

Agree
Disagree

Samples: Samples shall be furnished free of charge. Bidders must indicate if return of any sample is desired. The University shall comply with such request provided samples are
returned at bidder's sole cost and expense, FOB Bidder's destination, and that they have not been made useless by testing. If they are useless by testing, the State may dispose of the samples as it deems to be appropriate. Samples may be held for comparison with deliveries.

## Multiple Choice (Pick One)

Agree
Disagree

If the vendor fails to deliver or has delivered nonconforming goods, the University shall provide a cure notice as soon as discrepancy is identified. The vendor shall have up to ten 1.3.9 (10) business days to correct the deficiency. If the vendor continues to be in default, Procurement will have the right to procure the correct goods from another source and charge the difference between the contracted price and the market price to the defaulting vendor.
Multiple Choice (Pick One)
Agree
Disagree

Unless otherwise noted, prices shall include delivery and transportation charges fully prepaid F.O.B. DESTINATION. No extra charges for packing or packages will be allowed.

Multiple Choice (Pick One)
Agree
Disagree

The University of Connecticut has, in this Request for Proposal and otherwise, provided proposers with information relating to the University, its current operations and initiative described herein. The University assumes no responsibility or liability for the adequacy or accuracy of any information provided by the University, its agents, employees or representatives. The proposer agrees to waive any claim or defense to any claim relating to the adequacy or sufficiency of any information provided prior to the execution of the anticipated contract. Subject to these limitations, this Request for Proposal contains information describing University communities, operations and planned programs.
Multiple Choice (Pick One)
Agree
Disagree

If the University and selected Proposer(s) are unable to reach a mutually agreeable contract,
1.3.12 the University reserves the right to abandon negotiations and commence negotiations with the second highest ranked Proposer. The University will be the sole judge of the suitability of the proposed Agreement(s).
Multiple Choice (Pick One)

## Agree <br> Disagree

Notwithstanding any other provision of this RFP or any ensuing contract, if funds anticipated for the continued fulfillment of the contract are at any time not forthcoming or insufficient, either through the failure of the Connecticut Legislature to provide funds or alteration of the program under which funds were provided, then the University shall have the right to terminate the contract without penalty by giving not less than thirty (30) days advance written notice documenting the lack of funding. Unless otherwise agreed to, the contract shall become null and void on the last day of the fiscal year for which appropriations were received; except that if an appropriation to cover the costs of this contract becomes available within sixty (60) days subsequent to termination under this clause, the University agrees to re-establish a contract with the firm whose contract was terminated under the same provisions, terms and conditions of the original contract.
Multiple Choice (Pick One)
Agree
Disagree

Any Agreement resulting from this RFP will not grant the Proposer a license or other right to duplicate or use any image or intellectual property of the University in any manner other than as may be expressly approved in writing in connection with the performance of the contract.

## Multiple Choice (Pick One)

## Agree

Disagree

The Proposer shall pay all royalties, license fees, and patent to invention rights, or copyrights or trade and service marks and defend all suits or claims for the infringement of any patent or invention right or copyrights or trade and service marks involved in the items furnished in any contract resulting from this RFP.
Multiple Choice (Pick One)
Agree
Disagree

The Proposer will hold and save the University and its officers, agents, servants, and employees harmless from liability of any nature or kind, including cost and expenses for, or on account of any patented or unpatented invention, process, article, or appliance furnished in the performance of any contract resulting from this RFP including its use by the owner, unless otherwise specifically stipulated.

## Multiple Choice (Pick One)

## Agree

Disagree

Copyrights for any item specified shall be the property of the University and inure to its
benefit and Proposer shall execute such documents, as University may require, for the perfection thereof.
Multiple Choice (Pick One)
Agree
Disagree

The University shall retain all rights, title and interest in all its usage, user and biographical data and Proposer shall only use such data to the extent necessary for complying with its obligations to the University unless it otherwise receives express written approval from the University's designee for any other use.
Multiple Choice (Pick One)

## Agree

Disagree

The Proposer shall be responsible for the acts and omissions of all the Proposer's employees and all sub-proposer's employees, if applicable, as well as all other persons involved in performing any tasks associated with the provision of the goods and/or services outlined in this RFP by the Proposer.
1.3.19 The Proposer shall at all times enforce strict discipline and good order among the Proposer's employees and shall not employ any unfit person or anyone not skilled in the task assigned. The contract awardee, when so determined by the University, shall dismiss incompetent or incorrigible employees from the project, and such persons shall be prohibited from returning to the project without written consent of the University.
Multiple Choice (Pick One)
Agree
Disagree
In furtherance of its longstanding commitment to fundamental human rights, to the dignity of all people, and to the environment, the University requires all Vendors to adhere to the "Vendor Code of Conduct" policy (http://policy.uconn.edu/?p=2718). Please acknowledge the University policy and, if applicable, provide any additional pertinent information in the Supplier Attachments.
Multiple Choice (Pick One)
I Acknowledge

The University has recently developed an Access Management Plan for the Storrs campus. The plan will help create a safer pedestrian campus, protecting both the landscape and hardscape by giving service and delivery vehicles safer, more appropriate access to campus 1.3.21 buildings. Additional details related to the University's Access Management Plan can be found at http://www.park.uconn.edu/amplan.html. Awarded parties will be required to adhere to the requirements of the Access Management plan; therefore bidders shall make themselves familiar with its requirements and agree to adhere to the same.
Multiple Choice (Pick One)
Agree
Disagree

All items to be furnished hereunder shall meet all applicable State and Federal requirements of the Occupational Safety and Health Act. All alleged violations and deviations from said state and federal regulations or standards of the items or services to be furnished hereunder, must be set forth on the proposed requirements and criteria in the proposal response. Or, if at any later date the items or services contained herein shall not meet all applicable state and federal requirements after the proposer is awarded the contract hereunder, the proposer must notify the University's Director of Procurement Services immediately by registered mail.

Multiple Choice (Pick One)
Agree
Disagree

## Group 1.4: State of Connecticut Terms and Conditions

Please indicate that your firm agrees to all the State of Connecticut terms and conditions
1.4.1 found at this website: http://contracting.uconn.edu/terms-and-conditions. If your firm disagrees to any, please choose disagree and provide explanation and/or alternate language in the next line.
Multiple Choice (Pick One)
Agree
Disagree
1.4.2 Please provide your exceptions to the State of CT terms and conditions as well as explanation and/or alternate language (if applicable).
Text (Multi-Line)

## Scope of Work

## Group 2.1: Aggregation with The Quilt

Quilt Program Aggregation Model: CEN is a member of The Quilt. If you're a Quilt contract
2.1.1 holder, the University prefers to be able to have its volume included in The Quilts volume aggregation program. Please address this desire and propose a method for tracking and reporting to both the University and The Quilt.
Text (Multi-Line)
2.1.2 Please provide any attachments for question \# 2.1.1.

File Upload

Quilt Program Aggregation Model: CEN is a member of The Quilt. If you're not a current Quilt
2.1.3 contract holder but the potential exists in the future to secure a Quilt contract, would your firm be willing to allow for CEN consumption and volume to be included in future Quilt volume aggregation discounts.
Text (Multi-Line)
2.1.4 Please provide any attachments for question \# 2.1.3.

File Upload

## Group 2.2: Support for Multiple Connections

Will you allow one committed information rate (CIR) to be spread over multiple physical
2.2.1 connections spreading the cumulative committed data rates across the connections at different locations?
Yes/No
2.2.2 How do you calculate the overall minimum for the combined circuits?
2.2.3 $\quad$ Are there minimums per circuit?

Text (Multi-Line)
2.2.4 Are there additional port costs?

Text (Multi-Line)
2.2.5 If there are additional costs for these types of scenarios, please indicate which fees you are willing to waive for CEN.
Text (Multi-Line)
2.2.6 Do you support Link Aggregation Groups (LAG Groups), 802.3ad?

Text (Multi-Line)
Group 2.3: Customer's Point of Presence (PoP) List
2.3.1 Please provide a complete list of your U.S. customer serving PoPs.

Text (Multi-Line)
2.3.2 Please provide any attachments for question 2.3.1.

File Upload
2.3.3 Please provide documentation of your supported Border Gateway Protocol (BGP) communities to control route advertisements and routing. Text (Multi-Line)
2.3.4 Please provide any attachments for question 2.3.3.

File Upload
2.3.5 Do you honor customer AS-padding and setting of MED values for traffic management?

Text (Multi-Line)
2.3.6 Please provide any attachments for question 2.3.5.

File Upload
2.3.7 List all ASNs with which customers might peer.

Text (Multi-Line)
2.3.8 Please provide any attachments for question 2.3.7.

File Upload
2.3.9 Enumerate IP PoPs at which IPv6 is not offered on an equal basis with IPv4.

Text (Multi-Line)
2.3.10 If there are any such PoPs, what is your timeline for offering IPv6 at them?

Text (Multi-Line)
2.3.11 Re: Question 2.3.10: Are there any additional charges for IPv4? Please answer Yes or No and include comments.
Text (Multi-Line)
2.3.12 Re: Question 2.3.10: Are there any additional charges for IPv6? Please answer Yes or No and include comments.
Text (Multi-Line)
2.3.13

Re: Question 2.3.10: If the nearest IP PoP to a customer is IPv4-only, are you willing to waive any charges for on-net backhaul to the nearest IPv6-enabled PoP? Please answer Yes or No and include comments
Text (Multi-Line)

Re: Question 2.3.10: If the nearest PoP to a customer is only layer 2, are you willing to waive any charges for on-net backhaul to the nearest layer 3 PoP? Please answer Yes or No and include comments.
Text (Multi-Line)
2.3.15 Will you accept a dark fiber handoff from a customer? Please answer Yes or No and include comments.
Text (Multi-Line)
Group 2.4: National Backbone Infrastructure
2.4.1 Provide a national (and international, if applicable) backbone infrastructure map, including backbone link capacities and infrastructure topologies.
File Upload
2.4.2 Provide diagrams of your standard PoP infrastructure.

File Upload
2.4.3 Re: Question 2.4.2: What is your current national backbone average utilization?

Text (Multi-Line)
2.4.4 Re: Question 2.4.2: What is the monthly percentile utilization rate do you initiate a circuit upgrade? (e.g., 40\%, 50\%, 80\%)
Text (Multi-Line)
2.4.5 What percent of the fiber facilities do you own in your backbone?

Text (Multi-Line)
2.4.6 What is the largest maximum transmission unit (MTU) you will configure on a customer link? Text (Multi-Line)
2.4.7 Do you support 802.1q virtual local area network (VLAN) tagging on customer ports?

Text (Multi-Line)
2.4.8 Are all of your backbone PoP locations IPv6 enabled? If not, please explain. Text (Multi-Line)
Group 2.5: Peering Information
2.5.1 Provide a map that identifies network's peering infrastructure (locations and capacity). File Upload
2.5.2 What is your total aggregate public peering and total aggregate private peering for the East, West and Central United States?
Text (Multi-Line)
2.5.3 What is your total aggregate public peering and total aggregate private peering for U.S,

Europe and Asia?
Text (Multi-Line)
2.5.4 Re: Question 2.5.3: What is the ratio of peering to transit?

Text (Multi-Line)
2.5.5 Re: Question 2.5.3: What percent of your peering traffic is IPv6?

Text (Multi-Line)
2.6.1 Provide a brief document detailing your company's history, current organization, and funding sources.
File Upload
2.6.2

Provide the name(s) of a VP-Level Executive Contact(s) in your organization to support customer relationship with CEN and the University of Connecticut.
Text (Multi-Line)
2.6.3 Does your company participate in e-rate? If so, what is your 498 ID (formerly known as
SPIN)? SPIN)?
Text (Multi-Line)
2.6.4

Please describe available technical support services, including response times, means of contact, and other pertinent details.
Text (Multi-Line)

## Group 2.7: Network Policies and Practices

CEN and the University expects access to all internet addresses undifferentiated by cost or
2.7.1 performance. Do you currently (or have plans to) prioritize traffic on your network outside of illegal or malicious traffic?
Text (Multi-Line)
2.7.2 Describe the security procedures and protections you have in place to prevent the unauthorized access to user data that transits your network.
Text (Multi-Line)
2.7.3 Do you sell, rent, or share flow information to third parties? If so, please provide detailed descriptions and the purpose. Please note this inquiry does not imply the University and CEN are agreeing to this practice.
Text (Multi-Line)
2.7.4 Do you inject advertising or otherwise modify web, email, Domain Name System (DNS), or other traffic?
Text (Multi-Line)
Group 2.8: Service Level Agreement
Provide detailed Service Level Agreement ("SLAs") governing any services provided,
2.8.1 including but not limited to uptime guarantees, technical support ticket response times, and technical support escalation procedures.
File Upload
2.8.2

What is your company's uptime guarantee (99.9\%, 99.99\%. 99.999\%)? How does your company calculate uptime?
Text (Multi-Line)
Group 2.9: Activation of Services
To support activation of services, please provide a detailed project plan, to include the
2.9.1 following information for each project phase: a detailed description of the work to be performed; the responsibilities of both CEN and the Proposer; and the deliverables.
File Upload

## Mandatory Submittals and Forms

Group 3.1: Affidavits and Certifications
Form 1 Gift and Campaign Contribution Certification, please download, complete and attach
3.1.1 http://www.ct.gov/opm/lib/opm/OPM_Form_1_Gift_and_Campaign_Contribution_Certificatio n_3-28-14.pdf
File Upload
3.1.2 Form 5 Consulting Agreement, please download, complete and attach http://www.ct.gov/opm/lib/opm/OPM_Form_5_Consulting_Agreement_Affidavit_3-28-14.pdf

File Upload
3.1.3 Form 6 Affirmation of Receipt of State Ethics Law Summary
http://www.ct.gov/opm/lib/opm/finance/psa/opm_ethicsform6_final_9-15-11_pdf.pdf File Upload
3.1.4 Form 7 Iran Certification
http://www.ct.gov/opm/lib/opm/OPM_Form_7_Iran_Certification_3-28-14.pdf
File Upload
3.1.5 Non-Discrimination Certification http://www.ct.gov/opm/cwp/view.asp?a=2982\&Q=390928 File Upload
Group 3.2: Additional Required Forms and Acknowledgements
3.2.1 Bidder Contract Compliance Monitoring Report
http://www.ct.gov/chro/lib/chro/pdf/notificationtobidders.pdf
File Upload
Bidder Contract Compliance Monitoring Report -
3.2.2 SEEC Form 10 Acknowledgement of Receipt
http://www.ct.gov/seec/lib/seec/forms/contractor_reporting_/seec_form_10_final.pdf
File Upload
SEEC Form 10-../Attachments/QuestionAttachments/seec_form_10_final.pdf
3.2.3

Please acknowledge you have read and will comply with the University's Vendor Code of
Conduct located at: http://policy.uconn.edu/2013/02/12/vendor-code-of-conduct/
Multiple Choice (Pick One)
Agree
Disagree
3.2.4 CT Economic Impact Form http://www.biznet.ct.gov/SCP_Documents/Groups/1/Connecticut Economic Impact Form (DAS-46).pdf
File Upload
CT Economic Impact Form - ../Attachments/QuestionAttachments/Connecticut Economic Impact Form
3.2.5 Non-Collusion Affidavit: Please download and sign, then upload the signed copy.

File Upload
Non-Collusion Affidavit - ../Attachments/QuestionAttachments/Non-Collusion.docx
3.2.6 State Ethics Policy - Vendors Conducting Business with the State of Connecticut. Please review this policy.
Multiple Choice (Pick One)
Agree
Disagree
State Ethics Policy Memo - ../Attachments/QuestionAttachments/State Ethics Policy Memo.pdf

## References

Group 4.1: References
4.1.1 Provide references - these references should be of comparable size and scope to the University's requirements in this solicitation. Reference \#1 Customer Name
Text (Single Line)
4.1.2 Reference \#1 Street Address, City, State, Zip

Text (Multi-Line)

### 4.1.3 Reference \#1 Contact Name

Text (Single Line)

| 4.1.4 | Reference \#1 Email Address for Contact | $\star$ |
| :---: | :---: | :---: |
|  | Text (Single Line) |  |
| 4.1.5 | Reference \#1 Phone Number for Contact | $\star$ |
|  | Text (Single Line) |  |
| 4.1.6 | Reference \#1 Contract Dates | $\star$ |
|  | Text (Single Line) |  |
| 4.1.7 | Reference \#1 Contract Summary - Please describe reference project emphasizing similarities to the University requirements. | $\star$ |
|  | Text (Multi-Line) |  |
| 4.1 .8 | Reference \#2 Customer Name | $\star$ |
|  | Text (Single Line) |  |
| 4.1.9 | Reference \#2 Street Address, City, State, Zip | $\star$ |
|  | Text (Multi-Line) |  |
| 4.1.10 | Reference \#2 Contact Name | $\star$ |
|  | Text (Single Line) |  |
| 4.1.11 | Reference \#2 Email Address for Contact | $\star$ |
|  | Text (Single Line) |  |
| 4.1.12 | Reference \#2 Phone Number for Contact | $\star$ |
|  | Text (Single Line) |  |
| 4.1.13 | Reference \#2 Contract Dates | $\star$ |
|  | Text (Single Line) |  |
| 4.1.14 | Reference \#2 Contract Summary - Please describe reference project emphasizing similarities to the University requirements. | $\star$ |
|  | Text (Multi-Line) |  |
| 4.1.15 | Reference \#3 Customer Name | $\star$ |
|  | Text (Single Line) |  |
| 4.1.16 | Reference \#3 Street Address, City, State, Zip | $\star$ |
|  | Text (Multi-Line) |  |
| 4.1.17 | Reference \#3 Contact Name | $\star$ |
|  | Text (Single Line) |  |
| 4.1.18 | Reference \#3 Email Address for Contact | $\star$ |
|  | Text (Single Line) |  |
| 4.1.19 | Reference \#3 Phone Number for Contact | $\star$ |
|  | Text (Single Line) |  |
| 4.1.20 | Reference \#3 Contract Dates | $\star$ |
|  | Text (Single Line) |  |

## Pre-Bid/Proposal Meeting, Presentations and Site Visits (if applicable)

Group 5.1: Pre-Bid/Proposal meeting, Presentations and Site Visits (if applicable)
Pre-Bid/Proposal Meeting: A Pre-Bid/Proposal meeting is a scheduled meeting which may occur during a public solicitation process. The purpose of the meeting is to provide interested bidders/proposers with an opportunity to: pose questions related to the solicitation process, request Scope of Work information and/or clarification, and visit the business site (if applicable). If attendance at a Pre-Bid/Proposal meeting is deemed mandatory, failure to attend the meeting will lead to elimination from the solicitation process. (See the Description of this solicitation for specific schedule details and requirements.)
Multiple Choice (Pick One)

## Agree

Disagree

Presentations/Site Visits: The University selection committee may require presentations/site visits. If invited to present, the proposer/bidder will be responsible for making all the necessary arrangements and will bear all costs associated with the presentation.
5.1.2 Presentations will be scheduled within the time allocated in the solicitation schedule. Presentation invitations will be issued only to those firms selected to participate in Stage/Phase 2 of this solicitation and will include the meeting date, time, location, length of on-site presentation and associated agenda/requirements outlining specific proposal areas for discussion, as outlined at the University's discretion.

> Multiple Choice (Pick One)

Agree
Disagree

Campus Visitor Parking: Campus parking is strictly regulated and violations are subject to
5.1.3 monetary fines. Visitors must park only in areas specifically designated for general public parking (signed, paved, and lined parking areas and/or parking garage). Detailed parking information is available at the following link: http://park.uconn.edu/
Multiple Choice (Pick One)

> Agree
> Disagree

On-Site Accommodations: If a bidder/proposer requires on-site accommodations, the University recommends visitors stay on campus at the Nathan Hale Inn. This facility
5.1.4 providers parking, complimentary access to the campus shuttle, and may provide preferred rates for long term stays. Contact information is available at the following site: http://www.nathanhaleinn.com/
Multiple Choice (Pick One)
Agree Disagree

## Proposal Selection Evaluation Criteria

Group 6.1: Evaluation Criteria
All proposals will be evaluated by a selection committee, using the specific evaluation criteria
provided in the description of this solicitation. Each criterion has been assigned a point
value. The evaluation committee will conduct a comprehensive review and analysis of the
received proposals and recommend which proposals are the most advantageous to the
needs of the University.
Multiple Choice (Pick One)
Agree
Disagree
Staffing Plan
Group 7.1: Staffing Plan
7.1.1 Provide a complete listing of key personnel assigned to the University account:
File Upload

|  | Text (Single Line) |
| :---: | :---: |
| 7.1.3 | Name |
|  | Text (Single Line) |
| 7.1.4 | Years Experience |
|  | Numeric Text Box |
| 7.1.5 | Skills/Competencies |
|  | Text (Multi-Line) |
| 7.1.6 | Professional Designations/Certifications |
|  | Text (Multi-Line) |
| 7.1.7 | Provide documentation of Professional Designations/Certifications (if applicable) |
|  | File Upload |
| 7.1.8 | Accessibility (Method and Hours of Contact, etc.) |
|  | Text (Multi-Line) |
| 7.1.9 | 2. Role/Position |
|  | Text (Single Line) |
| 7.1.10 | Name |
|  | Text (Single Line) |
| 7.1.11 | Years Experience |
|  | Numeric Text Box |
| 7.1.12 | Skills/Competencies |
|  | Text (Multi-Line) |
| 7.1.13 | Professional Designations/Certifications |
|  | Text (Multi-Line) |
| 7.1.14 | Provide documentation of Professional Designations/Certifications (if applicable) |
|  | File Upload |
| 7.1.15 | 3. Role/Position |
|  | Text (Single Line) |
| 7.1.16 | Name |
|  | Text (Single Line) |
| 7.1.17 | Years Experience |
|  | Numeric Text Box |
| 7.1.18 | Skills/Competencies |
|  | Text (Multi-Line) |
| 7.1.19 | Professional Designations/Certifications |
|  | Text (Multi-Line) |
| 7.1.20 | Provide documentation of Professional Designations/Certifications (if applicable) |

File Upload

| 7.1.21 | 4. Role/Position |
| :---: | :---: |
|  | Text (Single Line) |
| 7.1.22 | Name |
|  | Text (Single Line) |
| 7.1.23 | Years Experience |
|  | Numeric Text Box |
| 7.1.24 | Skills/Competencies |
|  | Text (Multi-Line) |
| 7.1.25 | Professional Designations/Certifications |
|  | Text (Multi-Line) |

7.1.26 Provide documentation of Professional Designations/Certifications (if applicable)

File Upload

## Financial Statements

Group 8.1: Financial Statements
Proposers may be required to submit their most current, within the last three (3) years, 10-K financial statements package including: Balance Sheet, Cash Flow statements, Statement of Stockholders Equity, and Income Statements. If a current 10-K is unavailable, financial 8.1.1 statements which have been audited and certified by an independent Certified Public Accountant (CPA) may be deemed acceptable. If audited financial statements are unavailable, provide financial statements which have been reviewed by an independent Certified Public Accountant (CPA). The University reserves the right to request additional information to provide any assurances of financial surety it deems appropriate.
Multiple Choice (Pick One)
Agree
If your firm disagrees, provide reason below
8.1.2 Provide reason if your answer was Disagree above

Text (Multi-Line)

## Inclement Weather

Group 9.1: Inclement Weather Information
Inclement Weather: Be advised that in the event of an official University closing or early
9.1.1 dismissal due to inclement weather or other reason this bid will be due and opened at 2:00 PM on the next business day. Please call the University Emergency Information Line at 860-486-3768 for up to date information on official cancellations or early closings.
Multiple Choice (Pick One)
Acknowledge

## Insurance Requirements

Group 10.1: General Insurance Requirements
The proposer shall secure and pay the premium or premiums of the following policies of insurance with respect to which minimum limits are fixed in the schedule set forth below. The University of Connecticut shall be included as a named insured on all such policies. Each
10.1.1 such policy shall be maintained in at least the limit fixed with respect thereto, and shall cover all of the proposer's operations hereunder, and shall be effective throughout the period of this contract or any extension thereof. It is not the intent of this schedule to limit the types of insurance required herein.
Multiple Choice (Pick One)
Agree
Disagree
(a) Commercial General Liability 1. Each Occurrence $\$ 1,000,000$ 2. Personal and

Advertising Injury $\$ 1,000,000$ 3. General Aggregate $\$ 2,000,000$ 4. Fire Legal Liability $\$ 100,000$ The insurance shall provide for a retroactive date of placement prior to or coinciding with the effective date of this award.
Multiple Choice (Pick One)
Agree
Disagree
10.1.3 (b) Business Automobile Liability: Minimum Limits for Owned, Scheduled, Non Owned, or Hired Automobiles with a combined single limit of not less than \$1,000,000 per occurrence.
Multiple Choice (Pick One)
Agree
Disagree
10.1.4 (c) Workers' Compensation and Employer's Liability: As required under state law.

Multiple Choice (Pick One)
Agree
Disagree
(d) Such other insurance in such amounts which from time to time may reasonably be
10.1.5 required by the mutual consent of the University and awarded Proposer against other insurable hazards relating to performance.
Multiple Choice (Pick One)
Agree
Disagree
10.1.6 (e) Cyber Liability Insurance (when providing services) 1. Each Occurrence $\$ 1,000,0002$. General Aggregate \$2,000,000
Multiple Choice (Pick One)
Agree
Disagree

All policies of insurance provided for in this Section shall be issued by insurance companies with general policyholder's rating of not less than A- and a financial rating of not less than Class VIII as rated in the most current available A.M. Best Insurance Reports and be
10.1.7 licensed to do business in the State of Connecticut. All such policies shall be issued in the name of the awarded Proposer, and shall name, as Additional Insured, The State of Connecticut, University of Connecticut. Policies shall waive the right of recovery against the University and shall be primary.
Multiple Choice (Pick One)
Agree
Disagree

As to insurance required by this agreement, a certified copy of each of the policies or a certificate or certificates evidencing the existence thereof, or binders, shall be delivered to the University within fifteen (15) days after the tentative award of this agreement. In the event any binder is delivered, it shall be replaced within thirty (30) days by a certified copy of 10.1.8 the policy or a certificate in lieu thereof. Each such copy or certificate shall contain a valid provision or endorsement that the policy may not be canceled, terminated, changed or modified without giving thirty (30) days written advance notice hereof to the University's representative and that the insurance reflected thereon meets the minimum requirements of the proposal. A renewal policy or certificate shall be delivered to the University at least thirty (30) days prior to the expiration date of each expiring policy.

Multiple Choice (Pick One)
Agree
Disagree

If at any time, any of the policies shall be or become unsatisfactory to the University as to form or substance, or if any of the carriers issuing such policies shall be or become unsatisfactory to the University, the Proposer shall promptly obtain a new and satisfactory policy in replacement upon such written notice from the University.
Multiple Choice (Pick One)

Agree
Disagree

## Advertising/Sponsorship Opportunities and Licensed Merchandise

Group 11.1: Advertising/Sponsorship Opportunities and Licensed Merchandise
In submitting a proposal, the Proposer agrees, unless specifically authorized in writing by the University on a case by case basis, that it shall have no right to use, and shall not use, the name of the University of Connecticut, its officials or employees, or the Seal of the University, a) in any advertising, publicity, promotion; nor b) to express or imply any endorsement of agency's services; nor c) to use the name of the state, its officials or


#### Abstract

11.1.1 employees or the University seal in any manner (whether or not similar to uses prohibited by


 subparagraphs (a) and (b) above) except only to manufacture and deliver in accordance with this agreement such services as are hereby contracted by the University. Should the Proposer be interested in pursuing a formalized sponsorship agreement with the University through its Division of Athletics, which may include advertising benefits and use of University marks, please contact the procurement official identified in this solicitation for details.Multiple Choice (Pick One)
I understand
11.1.2 Pre-authorization must be received from the University for the use of University's names, marks, and logos.
Multiple Choice (Pick One)
I understand

## Product Line Items

There are no Items added to this event.

Service Line Items
There are no Items added to this event.

## Suppliers

TowardEX Technologies Inc (DBA Massachusetts Internet Exchange)
Progress Event Not Viewed
James Jun
james.jun@towardex.com

## Verizon

Progress Invitation Unaccepted
Ross Shapiro
ross.shapiro@verizon.com

## Deloitte \& Touche LLP (Deloitte \& Touche)

Progress Event Not Viewed
Megan Bjorkman
megbjorkman@deloitte.com

## Zayo

Progress Invitation Unaccepted
Eric Cho
eric.cho@zayo.com

## CDW Government LLC

Progress Event Not Viewed

| Paul Huzi | Rob Chlupsa |
| :--- | :--- |
| paul.huzi@cdwg.com | $\underline{\text { chrihay@cdw.com }}$ |

## Hurricane Electric

Progress Invitation Unaccepted
Roger Kim
rkim@he.net

## CBTS LLC (CBTS Technology Solutions, LLC)

Progress
Event Not Viewed
Marilyn Koch
marilyn.koch@cbts.com

## TeliaCarrier

Progress Event Not Viewed

## wes.cantrall@teliasonera.com

GTT Communications Inc (GTT Communications Inc.)
Progress Event Not Viewed
Diane White
diane.white@gtt.net

## Attain LLC (Attain LLC)

Progress Event Not Viewed

## Mark Davis

mcdavis@attain.com

# Allied Communications LLC 

## Progress <br> Event Not Viewed

Steffania Volto
svolto@alliedphone.com

## AT\&T

Progress Event Not Viewed
Karen Vaccaro
kv0580@att.com

## Presidio Holdings Inc (Presidio Networked Solutions Group, LLC)

Progress
Event Not Viewed
Scott Taylor
ScottTaylor@presidio.com

Steve Rohan
srohan@presidio.com

## Cogent Communications Inc

Progress Event Not Viewed

## David Chester

dchester@cogentco.com

## NTT America / Global IP Network <br> Progress Invitation Unaccepted

Cody Wheeler
cwheeler@us.ntt.net

## Beyond B-School (Beyond B-School)

Progress Event Not Viewed
Roy Young
roy@beyondb-school.com

## Merit Network Inc

Progress Event Not Viewed

Accounts Receivable
accountsreceivable@merit.edu

## Qwest Communications Co LLC (DBA Centurylink Qcc)

Progress Event Not Viewed
Joseph Dinelli
joseph.dinelli@centurylink.com

