

Request for Proposal

Due Date: November 2, 2015 at 11:59 PM PST

Questions: CENIC Project Management: 2016k12nodeRFP@cenic.org

Address: Email proposals to: 2016k12nodeRFP@cenic.org

Hard copies are not required but may be sent to:
K12 Node RFP, CENIC, 16700 Valley View, Suite 400, La Mirada, CA 90638

Introduction

This Request for Proposal (RFP) is released on behalf of the California K-12 High Speed Network (K12HSN) and in support of providing quality high-speed broadband connectivity for schools statewide.

This Request for Proposal solicits responses from qualified service providers for various communications circuits and optional dark fiber segments across California. The physical addresses are provided in the attached exhibits. For the convenience of sorting and evaluation, responses must be submitted using the Circuit Pricing Worksheet (Exhibit D) and responses cannot be in PDF or locked spreadsheets. Bidders MUST respond using the RFP Pricing Worksheet. Supplemental pricing explanations are acceptable as long as the required Pricing Worksheet is used.

The Corporation for Educational Network Initiatives in California (CENIC) reserves the right to award all, some, or none of the circuits associated with this RFP, and CENIC may or may not be the ultimate customer-of-record for every circuit listed in this RFP. CENIC is acting as a consortium lead for the purposes of seeking bids and awarding contracts, and may also apply for E-rate and CTF discounts for awarded services on behalf of members of the consortium.

1.0 General Administrative Information

- A. **E-rate Form 470 and USAC E-rate Productivity Center (EPC).** For the purposes of this solicitation, the FCC Form 470 number is **160001477**. The Form 470 may be viewed by service providers with an EPC log in and search under the “Records” tab “FCC Forms



470" option. For service providers without an EPC login, the Form 470 may be viewed at <http://www.usac.org/si/tools/view-an-fcc-form-470.aspx>. There is a copy of the RFP submitted with the Form 470 on USAC's website. **However, the original RFP and all prevailing documents, including frequently asked questions, are posted at CENIC's website at the following URL: <http://www.cenic.org/publications>.**

- B. **Due date.** Responses must be received in electronic format via email at 2016k12nodeRFP@cenic.org by **November 2, 2015, 11:59 P.M. Pacific Time**. Extensions to the due date may be offered on a circuit-by-circuit basis if judged in the best interest of the consortium.

Any questions or points of clarification received by CENIC will be answered and posted online at <http://www.cenic.org/publications>.

- C. **Basis for Award.** This RFP is being released for planning purposes. CENIC, school districts, and individual schools may still post their own FCC Forms to qualify for E-rate discounts for any circuit(s) contained in this RFP, or may make some awards directly from proposals received.

It is the intent to award contract(s) to the most cost-effective proposals for service, and CENIC reserves the right to award contract(s) based *solely* upon the lowest price of E-rate eligible services.

For this RFP only, CENIC *may* also consider other criteria outlined below, plus what CENIC considers, in its sole judgment, represents the best value considering program needs, technical issues and similar factors.

Evaluation Criteria

- 45% E-rate eligible cost
- 10% Preferred, scalable technology (*lit or dark fiber optic depending on needs of network*)
- 25% Network design considerations and timelines of installation
- 15% Proposed contract terms and conditions
- 5% E-rate ineligible costs

- D. **Awards.** CENIC may make one award, multiple awards or no award as a result of this solicitation. CENIC's decision regarding awards is final and not subject to protest.
- E. **Vendor costs.** CENIC shall assume no responsibility for vendor costs incurred in developing a proposal.
- F. **Addenda.** CENIC may modify this RFP, its scope, any of its key action dates, or any of its attachments or exhibits, prior to the date for submission of proposals. Any such



addenda will be published on the CENIC website, and email notification will be sent to all potential participants known to CENIC.

- G. **Questions on the RFP.** Any questions on the RFP must be conveyed in writing and will be responded to in writing and added to the Question & Answer exhibit posted online on the CENIC website. Questions should be submitted to the following e-mail address: 2016k12nodeRFP@cenic.org. Any oral statements made by CENIC employees, consultants or others will not be binding.
- H. **Rejection of proposals.** CENIC may reject proposals if, based on CENIC's sole judgment, the proposals are deemed to be conditional or incomplete.
- I. **Negotiation.** CENIC reserves the right to negotiate any aspect of any proposal deemed responsive to this RFP.
- J. **Ownership of Proposals.** All proposals become the property of CENIC. CENIC reserves the right to make use of any information or ideas contained in the proposals.
- K. **Confidential material.** Bidder must notify CENIC of any specific portions of proposals considered confidential or proprietary. CENIC will take reasonable efforts to protect the confidentiality of such material, but makes no guarantees that such material may be protected. Entire proposals designated as confidential may be rejected. Please note that as of Funding Year 2015, the Federal Communications Commission (FCC), in promoting new "pricing transparency" measures, has stated that the costs for services with an accompanying FCC Form 471 funding request must be disclosed for the purposes of public consumption on USAC's website.
- L. **Evaluation Criteria.** With respect to the circuits and optional dark fiber segments, CENIC, in compliance with Federal Communications Commission (FCC) rules, will award to the vendor(s) providing the most cost-effective, end-to-end service offering. Per the Sixth Report and Order, FCC 10-175, FCC rules dictate the following:

§ 54.503 (c)(2)(vii) All bids submitted for eligible products and services will be carefully considered, with price being the primary factor, and the bid selected will be for the most cost-effective service offering consistent with § 54.511.

§ 54.511 Ordering Services (a) Selecting a provider of eligible services. In selecting a provider of eligible services, schools, libraries, library consortia, and consortia including any of those entities shall carefully consider all bids submitted and must select the most cost-effective service offering. In determining which service offering is the most cost-effective, entities may consider relevant factors other than the pre-discount prices submitted by providers, but price should be the primary factor considered.



Therefore, CENIC MAY consider factors beyond price alone in the consideration of bids.

2.0 Required Administrative Responses

Bidders MUST respond to all required items. Incomplete bids are subject to rejection.

Throughout this section and the accompanying appendices, the capitalized words MUST and SHALL are used to indicate requirements that are mandatory and MUST be addressed for a response to be considered complete. The capitalized words MAY and SHOULD are used to indicate desires on CENIC's part that are not requirements. However, Service Providers are expected to respond to each of these, either by meeting the desire or by providing an alternative approach to meeting the desire.

- A. **Federal and state discounts.** CENIC expects all of the circuits listed¹ in this RFP to be eligible for Federal E-rate and State CTF discounts. All respondents are asked to provide their current USAC Service Provider Identification Number (SPIN), if they have one. It is not required to have a SPIN to submit a response to this RFP; however, the respondent will be required to have a SPIN in place by July 1, 2016 or any associated awarded contract will be considered null and void. Additional information and requirements are contained in Exhibit C. Such procedures outlined in Exhibit C may be included in any contract issued as a result of this bid.

- B. **Contract period.** The contract period for awards resulting from this RFP will be from the date a circuit is installed and has been tested and accepted by CENIC, through its contractual termination date. The termination dates may vary according to the type of circuit. Pricing for managed or lit services may be submitted for three (3) or five (5) year terms. For dark fiber Indefeasible Right of Use (IRU) terms may be ten (10), fifteen (15) or twenty (20) years. Maintenance and operation contracts for dark fiber may be submitted for three (3) or five (5) with optional extensions. Bidders may bid on all or any subset of services included in this RFP. If Bidder is currently under contract for services, responses should indicate whether existing contracts are to be used for the services to be bid, are to be superseded by the new proposal, or if services under such agreements convert to the proposed new agreement at the end of the existing contract period. CENIC may choose to adopt a later start date for services included in any proposal in order to fulfill commitments on current contracts. When mutually agreed upon, CENIC will consider contracts with one or more annual contract extensions beyond the basic term.

¹ With the exception of the dedicated dark fiber build of a minimum of 12 strands and recurring maintenance. Self-provisioned networks are currently eligible for E-rate, but eligibility for CTF is not defined as of the posting date of this RFP. All other services on the RFP are eligible for both E-rate and CTF discounts.

- C. **Commencement of Billing.** In no case is a service provider allowed to commence billing on a new service until a CENIC representative confirms successful completion of CENIC's acceptance testing procedure.
- D. **Services and Pricing.** Bidders MUST respond using the RFP Pricing Worksheet (Exhibit D) and responses cannot be in PDF or locked spreadsheets. Supplemental pricing explanations are acceptable as long as the required Pricing Worksheet is used.

Pricing MUST be expressed in undiscounted rates to CENIC (that is, excluding California Teleconnect Fund (CTF) or Federal E-rate discounts, where applicable). Estimated taxes and surcharges are to be indicated at the top of the worksheet and expressed as a percentage.

- **Managed or lit data transmission services, including lit fiber:** For the purposes of review and, for determining the potential basis of award, CENIC requests service providers provide pricing in Exhibit D for managed or lit services to be stated in the following manner:
 - **Special Construction one-time charge:** Per the Federal Communications Commission's Eligible Service List² for Funding Year 2016, special construction is comprised of upfront, non-recurring costs of deployment for new or upgraded facilities, design and engineering, project management, and construction of network facilities. Please identify the one-time charge for these items, if any.
 - **Other one-time charges:** Please also identify any other one-time installation charges, if any.
 - **Monthly Recurring charge:** Please identify the monthly recurring charge for service for the thirty-six month and/or sixty-month terms.
 - **Estimated rate for taxes and surcharges:** Please identify the aggregate estimated percentage of taxes and surcharges to be assessed.

- **Dark Fiber Long Term Lease (IRU):** Pricing for dark fiber can be expressed in either ten (10), fifteen (15) or twenty (20) year Indefeasible Right of Use (IRU) terms. Lateral fibers built as part of IRU delivery should include a minimum 12 strands. Fiber test results, containing at a minimum bi-directional OTDR and optical power loss readings at both 1310nm and 1550nm MUST be provided 15 days prior to service delivery. This testing should be end-to-end including any fiber extension built for the handoff of service at either end. For the purposes of review and, for determining the potential basis of award, CENIC requests service providers provide pricing in Exhibit D for dark fiber to be stated in the following manner:

² http://transition.fcc.gov/Daily_Releases/Daily_Business/2015/db0911/DA-15-1012A1.pdf

- **Special Construction one-time charge:** Per the Federal Communications Commission’s Eligible Service List for Funding Year 2016, special construction is comprised of upfront, non-recurring costs of deployment for new or upgraded facilities, design and engineering, project management, and construction of network facilities. Please identify the one-time charge for these items, if any. As a one-time cost with an associated monthly rate.
 - **Other one-time charges:** Please also identify any other one-time charges associated with the IRU.
 - **Recurring Maintenance and Operations (M&O) costs:** Please indicate the recurring rate and if it is assessed annually or monthly.
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- **Dark Fiber Build for Trinity COE Node - Minimum of 12 Strands:** CENIC is seeking a single design-build general contractor to build a dark fiber network connection of a minimum of 12 strands for a very underserved region of the state (Trinity County). The general contractor will be responsible for providing a turn-key network and MUST include all pole attachment fees, easement/right of way costs, or any other costs required to build a fully functioning network connection. Fiber test results, containing at a minimum bi-directional OTDR and optical power loss readings at both 1310nm and 1550nm MUST be provided 15 days prior to service delivery. This testing should be end-to-end including any fiber extension built for the handoff of service at either end. For the purposes of review and, for determining the potential basis of award, CENIC requests service providers provide pricing in Exhibit D for Dark Fiber Build - 12 Strands to be stated in the following manner:
 - **Special Construction one-time charge:** Per the Federal Communications Commission’s Eligible Service List³ for Funding Year 2016, special construction is comprised of upfront, non-recurring costs of deployment for new or upgraded facilities, design and engineering, project management, and construction of network facilities. Please identify the one-time charge for these items.
 - **Other one-time charges:** Please also identify any other one-time charges associated with construction of the project.
 - **Dark Fiber Recurring Maintenance and Operations (M&O) costs:** Please indicate the recurring rate and if it is assessed annually or monthly.

Under the new guidelines established by the Second E-rate Modernization Order⁴, CENIC may request that its share of costs after E-rate discounts for special construction

³ http://transition.fcc.gov/Daily_Releases/Daily_Business/2015/db0911/DA-15-1012A1.pdf

⁴ https://apps.fcc.gov/edocs_public/attachmatch/FCC-14-189A1.pdf



charges be amortized up to four years while requesting the E-rate discounted amount for the entire charge during Funding Year 2016. Bidders should indicate if amortization of special construction will be allowed under the proposed rates.

Bidders of managed or lit services should propose costs for services on a monthly basis inclusive of all associated co-location costs, and separately show any applicable one-time non-recurring charges.

Special construction costs **MUST** be separately identified on a per service basis. For the sake of expediency and to improve the installation timeline, payment of one-time, non-recurring costs outside the E-rate window may be made. **CENIC WILL NOT BE RESPONSIBLE FOR ANY EASEMENT/RIGHT OF WAY COSTS INCURRED BY THE PROPOSER WHILE IMPLEMENTING THE SOLUTION.** The Main Point of Entry (MPOE) and Demarcation point at each site shall be determined by CENIC. All cost proposals **MUST** include pricing to install services to the MPOE and Demarcation point.

If special construction costs are not specified or are specified as zero dollars, the Bidder will be responsible for construction up to the MPOE at no cost to CENIC. There are many service segments and pricing alternatives being requested. It is the responsibility of each responding Bidder to ensure that correct pricing has been input to the pricing worksheets, and that correct information as to discounts has been entered. This information will be used extensively in evaluating responses and awarding service contracts. CENIC relies on each Bidder to provide information that is free from errors or omissions. Once submitted, Bidders will be held responsible to provide service at the prices bid and quoted. **All services eligible for federal or state discounts MUST be expressed in rates before CTF or E-rate discounts, including all estimated taxes and surcharges.** Optional pricing for annual pre-payment or multi-year pre-payments may be considered by CENIC.

- E. **Contract Supersedure, Assignment & Successors.** CENIC reserves the right, during the term of the agreements, to assign services under these agreements to a school or school district entity in California or to any successor organization of CENIC. In the event of such an assignment, CENIC will supply a 30-day formal notice of intent to transfer financial responsibility to the responsible Bidder. At the end of the 30-day period, the Bidder shall change their records and commence billing as instructed in the notice of transfer. In all other respects, the agreement for service and the terms of this RFP shall remain intact, and continue through the original term of the circuit agreement for both CENIC and any superseding entity(ies). Therefore, it is agreed that the terms in this RFP that relate to CENIC will also be applicable to superseding entity(ies).
- F. **Early Termination Liability.** Any contract resulting from this RFP may include an Early Termination Liability provision for any awarded service during the life of the contract. Early Termination Liability is defined as the amount due and payable should CENIC, its



assigns or successors, disconnect any service segments prior to the expiration of the term of service. Any early termination liability **MUST** be specified in all bid responses and under no circumstances may they exceed the remaining amount due and payable.

Early Termination liability shall not apply to any service disconnect resulting from conditions specified in the contract's terms and conditions, including: financial hardship, discontinuance of funding available to CENIC, lack of E-rate or CTF discounts, or in the event of upgrading services.

- G. **Time is of Essence.** Due to the rapid escalation of bandwidth use by K12 schools in California, CENIC anticipates that any contracts awarded within this RFP shall be operational within the **next fiscal year July 1, 2016 through June 30, 2017**. Bidders **MUST** provide a reasonably accurate timeline for installation of the services. Bidder's response **MUST** indicate, in calendar days, the number of days required to install the service(s) bid in their respective pricing sheets. In CENIC's experience, 60-120 days from date of order is a reasonable timeframe for installation. In cases where there is significant special construction involved, CENIC acknowledges that additional time may be required, but expects the bidders to provide reasonably accurate timelines inclusive of time required for special construction.
- H. **Failure to Perform.** Should the bidder, upon award of the contract, materially deviate from their provided timeline, CENIC may terminate the contract with no penalty due to non-performance. Upon placement of the service order, contractor **MUST** confirm the installation timeline within 30 days. If the timeline is found to be considerably longer than what was proposed in the bid, CENIC reserves the right to cancel the service order or contract. If the contract is terminated due to failure to perform, CENIC may award the contract to the bidder that scores second in the evaluation process, or may rebid the service. CENIC shall not be held responsible for any early termination penalties should the contract be terminated under these conditions.
- I. **Invoices.** Each Bidder will be expected to provide a single, itemized, monthly invoice indicating all of the contracted services unless otherwise requested by CENIC. Invoices should be mailed to:

The Corporation for Education Network Initiatives in California (CENIC)
16700 Valley View, Suite 400, La Mirada, CA 90638
- J. **Open Records.** All information provided to CENIC in response to this RFP, or under an agreement or contract between CENIC and the successful bidder, may be subject to release, inspection, or disclosure upon request. The successful bidder acknowledges that all pricing and technology infrastructure information in its contract shall be considered as public and non-confidential pursuant to CFR Part 54 Section 504 (2)(i)(ii).



- K. **Terms and Conditions.** Bidders MUST propose Terms and Conditions in the form of a contract as part of the response. Contracts MUST be provided as Word documents and cannot be locked to editing. The Terms and Conditions proposed MUST include all relevant terms from this RFP. All proposed Terms and Conditions will be subject to CENIC's approval and subject to negotiations before acceptance.
- L. **Qualifications.** Bidders MUST demonstrate their ability and capacity to implement the services proposed.
- M. **References.** Bids will be judged in part on their experience installing services similar to those bid, on schedules similar to those proposed. Bidders may include references, with name and contact number, for three (3) such organizations.
- N. **Non-Disclosure Agreement.** Bidders interested in responding to this RFP MUST submit a signed Non-disclosure Agreement (NDA) or have an existing NDA on file with CENIC. The signed NDA (Exhibit A), MUST be submitted to 2016k12nodeRFP@cenic.org. Upon receipt of a signed Exhibit A, a list of aggregation hub site (Exhibit B) addresses will be provided.

3.0 Required Technical Responses

Bidders MUST respond to all required items. Incomplete bids are subject to rejection. Throughout this section and the accompanying appendices, the capitalized words MUST and SHALL are used to indicate requirements that are mandatory and must be addressed for a response to be considered complete. The capitalized words MAY and SHOULD are used to indicate desires on CENIC's part that are not requirements. However, Service Providers are expected to respond to each of these, either by meeting the desire or by providing an alternative approach to meeting the desire.

- A. **Description of service requirements.** Broadband services SHALL consist of one of the following: (1) a pair of single mode dark fibers, (2) Metro Ethernet service at CIRs of 100 or 1,000 Mb/s (or others as requested), (3) point-to-point scalable lit fiber at one Gigabit (1,000 Mb/s) with option to upgrade at one Gigabit increments, (4) 10 Gigabit (10,000 Mb/s) with option to upgrade at 10 Gigabit increments, (5) 40 Gigabit (40,000 Mb/s), or (6) 100 Gigabit (100,000 Mb/s), connecting each site to the specified location.

If the preferred services are unavailable, bidders MAY provide bids for T-3 (45 Mb/s), OC-3c (155 Mb/s), or OC-12c (622 Mb/s). Bidders SHOULD propose these services only where the preferred bandwidth/service is unavailable; in general CENIC prefers to procure the broadband services described in the paragraph above. Where applicable, SONET services SHOULD be configured with C-bit parity signaling.



Bidders MAY propose either physical point-to-point connections or virtual connections such as MPLS, but MUST clearly identify whether the services proposed are virtual connections or point-to-point. Services MUST NOT be oversubscribed.

In all cases, bidders MAY propose a pair of single mode dark fibers with an available roll pair in place of, or in addition to, the services listed above. That is, CENIC will entertain proposals for a pair of dark fibers where it has requested, for example, 10 Gigabit service.

Where dark fiber is proposed, bidders MUST clearly identify the fiber type and distance. Where either estimated or actual loss measurements are available, bidders SHOULD provide this information as well.

Exhibit D lists the A and Z locations for which E-rate eligible pricing and solutions may be requested. Bidders MUST meet all requirements noted in Exhibit C. Should a Bidder determine that it is able to serve a site from a CalREN aggregation hub site or Z location different than shown in Exhibit D, the Bidder shall indicate the exceptions, with full details. For managed or lit services, the Bidder SHALL install only sufficient equipment necessary to provide the CENIC requested services at a location. Equipment MUST be installed in a workmanship-like manner. All cables and external connections will be attached or secured in accordance with industry standard practices. The Bidder will remove all waste or unused installation material from the site, at the conclusion of the installation.

- B. **Service Documentation.** Every service provider MUST submit a service layout record, also known as a design layout record, within thirty (30) days of CENIC's acceptance testing procedure, which MUST include fiber distances between end locations and major intermediate sites.

For each distinct service bid, Bidders MUST supply a copy of, or link to, any applicable documentation detailing Bidder's requirements for customer readiness, including requirements for space/power/HVAC for customer premise equipment, customer-provided conduit, and any similar "room ready" requirements.

- C. **Adoption of New Technologies.** CENIC reserves the right to substitute, without financial penalty, the functional equivalent of existing services as new technologies emerge. Bidders SHOULD address how new technologies and services will be handled within the terms of the contract during the life of the agreement. While CENIC is willing to enter into a multiple year agreement, it is CENIC's expectation that such an agreement will permit the adoption of new technologies without penalty during the life of the agreement.



D. **Optional Services.** Bidders are encouraged to propose optional services not specifically requested by CENIC as part of this RFP, however CENIC shall be under no obligation to consider, nor adopt, any such services.

E. **Upgrades.** Following installation of any awarded service, and during the term of that service, including those ordered on multiple year terms, the Bidder agrees that CENIC SHALL have the right to upgrade the existing service to a higher bandwidth service without incurring termination liability, as defined below, and without modifying the term of the initial contract. In the event that CENIC elects to upgrade an existing service, Bidder shall have the first option to provide that service at a cost that reflects, in CENIC's sole discretion, a fair market price. If, upon receipt of a formal written request to upgrade a service, the Bidder is unable, for whatever reason, to provide the upgrade, CENIC reserves the right to cancel the existing service, and to request bids from other service providers who can provide the higher bandwidth service. In such instance, CENIC will provide the existing Bidder with evidence of the change, and will not be subject to any early termination liability.

If the Bidder is able to provide service but only at a cost that is in excess of what CENIC, in its sole discretion, considers a fair market price, CENIC reserves the right to cancel the existing service, and to request bids from other service providers who can provide the upgrade at a fair market price. CENIC will provide the existing Bidder with evidence of the change, and will not be subject to any early termination liability.

F. **Relocations.** Following the award of service, and during the term of that service, including those ordered on multiple year terms, the Bidder agrees that CENIC shall have the right to relocate the existing service to different A or Z locations, without incurring any early termination liability, as defined below, and without modifying the term of the initial contract. In the event that CENIC elects to relocate an existing service, Bidder shall have the first option to provide that service at a cost that reflects, in CENIC's sole discretion, a fair market price. If, upon receipt of a formal written request to relocate a service, the Bidder is unable, for whatever reason, to provide the relocation, CENIC reserves the right to cancel the existing service, and to request bids from other service providers who can provide the relocated service. In such instance, CENIC will provide the existing Bidder with evidence of the change, and will not be subject to any early termination liability.

If the Bidder is able to provide service but only at a cost that is in excess of what CENIC, in its sole discretion, considers a fair market price, CENIC reserves the right to cancel the existing service, and to request bids from other service providers who can provide the relocated service at a fair market price. CENIC will provide the existing Bidder with evidence of the change, and will not be subject to any early termination liability.



- G. **Changes and Additions.** CENIC would prefer a master service agreement that allows for the addition of services without modifying the terms of the initial contract. In the event that CENIC elects to add a service, Bidder shall have the first option to provide that service at a cost that reflects, in CENIC's sole discretion, a fair market price.

If the Bidder is able to provide service but only at a cost that is in excess of what CENIC, in its sole discretion, considers a fair market price, CENIC reserves the right to request bids from other Bidders who can provide the additional service at a fair market price.

- H. **Response time and Outages.** Bids SHALL include the following with regard to Response time and Outages:
- a. The Bidder SHALL respond to a trouble report within one (1) hour of the initial report. The response may include the start of Network Management Center diagnostic efforts, or on-site presence of Bidder technicians. Within two (2) hours of the initial trouble report, the Bidder shall communicate with the CENIC NOC with periodic reports consisting of status and estimated time to repair.
 - b. The CENIC NOC will assist the Bidder in joint testing and coordination to effectuate repairs at the earliest possible time. Outages of services shall fall into two categories. Planned outages represent service downtime for which the Bidder has given five (5) business days' notice of an anticipated outage to CENIC.
 - c. Upon approval, the Bidder will be allowed one (1) hour per month per service for planned preventative maintenance, equipment change-outs, or service grooming, without incurring outage credits. The allotted time per service, per month is not cumulative. Outage time not used in the current month is not carried forward to future months. Planned outages shall be scheduled during normal maintenance windows of midnight to 6am local time. An unplanned outage, through no cause of CENIC, is defined as the service being unavailable for use and would not include conditions caused by Force Majeure or otherwise beyond the control of Bidder. An outage of this type, or the amount of time a planned outage exceeds the maximum 1-hour duration, shall result in "outage credits" being incurred by Bidder.
 - d. Outage credits shall consist of three times the monthly rate of the affected service divided by 43,200 multiplied by the minutes a service is unavailable for use. The duration of minutes shall consist of the recorded time between the trouble report delivered to the Bidder, and the time the Bidder reports the trouble is fixed.

4.0 Table of Exhibits

Exhibit A: Nondisclosure Agreement

Exhibit B: CalREN Aggregation Hub Site Locations

Exhibit C: Reporting Requirements for Federal and State Discounts

Exhibit D: Circuit Pricing Worksheet